

Capitol Language Services, LLC

Parent & Family Handbook

School Year 2026–2027

Lafayette • Hearst • Brent

CAPITOL LANGUAGE SERVICES, LLC

Our Mission

At Capitol Language Services, LLC (CLS), our mission is providing exceptional before- and after-school care that parents trust, schools rely on, and children love. Since 2006, we have been dedicated to fostering an inclusive, respectful, and nurturing environment where every child can thrive.

A Message from Our Executive Director

Dear Families,

Welcome to Capitol Language Services, LLC (CLS)! It is with great enthusiasm that we welcome you for the upcoming school year. We are honored to continue our tradition of excellence in serving your community through our before- and after-school programs, enrichment classes, and DCPS-closing camps.

Our dedicated team strives to create experiences that are not only enjoyable but also enriching and developmentally appropriate for each student we serve.

This handbook has been prepared to serve as your go-to guide throughout your time with us. Inside, you will find important information about our programs, policies, and procedures, as well as resources to help you and your child navigate the year ahead with confidence and clarity.

We believe that the relationship between families and our staff is the cornerstone of a successful experience. We encourage open communication, active involvement, and collaboration at every step. Please do not hesitate to reach out with questions, concerns, or feedback — your voice matters deeply to us.

Thank you for trusting Capitol Language Services, LLC (CLS) with your child's growth and safety. We look forward to a wonderful year together.

With warm regards,

Carla Albrespy
Executive Director
Capitol Language Services, LLC

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SECTION 1 ENROLLMENT & ADMISSIONS

Admissions, Registration, and Deposit

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

Parents must enroll through Procare. The link is available at www.capitollanguageservices.com **on the page dedicated to your school.**

At the time of registration, parents will be required to fill out a student registration, and pay a deposit. The deposit amount is non-refundable and will be applied to cover the final month's tuition under certain conditions.

⚠️ **If the deposit payment is not received by the enrollment deadline, your child will not be admitted and the spot becomes immediately available to another student.**

Enrollment & Deposit Policy

Enrollment is considered complete only when all three steps are done:

1. Student registration form submitted
2. Non-refundable deposit paid
3. Recurring payment established through Procare

The enrollment deposit is strictly **non-refundable under all circumstances** — including school transfers, relocation, schedule changes, or any personal reason. The deposit is not transferable to another family, student, or program. With **the required 30-day notice,** it will be applied to your June tuition, or to the final month of enrollment if you withdraw before year-end.

Enrollment for Special Needs Children

> **Program Scope:**
> As an after-school program — not a specialized therapeutic or special education facility — CLS does not have licensed special education staff, behavioral therapists, or one-on-one aides on site. Our ability to accommodate a child's needs depends on the nature and level of support required, the safety of all enrolled children, and the capacity of our staff.

Enrollment Review

Families of children with known special needs are encouraged to contact the CLS Executive Director prior to registration to discuss whether our program is the right fit. CLS reserves the right to approve, conditionally approve, or decline enrollment based on our capacity to safely and appropriately serve your child.

To ensure all children thrive at CLS, we are committed to accommodating learning needs by implementing reasonable accommodation. In compliance with current accessibility standards, we will collaborate with families and DCPS, if required, to implement appropriate support services.

If your child has diverse abilities or additional needs, please:

- Detail all relevant information in the student registration form
- Provide a copy of any IEP or 504 plan
- Schedule a phone appointment with the CLS office to discuss your child's needs
- Complete enrollment as soon as possible to ensure appropriate staffing

For students requiring one-on-one assistance per their IEP, CLS will do its best to secure dedicated support personnel. Your child's enrollment start date will be coordinated with the availability of their assigned support professional.

Disclosure Requirement

CLS requires complete and honest disclosure of any known information that may affect your child's behavior, learning, or care. By signing this handbook, the parent or guardian certifies they have disclosed all relevant information, including but not limited to:

- Active or pending Individualized Education Programs (IEPs)
- 504 Accommodation Plans
- Behavioral Intervention Plans (BIPs)
- Medication
- Diagnosed or suspected learning disabilities, developmental delays, or cognitive differences
- Diagnosed or suspected mental health conditions (anxiety, ADHD, autism spectrum disorder, mood disorders, etc.)
- History of behavioral incidents, suspensions, or expulsions at school or in other programs
- Any other condition or circumstance that may affect your child's behavior, social interactions, or participation

⚠ Failure to disclose known information may result in the immediate termination of enrollment without refund.

