



# TEACHABLE MOMENTS FAMILY HANDBOOK

Before School • After School • Extended Care • Half-Day • Full-Day • Summer

**In Partnership with Creative ME LLC**

Established 2018 | 446 Blake Street, New Haven, Connecticut | 203-859-2804

*Effective August 2026*

# Welcome to Teachable Moments

Welcome to the Teachable Moments family. We are committed to providing safe, organized, culturally responsive, and family-centered programming for children and families.

This handbook explains our hours, fees, enrollment requirements, attendance expectations, safety procedures, payment policies, communication standards, and family responsibilities. Please read it carefully and keep it for reference.

Families are expected to communicate respectfully, provide accurate and current information, follow program policies, maintain payment arrangements, and partner with staff to support each child's safety and success.

## 1. Program Overview

Teachable Moments offers school-age and enrichment services in partnership with Creative ME LLC. Services are subject to approved enrollment, available space, staffing, and applicable staff-to-child ratios.

| Service                                      | Hours / Access                | Fee                              |
|----------------------------------------------|-------------------------------|----------------------------------|
| Before School                                | 7:30 AM-9:00 AM               | \$80 per child, per week         |
| After School                                 | 2:30 PM-5:30 PM               | \$80 per child, per week         |
| Before + After School                        | Both service periods          | \$150 per child, per week        |
| Extended Care - Registered                   | 5:30 PM-6:00 PM               | \$15 per child, per day          |
| Extended Care - Not Registered / Late Pickup | After 5:30 PM                 | \$35 per child, per occurrence   |
| Half-Day Care                                | Drop-off as early as 12:00 PM | \$40 per child, per approved day |
| Full-Day Care                                | Approved full-day service     | \$50 per child, per day          |
| Full-Week Care                               | Approved full-week service    | \$275 per child, per week        |

## 2. Enrollment Requirements

A child is not fully enrolled and may not begin services until all required documents have been received, reviewed, and approved. Required items may include:

- Completed registration and program selection forms
- Parent/guardian contact information
- Emergency contacts and authorized pickup list
- Custody or restricted-pickup documentation, when applicable
- Health, allergy, medication, and individual care-plan information
- Emergency medical authorization
- Transportation or school-bus information, when applicable
- Tuition and ACH payment agreement
- Program-specific application forms

- Photo/media, sunscreen, activity, and field-trip releases
- Signed family handbook acknowledgement

### 3. Program Hours and Attendance

#### Regular Hours

Before School operates from 7:30 AM to 9:00 AM. After School operates from 2:30 PM to 5:30 PM. Extended Care is available until 6:00 PM for approved families. Summer and full-day programming operate according to the annual program calendar and written enrollment confirmation.

#### Attendance

Families must notify the program when a child will be absent, arrive late, or have a change in pickup arrangements. Tuition reserves the child's space and is not automatically reduced because of absences, school closings, vacations, or family schedule changes unless approved in writing.

#### Half-Day Care

- Half-Day Care is available by advance request only. Families should provide one to two weeks notice whenever possible.
- Approved children may be dropped off as early as 12:00 PM.
- The fee is \$40 per child, per approved half-day.
- The fee must be paid in advance or on the day of service.
- Requests are subject to space, staffing, ratios, and program approval. Requests submitted with less than one week notice are not guaranteed.
- When a child attends Half-Day Care and the fee has not been paid, the authorized ACH account on file may be debited for the \$40 fee, provided a valid signed ACH authorization is on file.

### 4. Tuition, Fees, and Payment

Tuition and service fees are due according to the family's signed payment agreement. Teachable Moments may require recurring ACH payment using a checking account and routing number. Banking information must be submitted through an approved secure method and should not be sent by ordinary email.

#### Fee Rules

- Fees are charged per child unless otherwise stated.
- Families are responsible for reviewing invoices and reporting concerns promptly.
- Returned or declined payments may result in additional fees, service restrictions, or review of enrollment.
- Balances must remain current unless a written payment arrangement has been approved.
- Program leadership must approve any fee waiver, credit, or exception in writing.
- Attendance at an added service may result in an ACH debit for the applicable fee when the family has signed an ACH authorization.

### 5. Arrival, Dismissal, and Authorized Pickup

- Children must be signed in and out as required.

- Children will be released only to parents, guardians, and authorized pickup persons listed in writing.
- Photo identification may be required at any time.
- Staff may refuse release when identity cannot be verified or when a safety concern exists.
- Families must immediately provide updated custody orders or restricted-pickup documentation.
- Pickup changes should be communicated through an approved written method. A child will not be released based solely on an unverified verbal message.

### **Late Pickup and Extended Care**

Regular After School care ends at 5:30 PM. Registered Extended Care is available until 6:00 PM at \$15 per child, per day. A child who remains after 5:30 PM without being registered for Extended Care may be charged \$35 per child, per occurrence. Repeated late pickup may result in a required meeting, suspension of services, or termination of enrollment.

## **6. Transportation**

Teachable Moments does not provide transportation by staff vehicle, program vehicle, private car, rideshare, or van. For school-year before and after care, transportation may be provided only by an approved school-district bus arranged by the parent or guardian. Families are responsible for notifying both the school/district and Teachable Moments of transportation changes in writing.

