



**F.A.C.E.S. of Success**

# Parent Handbook

2021 - 2022

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# Table of Contents:

Section 1- Introduction

Section 2- Contact Information

Section 3- Schedule and Services Offered

Section 4- Payments

Section 5- Policies and Procedures for Pickup

Section 6- Code of Conduct

## **Section 1 Introduction**

Thank you for choosing to participate in our program! We look forward to the successful school year ahead. We are excited to serve you and your family.

## **Section 2 Contact Information**

We invite you to contact us with any questions, comments or concerns. BK Myles is the Executive Director of F.A.C.E.S. of Success and Anndrea Myles is our Program Director. If you have any questions or concerns, please feel free to contact us. Should you have general program, tuition or account related questions, please email us at [bmyles.facesofsuccess@gmail.com](mailto:bmyles.facesofsuccess@gmail.com). For campus specific questions or needs please contact your on-site campus staff directly.

## **Section 3 Schedule and Services Offered**

F.A.C.E.S. of Success (FOS) will offer care for your child Monday through Friday from the end of the school day until 6:00 pm.

Services will be provided in accordance with High Point Academy's academic calendar. In the event of inclement weather, natural or other disaster, if High Point Academy is closed, FOS will not provide services.

On scheduled half-days, FOS will provide services from the dismissal of school for 2.5 hours. FOS may choose to provide extended care on a half day and parents will be notified in advance. For extended hours: If your student requires care for longer than 2.5 hours, there will be an additional \$15 charge assessed.

Students will be engaged in stimulating activities, given ample time and assistance for homework, and provided with a snack each day.

## **Section 4**

### **Monthly Tuition Payments**

Monthly tuition is due on the 1<sup>st</sup> day of each month and will be considered late on the 3<sup>rd</sup> calendar day of the month. Payments are made through the parent portal monthly and auto-draft may be set up through the parent portal. We accept all major credit and debit cards. No checks, cash or on-site payments will be accepted.

<https://app.jackrabbitclass.com/jr3.0/ParentPortal/Login?orgID=538622>

F.A.C.E.S. of Success does not offer part-time or drop-in rates. Full monthly tuition is due regardless of the number of days or duration of time your student is present in the program.

Single day holiday school closure will not result in a pro-rated tuition amount.

Full week holidays will result in pro-rated tuition amounts. August, November, December & March will be pro-rated and adjusted in the parent account.

We appreciate prompt compensation for services. Late payments will result in penalties as follows:

If payment is made after the 3<sup>rd</sup> calendar day of the month \$10 fee will be assessed.

If payment is not made by the 7<sup>th</sup> calendar day of the month, the student(s) will not be permitted to attend the after-school program until the outstanding balance is satisfied.

Half-day fee, late fee and late pick up fees must be satisfied promptly as well.

Missed payment offenses will be recorded and addressed with a warning. If the problem persists, FOS reserves the right to terminate care.

If parents should wish to pay for services in advance, please send an email to [bmyles.facesofsuccess@gmail.com](mailto:bmyles.facesofsuccess@gmail.com) to notify us of your desires. You will need to include the dates of services you wish to pay in advance. We will update your account in the parent portal and you will be able to apply advance payment.

**Refund Policy:** FACES of Success does not offer refunds for any reason. There is no refund for withdrawing a student prior to the end of the month. There is no refund for unexpected school closures due to inclement weather, natural disaster, global pandemic, nor any other issue. No refund in the form of a credit will be issued.

## **Section 5**

### **Policies and Procedures for Pickup**

Parents are expected to pick up their children promptly by 6:00pm. Pick up for the after-school program will begin at 4:30 in order to give HPA ample time for regular day dismissal. Please contact the on-site campus staff if you need to pick up before 4:30 pm to make arrangements.

Late pickup will not be tolerated and late pick up fees will be assessed as follows:

Beginning at 6:05 pm, a \$5 fee will be assessed. A late fee of \$1/minute will be applied for the remainder of the time that the child is in the care of F.A.C.E.S. of Success.

Late pickup fees will be added to the account and expected to be paid upon the next scheduled payment.

F.A.C.E.S. of Success will only release children to parents/legal guardians or those individuals listed on the FOS pick up list. Please have your pick-up card issued by HPA available. Individuals who do not present the pickup card will need to show ID and must be on the pickup list.

## **Section 6**

### **Code of Conduct**

While we do not expect to have any disciplinary issues, it is necessary to convey our policies and procedures should such occur. They are as follows:

Students are expected to be obedient and respectful of faculty at all times. The first time a student is written-up or cited, the parent will be notified during pickup and asked to sign a notice. Should a student be written-up or cited for the same issue more than once, a parent/teacher conference will need to take place in order to resolve any problems, along with a signed notice. The third offense will result in termination of after school care. It is our desire to be fair and kind towards your children and to create a fun and safe atmosphere for all. If there is something we should know that would help us to better serve your child(ren), please be sure to share with us so that we can make adjustments as needed.