Drop-Ins

CLS understands that families are subject to last-minute needs. In order to support families, we welcome students on an occasional, unscheduled basis through our drop-in program.

Drop-In Options

Families must choose one of the following two options. Contact the front office for current rates.

- Single drop-in — Available for a one-time visit. Once used, this option is no longer available to the family.
- 10-visit package — Prepaid package for families who need drop-in care on multiple occasions. Visits must be used within 12 months of purchase and are non-refundable.

Once purchase and to request a drop-in, submit the Drop-In Request Form at least 24 hours in advance. All drop-in students must have a current registration packet on file and must wear a yellow CLS safety vest (purchased by the family) during program hours.

> *Families who use their single drop-in and wish to continue must purchase the 10-visit package. Additional individual drop-ins will not be sold.*

Financial Aid

CLS self-finances its financial aid program through its operational budget to support families in need of tuition assistance. **Please note that financial aid funds are limited and subject to budget availability — aid cannot be guaranteed if funds have been exhausted.** You must submit the financial aid application with all required documents at least four weeks before your intended start date.

To apply: Financial Aid Application

SECTION 2 FEES & PAYMENTS

Fees & Tuition Payment

Tuition is calculated based on days when school is in session, then divided into ten equal monthly installments. Your payment is the same each month regardless of program days in that month. We do not offer per-day billing or prorations for absences. For enrollments beginning after the program start date, CLS will pro-rate tuition by week only — not by day — and the deposit remains due in full.

⚠️ **No credit is given for missed days due to illness, field trips, personal reasons, emergencies, or vacation — even with advance notice.**

Payments begin in September through May (or based on enrollment date) via a recurring payment method set up in Procare.

Payment Policy	Details
Due Date	5th of each month
Late Fee	10% of outstanding balance if not received by the 15th (one-time per billing cycle). Example: $500 tuition → $50 late fee = $550 total due.
Delinquent	Accounts outstanding beyond 25 days may result in suspension of enrollment. CLS will communicate before this step is taken.
Payment Methods	Recurring payments are processed through Procare Desktop (not the app) via ACH (bank transfer), credit card, or check. Credit card payments incur a 2.85% processing fee.

Financial Hardship:
Families experiencing difficulty are encouraged to contact enrollment@capitollanguageservices.com before the due date. Proactive communication allows us to work together and avoid late fees.

Withdrawal & Termination

To withdraw your child, you must complete the official Withdrawal Form with at least a 30-day notice. Verbal notice, email, or failure to attend does not constitute a valid withdrawal and will not stop recurring payments.

Withdrawal Timing	Result
Before school year starts	Deposit retained in full. No refund or transfer issued. A credit can be issued on your account ledger and may be applied toward any CLS program.
30+ days' notice (after school year starts)	Recurring payment cancelled; deposit applied to final month's tuition.
Fewer than 30 days' notice	Deposit forfeited; full tuition for the following month remains due.

Example: If your child's last day is November 30, the withdrawal form must be submitted by October 30 for the deposit to be applied to November tuition.

Tuition Fees & Unforeseen Emergency Situations

CLS acknowledges that schools may be forced to close or students may be asked to quarantine due to emergencies beyond our control. The following policy applies:

Situation	Policy
Program-Wide Closure >14 days	Credit toward future tuition issued. No refunds. Necessary to maintain payroll obligations.
Program-Wide Closure ≤14 days	No credit or refund issued.
Individual Absence (any reason)	No credit or refund issued. Tuition is fixed and not adjusted for individual absences.
Partial Class Closure >14 days	Credit issued for the specific closed program only.
Partial Class Closure ≤14 days	No credit or refund issued.
Weather and Emergency-related Closure	CLS follows DCPS guidance for weather and emergency closures. Tuition will not be adjusted, credited, or refunded for any days missed due to closures. This applies to all CLS programs, including camps.

