



CAPITOL LANGUAGE SERVICES, LLC PARENT HANDBOOK

Dear Families:

Welcome to Capitol Language Services (CLS). We are delighted to continue to serve your community through our before and after-school programs as well as with our camps.

Our mission will always be to create an educational, affordable and safe environment for our students. We intend to make your child's time at CLS a highly enjoyable but also a productive experience.

Starting in September 2024, the programs will include activities such as: homework assistance, outdoor sports, STEM classes and manual activities (arts and crafts).

CLS also will also offer the following extracurriculars:

1. Spanish at Lafayette, Hearst, Murch and Brent
2. Art at Murch and Hearst
3. Dance at Murch

Later in the fall the "Write Away!" program will resume at Murch and Lafayette. We will give you more details regarding the program by the beginning of October.

Sincerely,

Cinzia Roveta – Program Director.

Emy Lloyd – Program Director for all on-site programs and HR Director.

Carla Albrespy – Office Manager, Registrar and Accountant.

Jocelyn Salamanca – HR Manager.

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ADMISSIONS AND REGISTRATION

Capitol Language Services does not discriminate on the basis of race, gender, religion, creed, color, national origin or source of payment. All children are welcome here.

CLS generally opens the first day of school. However, the starting date could change according to the school administration's instructions. This information will be communicated to families prior to the first day of school.

Before a child is enrolled in CLS, parents must register on CLS' website www.capitollanguageservices.com. Registrations can be completed online, as well as payments.

At the time of registration, parents will pay for a month of tuition fees and a "deposit". The deposit will apply to the last month of tuition of your child, usually June the following year.

Please be advised that if we don't receive your payment by the due date, your child will not be admitted in the program and the spot will become immediately available to another student.

Deadline to register for the before care or after-school programs is set on our website, on the page dedicated to your school.

If the deadline has passed and you register anyway, CLS won't be able to enroll your child. Your refund will be returned on your credit card and CLS will retain a \$35 fee for canceling your registration and for processing your refund.

CLS holds camps during DCPS Closing Days, Holidays, as well as Winter and Spring breaks. Information regarding the location of these camps can be found on our website on the Camp page.

REGISTRATION FOR SPECIAL NEEDS CHILDREN

CLS wants to offer appropriate care to children with special needs so that they benefit from the same care and attention they get during regular school hours.

If your child has special needs, please follow these guidelines:

- Include in the registration as many details as possible about your child.
- If your child has an IEP, CLS will require a copy of it.
- Set up a phone appointment with our registrar Ms. Albrespy carla@capitollanguageservices.com to talk about your child.
- If your child benefits from one-on-one services during school hours, CLS will have to hire a staff member especially dedicated to your child. The starting date of your child will be contingent to the hiring date of the dedicated staff member.
- Enroll your child by the end of June 2024 if possible.

FEES AND TUITION PAYMENT

CLS fees are calculated by counting ONLY the days school is open. Every month parents pay a tenth of the yearly tuition. Therefore, the same tuition is billed regardless of the number of days there is in a month. CLS does not bill on a per diem basis or prorate the month if your child is absent.

CLS requires tuition fees to be paid one month in advance. August 1st, 2024, tuition for the month of September 2024 will be due. In order to pay tuition fees, parents have to set a recurring payment. A link will be sent to you once you have registered and make your first payment online.

Drop-ins are not allowed. CLS won't be able to offer enrollment for less than one month or for less than 5 days/week.

No credit is given for missed days due to illness, field trips, personal reasons, emergencies, vacation time, etc. even if CLS is notified in advance about those days.

TERMINATION NOTICE AND DEPOSIT

If you would like to withdraw your child from CLS, you must give a 30-day written notice of cancellation to the Program Manager: carla@capitollanguageservices.com **and** fill out our [withdrawal form](#). CLS will not give any refund for services that are not cancelled with less than 30-day notice.

The deposit is not refundable.

