

# Parent Handbook

2023-2024



MENTORING ALLIANCE  
**AFTER SCHOOL**



# **MENTORING ALLIANCE** **AFTER SCHOOL**

## **Local Contact Information**

### **Greater Tyler**

1909 S. Broadway Ave  
Tyler, TX 75701  
[903] 593-9211

### **Greater Waco**

2700 N. 21st St  
Waco, TX 76708  
[254] 752-6443

**[www.thementoringalliance.com](http://www.thementoringalliance.com)**

Revised August 2023



MENTORING ALLIANCE  
**AFTER SCHOOL**

## Welcome to Mentoring Alliance After School!

Thank you for registering your child(ren) for Mentoring Alliance After School 2023-24! We are eager to serve your family this school year and hope this handbook equips you with all the information you need for a fun and smooth experience.

If you have any questions or concerns, please do not hesitate to reach out to us and we'll be happy to assist you.

**Greater Tyler: (903) 593-9211**

**Greater Waco: (254) 752-6443**



# MENTORING ALLIANCE AFTER SCHOOL

## About Mentoring Alliance

**Mentoring Alliance** is a Christ-centered ministry that exists to mobilize godly people into the lives of kids and families, to provide tangible help and eternal hope. Mentoring Alliance is composed of three unique, yet overlapping programs.

**Mentoring Alliance After School** meets Monday - Friday in local elementary schools throughout our communities. It is an engaging and fun after-school program where children learn from great role models and grow academically, emotionally and spiritually.

**Mentoring Alliance Summer Camps** a fun-filled, action-packed, academically-engaging and spiritually-transforming day camp that gives students a summer they will never forget.

**Mentoring Alliance Mentor Connect** is an impactful mentoring ministry that connects godly mentors from local churches with kids in mutually transforming relationships.

## Core Values

- **Christ-Centered:** We point people to Christ.
- **Biblically-Grounded:** We are shaped and guided by the Truth.
- **Graced-Based:** We treat people the way God treats us.
- **Excellence-Driven:** We strive to make it great.
- **Multi-Ethnic:** We pursue oneness with diversity.

## Priority Outcomes

Priority outcomes allow us to measure success with kids in our program. It is our goal to be intentional with our time and to make the biggest impact possible. Our three priority outcomes are:

- **Vibrant faith**
- **Academic success**
- **Emotional resilience**



## Program Overview

Mentoring Alliance After School provides safe, quality, and enriching programs for elementary aged kids after school. The programs and activities offered will benefit the academic, social, physical, spiritual and emotional development of our students.

Our goal for the 2023-24 school year is to inspire and equip our students to develop strong positive character traits such as responsibility, respect, honesty and self-discipline.

Students may attend the after-school program Monday through Friday until 6:00pm either at their school, a local school in their district with provided transportation, or our office (for some WACO ISD schools), which offers a level of comfort in a familiar setting. Your Students are provided snacks/light dinner, homework assistance, physical activities, optional Bible study and enrichment activities to enhance social and emotional skills. Our highly-trained staff are dedicated to nurturing the growth of the whole child in a fun and safe environment.

MA After School is not licensed as a child-care facility. Instead, we have received appropriate licensing exemption for all of our locations. We take the safety of our students and staff seriously and prioritize safety policies, training and accountability.

## About Our Staff

Each site has a fully trained, screened, qualified and professional staff. The staff are managed at each site by a Site Director. The programs and activities are conducted by counselors who work directly with the kids in our programs and lead activities. All sites are monitored by our Area Directors, who oversee 4-5 site locations each.

Each staff member must have a confidential background investigation completed (state and national to include sex offender database), and each staff member must submit three personal references from individuals who can attest to their suitability for working with young children. Staff are required to earn a minimum of 15 hours of in-service training per year.

You can have the highest confidence that every Mentoring Alliance After School staff member is a positive role model for your children.



# MENTORING ALLIANCE AFTER SCHOOL

## Schools We Service - Greater Tyler

- Andy Woods Elementary
- Bell Elementary
- Birdwell Elementary
- Bonner Elementary
- Bullard Elementary
- Bullard Early Childhood\*
  - Busses to Bullard Primary
- Bullard Intermediate\*
  - Busses to Bullard Elementary
- Bullard Primary
- Brown Elementary
- Cain Elementary
- Caldwell Elementary
- Clarkston Elementary
- Dixie Elementary
- Douglas Elementary
- Griffin Elementary
- Higgins Elementary\*
  - Busses to Cain Elementary
- Jack Elementary
- Jackson Elementary\*
  - Busses to Wise Elementary
- Jones Elementary
- Kissam Intermediate\*
  - Busses to Wise Elementary
- Orr Elementary
- Owens Elementary
- Peete Elementary
- Ramey Elementary
- Rice Elementary
- Stanton-Smith Elementary\*
  - Busses to Cain Elementary
- Wise Elementary