SECTION 3 DAILY OPERATIONS

Before Care Procedure

School	Hours
Lafayette and Brent	7:30 AM – 8:30 AM
Hearst	7:15 AM – 8:30 AM

Students have a free choice of activities while waiting for the school day to begin. Children are transitioned safely to their teacher's line at 8:30 AM.

CLS Absence Procedure

Parents must complete the CLS Absence Notification Form when their child will be absent from after-school, no later than 1:30 PM on the same day. This step negates the need for an absence email notification.

> ⚠️ **CLS cannot accept verbal notifications of absences. The digital form ensures all absences are properly documented and that staff is promptly informed of students' whereabouts.**

Release from Homeroom Teacher

Children will not be considered in CLS care until officially released by the morning teacher or designated school personnel. Our staff will ensure each child is accounted for at the time of release.

Dismissal & Pick-Up

Parents may pick up their children any time during CLS program hours. Children will only be gathered for pick-up once the authorized adult is physically present on-site. We cannot begin preparing your child for dismissal based on advance phone calls.

If your child attends an activity outside the school building, they will only be released under one of the following conditions:

- The parent or guardian has provided written notification permitting the child to attend the activity, or
- The child's name appears on the activity provider's roster shared with CLS in advance.

Authorized Pick-Up

Only individuals listed on your child's CLS registration form or Procare account are authorized to pick up your child. If someone is not listed, they are not authorized — regardless of their relationship to the child. An authorized person may be asked to present photo ID at pickup.

To authorize a non-listed individual, a written request from the parent or legal guardian must be submitted in advance to the appropriate school email:

- Brent: brent@capitollanguageservices.com
- Hearst: hearst@capitollanguageservices.com
- Lafayette: lafayette@capitollanguageservices.com

That individual must present photo ID upon arrival.

> ⚖️ **Custody Matters**
> Parents are responsible for providing CLS with a certified copy of any court order affecting custody or restricting contact. Do not assume this has been shared by the school — it must be submitted directly to CLS. If an individual prohibited by court order arrives, CLS will not release the child and will contact authorities immediately.

Self-Dismissal & Sibling Pick-Up

Students will not be permitted to leave CLS or an enrichment class without an adult unless a completed **Self-Dismissal & Sibling Pick-Up Permission Form** is on file. A separate form is required for each child.

- Phone call permission is not accepted.
- Permission must be received at least 24 hours in advance.
- Once dismissed, the child may not return to CLS that day.
- If dismissed from an enrichment class, the class name must be on the form.

By submitting this form, parents acknowledge that once their child leaves the building, they are no longer under adult supervision and CLS is not responsible for the child or their travel. This permission remains in effect until CLS is notified of its cancellation in writing via email.

School-Ground Activities

If your child participates in any extracurricular activity during CLS programming hours (e.g., a rehearsal from 3:30–4:30 PM), parents must notify CLS in advance so staff can account for and locate your child at all times.

External Activities

CLS does not allow students to sign back in after attending activities outside school grounds.

Late Pick-Up and Late Fee

Children must be picked up on time. If an emergency arises, please call the CLS coordinator (number provided before the start of school) as soon as possible.

> ⏰ **Late Pick-Up Fee: $1.00 per minute after 6:01 PM. Fees are charged directly to your account.**

SECTION 4 HEALTH & SAFETY

Snacks

CLS does not provide snacks. Families should pack one or two snacks and a labeled water container for their child.

> 🥜 **Due to food allergies: all snacks must be nut-free. Children may not share snacks.**

Weather & Emergency Closings

CLS follows the DCPS schedule for weather-related and emergency closings. If DCPS announces a closure, delayed opening, or early dismissal, CLS will close or adjust accordingly. Sign up for DCPS alerts and monitor local news for updates.

> ⚠️ **Tuition will not be adjusted, credited, or refunded for any days missed due to closures. This applies to all CLS programs, including camps.**

Incidents and Emergency Procedures

If your child becomes injured at CLS, the instructor will administer basic first aid and complete an incident report. For serious injuries, the following steps will be taken:

1. Call emergency services (911) immediately
2. Contact parent/guardian
3. Call emergency contacts if parent/guardian is unreachable
4. Call the Director
5. Arrange staff accompaniment if hospital transport is needed (parents/guardians are responsible for associated costs)

Medications and Treatments

CLS follows DCPS policy on administering medications. Only a nurse or DCPS-trained staff member may administer medications or treatments. View the full policy at dcps.dc.gov/health.