In case of withdrawal from the program before the start of the school year, CLS will retain the deposit and refund you the first month of tuition (September).

In case of withdrawal from the program after the start of the school year, the deposit will apply to the last month of your tuition fees.

So, what does that mean?

- If it is August 12, 2024, and you would like to withdraw your child from the program. You then should [submit a form](#) and expect a refund from CLS within the next two weeks for September tuition fees, but not the deposit.
- If it is August 31, 2024, and you would like to withdraw your child from the program. You then should [submit a form](#), your recurring payment will be canceled, and your child can stay in the program until the end of September since the initial deposit applies. your recurring payment will be canceled, and your child can stay in the program until the end of September since the initial deposit applies.
- If it is September 30, 2024, and you would like to withdraw your child from the program. You then should [submit a form](#), your recurring payment will be canceled, and your child can stay until October 31. Your October's payment will be refunded to you.

TUITION FEES AND UNFORSEEN EMERGENCY SITUATIONS

As we experienced with the emergency shut down during COVID-19, CLS does not exclude the possibility that schools might be forced to shut down or students will be asked to quarantine.

In case these unfortunate events happen, and students are out of school for more than 2 weeks, CLS will issue a credit to future tuition fees only. If school shuts down for less than 14 days or if your child is absent for less than 14 days due to COVID -19 or other pandemic/emergency related issues, CLS will not be able to issue any credits.

It is CLS responsibility to pay its employees during those 14 days so the reopening of the program will be possible right after the school reopens.

CLS does not exclude the possibility of temporarily having to close a class or a program due to staff shortages. CLS will not be able to issue any credits unless the program your child attends will shut down for more than two weeks. If the program is closed for more than two weeks, CLS will issue credits that will only apply to future tuition fees.

FINANCIAL AID

Capitol Language Services offers financial aid to students. You must fill out the financial aid application with all the required documents, and your application must be accepted at least two weeks before the registration deadline for your school. If you would like more information regarding the required documents, or would like to apply, please [click here](#).

Once we receive your documentation, we will determine the amount of financial aid granted to you so you can then register and pay via our website **by the registration deadline**.

BEFORE CARE PROCEDURE

Capitol Language Services offers before-care from 7:30 AM to 8:30 AM at Murch and Lafayette.

Students will be given a free choice of activities while waiting for the school day to begin. Children will be dropped off at their teacher's line at 8:30 am.

AFTER-SCHOOL CHECK IN PROCEDURES

At dismissal, children will be picked up at a meeting point in your school.

It will be the parents' responsibility to inform the morning teacher about their child's enrollment in CLS and to give the teacher permission to release the child to CLS.

It will be also the parents' responsibility to send an email to CLS when their child will be absent from after school.

absencebrent@capitollanguageservices.com

absencehearst@capitollanguageservices.com

absencelafayette@capitollanguageservices.com

absencemurch@capitollanguageservices.com

AFTER-SCHOOL DISMISSAL PROCEDURES

In the afternoon, when picking up their child, parents will check in with the security officer. The security officer will radio our staff members and your child will be brought outside. Please be patient when waiting for your child to exit the program, as we may have many other children to dismiss at the same time.

At 6:00 pm sharp, all the children will be brought to the front door for dismissal.

An **AUTHORIZED PERSON** listed on the child's registration form must pick up the child from CLS. The authorized person may be asked to present photo identification. Any other person not listed must have permission in writing from the parent or legal guardian and present photo identification before the child will be released.

ONLY the persons listed on your child's registration form are considered authorized. Family members, if not listed, are not considered authorized to pick up your child. Verification by the program manager will be made before any child is released to a person not listed on the registration form.

If necessary, parents will be responsible for presenting legal documentation in the form of a certified copy, regarding any custodial evidence or authority limitations of either parent or guardian (i.e. court order regarding custody.) Parents should never assume that this type of information is given to CLS by the school's administration. In the event that said parent/family member shall not have contact

with the student per a court order, arrives for pick up, CLS will not release the child, will notify the authorities first and then contact the authorized parent/guardian.