# MENTORING ALLIANCE AFTER SCHOOL

## Schools We Service - Greater Waco

**Waco ISD - *Students will be bused from their campus to the Mentoring Alliance office.***

- Cedar Ridge Elementary
- Dean Highland Elementary
- Hillcrest PDS
- Lake Air Elementary
- Mountain View Elementary
- Provident Heights Elementary

### **Robinson ISD**

- Robinson Elementary
- Robinson Primary
- Robinson Intermediate\*
  - *Busses to Robinson Elementary*



## Registration Details

- A completed online application for each child must be completed in order for your child(ren) to be enrolled in MA After School.
- There is a non-refundable registration fee [\$50 for Greater Tyler, \$40 for Greater Waco] due upon enrollment.
- MA After School membership lasts until the end of the current school year, regardless of entry date [Fall and Spring].
- The after-school program primarily accepts children entering Kindergarten through 5th grade, as determined by the MA After School Administration. Some schools accept Pre-K or 6th grade.
- Additionally, MA After School accepts children entering:
  - Pre-K at Tyler, Robinson, and Waco ISD locations (Must be 4 years or older)
  - 6th grade at Bullard Elementary
  - 6th grade at Wise Elementary
  - 6th grade at Robinson Elementary
- All membership fees must be paid by the first day members attend the after-school program.
- **Student will be eligible to attend MA After School four days after completing enrollment.**
  - If you register on Monday, your child will be able to attend starting Friday. If you register on Tuesday, your child won't be able to attend until the following Monday.



## Enrollment

You can register online at [www.thementoringalliance.com](http://www.thementoringalliance.com) or contact to our main office.

Students in must be physically independent in terms of basic hygiene, personal care and independent bathroom use in order to attend Mentoring Alliance After School.

.All after-school programs maintain an open enrollment period. Children may be enrolled anytime during the school year, as long as spots are available. If the child (ren) is enrolled during a weekday, the child(ren) will not be able to start until the following Monday, as long as spots are available.

## Admission

In order to provide the best care for all kids in our program, we will follow the procedures below:

- Parents must complete an application and provide all the information needed for review by the registrar.
- We reserve the right to conduct a needs assessment evaluation (parent may be present), which will determine your child's participation in our program.
- After we complete a needs assessment evaluation, we will decide if our program can accommodate your child's needs. We reserve the right to award or decline admission based on our needs assessment evaluation.
- We will accept a child with special needs into our program if we can accommodate their needs without having to hire additional staff.
- Children must be physically independent in terms of basic hygiene and personal care.



# MENTORING ALLIANCE AFTER SCHOOL

## Schedule

MA After School operates according to the school district calendars.

### **Regular School Day Operation:**

Monday – Friday 3:00 p.m. - 6:00 p.m. [varies on when school gets out]

### **School Half Days:**

The after-school program will be closed if there is a half day at school.

### **School Closings:**

If the school is closed for holidays, inclement weather, or staff workdays, the after-school program will be closed as well.



## Tuition/Fees

**Registration Fee:** Depending on location selected, there is a **non-refundable** registration fee of up to \$50.00 due upon registration and is due for any subsequent registrations.

**Pricing:** Pricing is structured on an income-based, weekly fee. Financial aid is available for those who qualify.

**Multi-Child Discount:** Families requesting enrollment for 2 or more children in the same household will receive a \$10 discount for each child after the first child enrolls.

**Scholarships:** Families needing financial assistance can apply for a MA After School scholarship at the point of registration. Financial assistance will be awarded based on the families annual household income. A 1040 must be provided for the prior year.

**CCS:** Starting August 2023, families with CCS Assistance can submit their eligibility certification as income verification to apply for financial aid for any Mentoring Alliance program.

**Payment Plans:** Payments are due every other Friday, skipping holidays. For unique circumstances where bi-weekly payments are not an option, please call our main office.

**Payment Policy:** All MA After School tuition payments are due on the 3rd Friday of each month or every other Friday. Any payment received after 11:59PM on payment due date is considered past due. Autopay is the recommended payment option to facilitate the process. Money Orders, cash or checks will not be received at the MA After School site. Any payments made after Friday at 11:59 p.m. are considered **PAST DUE**.