Parents must provide all necessary medication and emergency items (e.g., EpiPens) along with proper documentation and administration instructions. If no qualified staff is available, parents will be responsible for arranging an alternative.

Health Guidelines

- Keep children home if they have fever (100.4°F+), vomiting, diarrhea, or contagious conditions.
- Children must be symptom-free for 24 hours without medication before returning.
- Notify staff promptly about illness-related absences.
- Ensure emergency contact information remains current.
- CLS will notify families about communicable disease exposure in the program.
- Please reinforce healthy habits at home: proper sleep, nutrition, and hygiene.

Toilet Training & Personal Care

All children enrolled in CLS programs, including PreK students, must be fully toilet trained.

- Children must be able to use the restroom on their own, including undressing, wiping, flushing, redressing, and washing hands. Diapers and pull-ups are not permitted.
- Staff may give verbal reminders and help with a button or zipper, but cannot provide diapering or hands-on toileting care.
- Families of PreK and Kindergarten students should keep a labeled change of clothes in a sealed bag in their child's backpack.
- If a child has an accident, staff will offer privacy and the child's spare clothes so they can change on their own. If the child cannot change independently or has no spare clothes, CLS will contact the parent/guardian, who must arrive as soon as possible.
- If accidents happen frequently, CLS will contact the family to discuss a plan. For children without a disability-related need, CLS may pause enrollment until the child is fully toilet trained.
- **Children with disabilities:** This requirement does not apply to children who are not toilet trained because of a disability or medical condition. CLS will work with each family, and with DCPS and the child's IEP or 504 plan where applicable, to make reasonable accommodations, such as scheduled restroom breaks, help getting on and off the toilet, or a plan for changing. Please contact the CLS Executive Director before enrollment so we can plan support together.

SECTION 5 PROGRAM POLICIES

Behavioral Management

CLS is committed to creating a safe and positive environment. We work in partnership with parents, school administrators, and teachers to develop consistent behavioral expectations across all settings.

Core Behavioral Rules

- Keep hands, feet, and objects to yourself.
- Show respect for staff and other students at all times.
- Use acceptable and appropriate language.
- Remain with your assigned group in all situations.
- Match voice level and movement to the activity and setting.

Progressive Guidance Steps

1. First Warning — Child is gently reminded of the rule and redirected to a different task or area.
2. Second Warning — Behavior is addressed again; child is redirected more specifically.
3. Third Warning — Child takes a break from activities.
4. Break — Child goes to the break spot calmly. Staff help with calming strategies (deep breathing, counting to ten, water). After 4–5 minutes, the teacher checks in. Child identifies what they'll do differently before rejoining the group.

Physical incidents (any child hurting another) result in an immediate break. The Director or Coordinator is always notified of physical conflicts.

Serious Incident Policy

Incidents involving unsafe behavior, physical harm, bullying, sexual harassment, verbal abuse, fighting, leaving the program without permission, threats, hate or violence, theft, or destruction of property will result in:

Offense	Consequence
1st Offense	Parents must pick up immediately. Parent conference required (usually next day). Incident report issued. Strategy plan developed.
2nd Offense	Parents must pick up immediately. Conference required. Two-day suspension + two weeks separated from group. Reimbursement for damaged/stolen property. Specific improvement plan.
3rd Offense	Parents must pick up immediately. Conference required. Permanent suspension with no tuition refund for the month.

CLS reserves the right to require permanent withdrawal when, in the judgment of the Director and CLS leadership, doing so is in the best interest of the student or the program community.

Notice of Service to All Students

CLS will make every effort to serve all enrolled students, unless accommodating a student would require a fundamental alteration of the program, or the student poses a direct threat to the health and safety of others, or themselves. Each situation is reviewed individually. Relevant factors include the student's ability to function in a large-group setting (cafeteria, gym, playground) and a staff-to-student ratio of 1:13–20.