SELF-DIMISSAL

CLS understands that on occasion, families have reasons for which they need their child(ren) to self-dismiss. While CLS doesn't encourage self-dismissing, we want to provide some guidelines in the case it must occur:

Children must be in 4th grade and up to self-dismiss.

The self-dismissal permission must be received by CLS at least 24 hours in advance. Please provide set days and times (example: M-W-F at 4:30 pm.)

Arrangements for self-dismissal must be made via email. **Phone call permissions will not be allowed.** Only the program coordinator can authorize the dismissal on special circumstances.

Once parents' permission is received, it will be kept on file for the rest of the school year. Any changes to self-dismiss days or times must be made in writing.

Parents will be responsible to keep track of the time their children need to go home when they self-dismiss. After a student self-dismisses from the program, CLS is no longer responsible for the child.

If your child attends an activity **outside of** your school's building, we must receive a written notification to let the child attend that activity. The child will NOT be released if a notification has not been received. Please send notifications here:

absencebrent@capitollanguageservices.com

absencehearst@capitollanguageservices.com

absencelafayette@capitollanguageservices.com

absencemurch@capitollanguageservices.com

Once a child is dismissed from CLS, the child will not be able to return.

Further instructions will be given to parents regarding your children attending an extracurricular activity inside the building (example: Murch Plus or Flex.)

LATE PICK-UP

Parents can pick up their children any time during the afternoon. The program closes at 6:00 PM and the children will line up at that time outside of the main entrance of the school. Children must be picked up on time. If an emergency arises, parents are expected to make arrangements so that their child will be picked on time and to notify the program coordinator accordingly. Please call the program's coordinator (the number will be communicated to you before the start of the school) if you are more than 5 minutes late. Fees for late pick-up are \$10 for up to 15 minutes, \$15 for up to half an hour and \$25 for up to one hour. Late fees will be charged on your account.

SNACKS

CLS does not provide snacks for the children. Families are asked to pack one or two snacks along with a water container for their child. **Due to many food allergies, children will not be allowed to share snacks and all snacks must be nut-free.**

EMERGENCY CLOSING PROCEDURES

If DCPS schools are closed or close early due to severe weather conditions, there will be no CLS classes in the afternoon. CLS will cancel the after-school program only if DCPS cancels afternoon activities.

ACCIDENT AND EMERGENCY PROCEDURES

If your child becomes injured at CLS, the teacher in charge will administer simple first aid such as washing the injury, applying ice, and bandaging. The teacher will then fill out an injury report.

If the injury is serious, we will call the parent for instructions. If the injury requires the services of a doctor, the following procedure will be followed:

1. Call parent or guardian.
2. Call one of the persons listed on the emergency card.
3. In the case that the above two fails, we will call an ambulance or paramedic team and have the child taken to an emergency hospital with a staff person accompanying in the paramedic's van or ambulance. Any of the expenses incurred will be the responsibility of the child's parents or guardians.
4. If the injury looks very serious the Program Director might decide to call 911 before calling the parents.

For children with severe allergies and conditions, parents are required to leave medicines and EpiPens at CLS.

BEHAVIORAL MANAGEMENT

During the early educational years, when children are developing different socio-emotional skills, parents, schools and afterschool programs become partners in guiding the children in development of good behavioral patterns.

To that end, CLS is committed to creating a safe and educational environment for the students who attend our programs. Achieving this goal involves working closely with parents, school administrators and the teachers of the children. Our intent is to develop consistent expectations of the behavior of the children, in the morning, at home and during after-school hours. For this, CLS implements different strategies, including the use of the same positive behavior support structures that school uses.

At the beginning of the school year and throughout the school year, children are reminded of the rules and expectations at CLS.