## **7. Health, Illness, Medication, and Emergency Care**

- Families must keep all health, allergy, emergency, and medication information current.
- Children who are sick, contagious, or unable to participate safely may not attend.
- Parents or guardians may be contacted for prompt pickup when illness occurs during program hours.
- Medication may be administered only according to program policy, licensing requirements, written parent authorization, and required medical-provider instructions.
- Medication must be provided in the original container with the child's name and clear instructions.
- Individual care plans must be provided when required for allergies, asthma, seizures, diabetes, medication, or other medical needs.
- In an emergency, staff may contact emergency medical services and seek care when the parent or guardian cannot be reached immediately.

## **8. Child Guidance and Behavior Expectations**

Children are expected to use respectful language, follow reasonable directions, keep hands and bodies safe, care for materials, and participate in program routines.

Staff use positive guidance, redirection, problem solving, restorative conversations, relationship-based support, and developmentally appropriate strategies. Physical punishment, humiliation, threats, and withholding food are prohibited.

When behavior creates an ongoing safety or participation concern, the program may request a family meeting, written support plan, outside documentation, adjusted schedule, temporary suspension, or withdrawal when the program cannot safely meet the child's needs.

## 9. Family Communication and Conduct

Families may receive communication through Brightwheel, telephone, email, written notices, newsletters, and direct communication with administration. Families are responsible for reviewing messages and responding to time-sensitive requests.

- Communicate respectfully with staff, children, volunteers, and other families.
- Do not threaten, harass, intimidate, or use abusive language.
- Bring concerns to the Program Coordinator, Director, or designated administrator.
- Do not discuss another child or family's confidential information.
- Do not post photos, records, or private information about children, families, staff, or program operations without authorization.

## 10. Confidentiality and Records

Teachable Moments protects information related to children, families, staff, finances, health, behavior, custody, payment arrangements, and program operations. Records are shared only with authorized persons, required agencies, or others permitted by law and policy. Families must also protect the privacy of other children and families.

## 11. Holiday and Program Closures

Teachable Moments follows the Creative ME holiday closure schedule. The program is generally closed on the following days:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Indigenous Peoples' Day
- Veterans Day
- Thanksgiving Day and the Friday after Thanksgiving
- Christmas week closure

Christmas closure includes a half-day the day before Christmas Eve and closure for the remainder of the week. The program generally reopens January 2. When January 2 falls on a weekend, the program reopens the next business day.

Administration issues an annual calendar with exact closure dates. The calendar may be adjusted for weather, emergencies, operational needs, professional development, funding requirements, or other circumstances. Families will receive notice as soon as reasonably possible.

## 12. Weather and Emergency Closures

The program may delay opening, close early, or close for severe weather, utility interruption, building conditions, public emergency, staffing emergency, or another safety concern. Families must maintain

current emergency contacts and be prepared to arrange timely pickup. Closure notices will be sent through approved communication systems.

## 13. Family Partnership and Hardship Assistance

Families experiencing temporary financial hardship may apply for the Family Partnership/Hardship Assistance Program. Assistance is not automatic and depends on eligibility, available opportunities, program capacity, and administrative approval. Approved volunteer credits are calculated at \$17 per verified hour. Volunteer service does not create an employment relationship, and volunteers may not independently supervise children or be counted in staff-child ratios.

## 14. Grievances, Suspension, and Withdrawal

### Grievance Procedure

Families should submit concerns to the Program Coordinator, Director, or designated administrator. Concerns will be reviewed professionally and documented when needed. Families should provide relevant facts, dates, communications, and requested resolution.

### Suspension or Termination of Services

Services may be suspended or terminated for nonpayment, repeated late pickup, unsafe behavior, harassment, fraud, falsified documents, serious policy violations, inability to meet a child's needs safely, failure to provide required records, or repeated noncompliance with program expectations.

### Withdrawal

Families should provide written notice according to the signed tuition agreement. Outstanding balances remain the responsibility of the parent or guardian after withdrawal.

## 15. Family Responsibilities Checklist

- ☐ Keep contact, emergency, custody, health, transportation, and pickup information current.
- ☐ Pay tuition and added-service fees according to the signed agreement.
- ☐ Notify the program of absences and schedule changes.
- ☐ Pick up on time and maintain a backup pickup plan.
- ☐ Read program messages and respond to requests by the stated deadline.
- ☐ Use respectful communication and follow confidentiality expectations.
- ☐ Provide required documents before service begins or when records expire.
- ☐ Follow all safety, attendance, payment, and conduct policies in this handbook.

## Family Handbook Acknowledgement

I acknowledge that I have received, reviewed, and understand the Teachable Moments Family Handbook. I agree to follow the program's hours, fees, payment terms, attendance requirements, transportation limits, safety procedures, pickup rules, communication expectations, confidentiality requirements, holiday closures, and other policies.

I understand that the handbook may be revised when required by law, licensing, safety, funding, or operational needs. I understand that administration will provide notice of material changes.

**Parent/Guardian Name (Print):** \_\_\_\_\_

**Child Name(s):** \_\_\_\_\_

**Parent/Guardian Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Program Representative:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Thank you for partnering with Teachable Moments.**