> Important: CLS is an independent organization, not an extension of DCPS. DCPS principals and teachers cannot share confidential student information (IEPs, allergies, custody arrangements) with CLS. Parents/guardians are solely responsible for informing CLS of any needs necessary to ensure their child's safety and success.

Bringing Toys or Electronics to CLS

Students may not bring personal toys to CLS — including trading cards, marbles, Beyblades, stuffed animals, and dolls — as they cause distraction and often result in lost or broken items. CLS provides play materials for both indoor and outdoor recess.

Electronic entertainment devices are not permitted on school grounds. Cell phones must be kept in backpacks, used only for emergencies and in the presence of a staff member, and turned off in the homework room or during classes.

If personal items are brought to CLS despite these guidelines, CLS is not responsible for the item or any loss or damage that may occur.

Parent- CLS Coordinator Communication

Parents who wish to speak with CLS coordinators are welcome to do so at the end of class. They, along with the CLS office, will work with families to develop consistent strategies to support each student.

Use of Photography in Our Program

Photographs of your child may be taken for the following purposes: (1) to document incidents for incident reports, (2) as an identifying profile photo in Procare, and (3) for use in CLS newsletters, where images may show children engaged in program activities. All images are kept confidential and used solely for these purposes. Please speak with our Director if you have questions or concerns.

SECTION 6 ENRICHMENT PROGRAMS

Enrichment Policies

Our goal is to provide the best enrichment class experience possible. If you are not satisfied, let us know and we will correct the situation immediately.

Credit and Refund

Timing	Policy
Before enrollment deadline	Full refund or credit. The credit may be used credit toward tuition or other CLS services (valid 12 months, non-transferable, no cash value)
After enrollment deadline and before session begins	Full credit minus $25 processing fee. The credit may be used credit toward tuition or other CLS services (valid 12 months, non-transferable, no cash value)
1 class → 3rd class	50% credit toward tuition or other CLS services (valid 12 months, non-transferable, no cash value)
After the 3rd class	No refund or credit
Low enrollment cancellation (by CLS)	Full refund or credit within 2 weeks to original payment method. The credit may be used credit toward tuition or other CLS services (valid 12 months, non-transferable, no cash value)
Weather / facility / school cancellations	No make-up, no credit or no refund provided

Late Enrollments

Timing	Policy
After enrollment deadline and before session begins	$25 administrative fee applies
1 class → 3rd class	$25 administrative fee applies + Prorated class fees
After the 3rd class	No late enrollments accepted
Same-day enrollment requests	Not permitted — enrollment begins the following week

Cancelation Policy

CLS understands that a cancelled class is an inconvenience to families. In the event that an enrichment class is cancelled by the provider, CLS will provide coverage for the enrichment students during that time. The cost of the cancelled class will be applied toward coverage. If feasible, a make-up class will be offered at no additional cost, subject to scheduling and availability.

Behavioral Removal

If a student's behavior is deemed incompatible with program requirements, the enrichment provider may remove the student after notification to CLS and the family.

Camp Cancellation Policy

All cancellation requests must be submitted through the Schedule Change Form. **Camps are not refundable.** Credits are processed based on the date the form is submitted.

Notice Given	Result
More than 7 days before start	Credit toward tuition or other CLS services (valid 12 months, non-transferable, no cash value)
7 days or fewer before start	No refund or credit regardless of reason
Missed days / early departures	No refund or credit regardless of reason
Behavioral dismissal	No refund or credit
CLS-initiated cancellation	Full refund OR free transfer to another session (does not apply to discounted/package enrollments)

Discounted & Package Enrollments

Registrations at a discounted rate, promotional offer, or bundled package are non-refundable and not eligible for account credit under any circumstance.

Session Transfers

Families may transfer to a different camp session up to 7 days before their enrolled start date, subject to availability.

ACKNOWLEDGEMENT & SIGNATURE

By accepting the handbook during the student registration form, I confirm that I have read and understood the CLS Parent & Family Handbook for SY 2026–2027. I agree to abide by all policies and procedures described herein. I further certify that I have disclosed to CLS all relevant information regarding my child’s needs, as described in the Disclosure Requirement section.