These rules include:

- Student must keep hands, feet, and objects to themselves.
- Student must show respect for staff and other students.
- Student must use acceptable and appropriate language.
- Student must remain with his/her assigned group in all situations.
- Student voice level/movement must be appropriate to the activity/setting

Below are the steps for how CLS engages with children who need behavioral guidance:

1. Children are given a first warning. The child is asked if they know why they are getting a first warning. If the child is unaware of the problem, it is explained to him/her in a gentle and understandable fashion. The teacher then redirects the child to another tasks or area to help resolve the conflict.

For example: if the child is throwing toys: they are not allowed to play with the toy. They are then directed to find a quiet activity choice.

If the child is having a conflict with another child, the two children are walked through conflict resolution by a teacher and the directed to play in separate areas.

Example of other situations that would imply a first warning: not following teacher's directions, running in hallways, refusing to share material, games or toys with other students, not including other students during games, etc.

2. Children receive a second warning. The child is again reminded that what they are doing or saying is not acceptable in class and once again they are redirected to a more specific area or task to help them.
3. Children receive a third warning. If they receive a third warning, they must take a break from the activities.
4. Taking a break. In this situation, children go to the break spot quickly and calmly.
 - If the child is having difficulty being calm, we will work to help the child calm down and to regain focus and control while on the break. Techniques used include deep slow breathing, counting to ten, drinking some water.
 - Once adequate time has passed, around 4 or 5 minutes, the teacher who placed the child in the break area will speak to the child and ask again if they knew why they had to take a break, and whether they feel ready to rejoin the group.
 - We have the child explain why they had to take a break and name 3 things they are going to do differently to rejoin the group. This may include use listening ears, writing a card for a child whose feelings they hurt, using walking feet, etc.
 - If the child cannot think of anything the teacher may help him/her to brainstorm. For older children, the teacher can give the child more time and explain that when the child has an idea they may seek the teacher out and explain.
 - Coming back quietly and rejoining the group's work is the last step.
 - If there are other children getting involved, explain that the best thing they can do to help the situation is by leaving the other child alone, going on with the classroom activity as usual. Quietly welcoming the child back is important. A child taking a break should not disrupt the routine of other children.

If the child is physical with another child, a break is given right away for the child who did the injuring. The Director or Coordinator of the program is always notified of such conflicts. The teacher who saw the conflict talks with the child about what occurred. Depending on the severity of the incident, as deemed by an administrator, the child may be taken to the front desk and have their parents called to pick them up.

If there is an ongoing problem with a child who is struggling and needs additional support the Director of the program is notified so a plan can be discussed.

Incidents that involve risky behavior, physical incidents against other students and/or teachers, malicious pranks, inappropriate language or gestures to other students or teachers bullying, sexual harassment, verbal abuse, fighting, leaving the program/group without permission, physical attacks on fellow students or teachers, pseudo-threats to other students or teachers, acts of hate or violence to other students or teachers, theft and destruction of property, and other behaviors that CLS will consider dangerous to other students or teachers; the program administrator and/or teacher will employ the following disciplinary actions:

One offense:

Parents will be required to pick up their child immediately after the incident.

CLS will organize a conference as soon as possible after the incident, usually the following day. Parents will be required to attend. All the parents of the children involved will be notified and an incident report will be issued as soon as possible.

During the conference we will discuss strategies that will help the child understand and correct their behavior. Full parental cooperation in reinforcing good behavior is necessary to make the changes stick. All CLS teachers will be informed and will help the child achieve the goals and the plan that were discussed during the conference.

Two offenses:

Parents are required to pick up their child right after the incident.

CLS will organize a conference following the incident. Parents are required to attend.

All the parents of the children involved will be notified and an incident report will be issued as soon as possible.

During the conference, we will discuss the incident and the following consequences: two-day suspension from the program and separation of the child from the group for at least two weeks, reimbursement of damaged/stolen equipment or property, and other actions that CLS deems necessary to compensate for the physical or emotional damage that was caused by the incident. A specific plan to help the child overcome disruptive behavior will be discussed with the parents and CLS administrators. Full parental cooperation is requested to achieve the goals set in the plan.

Three offenses:

Parents are required to pick up their child right after the incident.

CLS will organize a conference following the incident. Parents are required to attend, and the following consequences will be discussed: Permanent suspension of the child from the program with no reimbursement of tuition fees for the month.

All the parents of the children involved will be notified and an incident report will be issued as soon as possible.

In general:

CLS reserves the right to require the withdrawal of the student when, in the opinion of the Directors, such withdrawal will be in the best interest of the other students and/or the school.

Ongoing disruptive behavior will not be tolerated under any circumstance. If CLS believes that a constructive and positive relationship cannot exist or is impossible to achieve, parents will be asked to permanently remove their child from the program.

If CLS believes that repeated efforts by the program staff to help the child improve their behavior, along with parent interventions, are still resulting in disruptive or unsafe behavior, the student may be dismissed from the program.

NOTICE OF SERVICE TO ALL STUDENTS

CLS will make the necessary efforts to serve all students who attend the DCPS school where the program is held, unless:

- Accommodating the student will require fundamental alteration of the program
- The student possesses a direct threat to the health and safety of others

Before making any decisions, CLS will consider each student individually and determine whether it can offer what the student needs to thrive in the program. These factors include, but are not limited to:

- The student's ability to function in a large cafeteria, gym and open playground
- The student ability to function with a staff to student ratio of 1:13-20
- The student healthcare needs
- Any other relevant factors

As part of these considerations, parents are encouraged to authorize CLS to consult with teachers, school admin, etc.

Parents should note that, despite regular communication between CLS and DCPS schools, DCPS principals and teachers do not share any confidential information about students. This includes information about IEPs, allergies, custodial arrangements and any other relevant information about the child's well-being that is deemed confidential. Parents/Guardians are responsible for informing CLS of any needs/arrangements that are necessary to ensure the student's safety and success in the afterschool program. The information should be added to the registration form at the time of enrollment. After receiving the form, CLS will contact the parent/guardian to further discuss the information if necessary.

Capitol Language Services LLC is an independent organization that operates inside public schools in the District of Columbia. However, CLS is not an extension of DCPS and consequently, does not have access to services, specialized personnel, materials and others, that might be available to public schools during their regular hours. The same accommodations/services provided by the schools will not be available during CLS hours of operation.

BRINGING TOYS OR ELECTRONICS TO CLS

Students are not allowed to bring toys to CLS as it is a distraction and often results in lost or broken toys. This includes trading cards, marbles, bey blades, stuffed animals and dolls. CLS provides sufficient items for children to play with for both outdoor and indoor recess. Electronic games or any other type of electronic entertainment devices are not permitted on school grounds.

All students may have cell phones on school grounds however they have to be kept in backpacks. The use of cellphones must occur in the presence of a staff member and for emergencies only. Telephones must be turned off in the homework room or during classes.

PARENT-TEACHER COMMUNICATION

If parents would like to establish direct communication with teachers, they are always welcome to come and talk to the teachers at the end of the class. The teacher will assist them as much as possible in developing a strategy, so the student will have the proper guidance at home and school.

SICKNESS

We work hard to forestall the spread of communicable illnesses in CLS. This can be a severe problem in any group environment, so please take the following responsibilities seriously.

MEDICATIONS AND TREATMENTS

CLS follows the DCPS policy regarding administering medications and treatments to students. This establishes that only a nurse or a DCPS trained staff member are authorized to administer medications and/or treatments.

You can find the complete policy here: <https://dcps.dc.gov/health>

In the event that neither a nurse or a DCPS trained staff member is available, CLS will not be able to administer, monitor or ensure the proper administration of medications and/or treatments. In this case, parents will be responsible to arrange another alternative such as coming to the school and administering the medicine and/or treatment to their own child.