- **Auto Pay** is automatically set up when initially registering your child with MA After School.
- **Online Payments** may be made with a credit card or checking account in your Enrollsy account
- **Money Orders** should be made payable to the "Mentoring Alliance" and will only be received until 5:00 p.m. at the Mentoring Alliance main offices in Tyler or Waco.
- **Cancellation Policy** states that all payments are non-refundable. Parents must



## Past Due Payments

The following process will take place for any account that is considered past due.

1. Monday following the account becoming past due, MA After School will provide the parent/guardian with an invoice stating the balance due.
2. Wednesday is the final day a past due account can be brought current and must be paid by noon.
3. After 12 pm, any account that is still past due will be unenrolled immediately.
4. Any child(ren) that have been unenrolled will not be able to return to MA After School until their balance has been paid and they have been re-enrolled into the program. Any child who tries to attend MA After School after being unenrolled will be sent to the school's office for immediate pick-up.
5. If a parent/guardian wishes to re-enroll their child(ren) after they have been unenrolled, they may do so by contacting the Mentoring Alliance main office.

**Any past due fees must be paid in full and another registration fee will be due at the point of re-enrollment. The registration fee to re-enroll is half the registration fee per family. (\$25 for Greater Tyler, \$20 for Greater Waco)**

### **Please Note:**

MA After School membership is for the entirety of the school year. Refunds/credits are not offered for days/weeks not attended. If you have questions concerning payment policy you can contact our registrar's office.

**Extensions:** Extensions may be given on a case-by-case basis, up to Mentoring Alliance's discretion. Extensions must be requested before the payment due date to be considered. After three extensions, the child will be unenrolled from the program.



## Financial Assistance

Limited financial assistance is available for families who qualify. Applications are available online during registration. A fully completed application with all required supporting documentation (tax forms from current year) must be submitted before any financial assistance will be considered.

To apply for financial assistance, requests must be submitted at least two weeks in advance. If registration is submitted within two weeks, students will be enrolled at full price until financial aid is awarded. Refunds will not be given for full balances due in between requesting financial aid and it be granted.

Financial assistance applications and supporting documentation will be reviewed by the Mentoring Alliance. Once financial assistance has been granted or denied, you will be notified by the registrar.

Should financial assistance be awarded, students are required to attend four days per week to continue in the financial assistance program. The Payment Policy (see above) will be strictly enforced to continue in our financial assistance program. In addition, you must keep all accounts current. Failure to do so will be grounds for discontinuing any financial assistance and cancelling the child[ren]'s membership in the program. After three late payments, financial aid will be discontinued.

If your child receives financial assistance and does not attend four days each week or your account becomes past due, you may not be awarded financial assistance in the future.

Financial assistance requests must be resubmitted each school year. Applying for Mentoring Alliance Summer Camps financial assistance is separate from the after-school program and may have other requirements to be met.

Employee scholarships are available for school district employees. Proof of employment must be provided.



## Pick-Up Policy

Only authorized pick-up persons may check students out of the program each day. Individuals picking up students are asked to pull up to the designated location and remain in their cars. Instructions for communicating with the on-site staff will be clearly marked at the school. Site admins will be responsible for notifying staff which children are ready to be picked up, ensure a safe pick-up process and log a student's departure in MA's attendance system.

**If your child did not attend school that day, they may not attend the MA After School program.**

If you need to have someone else pick up your child, please contact the Site Director, Area Director or our main office with the person's identifying information before they come to pick up your child. We will not release your child to anyone not listed on the child's enrollment records as an authorized pick-up. The person picking up and checking out your child must be sixteen years of age or older and listed on the child's records. A picture ID will be required from anyone checking out your child.

We will not release a child into the care of someone we feel is impaired. When an employee is in doubt, we will contact 911 and the law enforcement person will decide.

## Late Pick-Up

Mentoring Alliance After School closes promptly at 6:00 pm. Parents are advised that pick-up after 6:00 pm on three or more occasions will result in a financial penalty. Failure to comply with the closing time on a repetitive basis may result in suspension or dismissal from the program. We are happy to provide after-school care for your child, but it is imperative that each child is picked up within the time frame mandated.

## Snacks

A nutritious afternoon snack and drink is provided to all students during MA After School. If your child has any dietary needs, restrictions or specific food allergies, this information must be included on the membership form. We encourage students to partake of what we provide, but the parent/guardian can send an alternate snack for their child with the exclusion of peanuts or peanut related products. Please refrain from sending peanuts or peanut related products with your child. It is important that there is a strict avoidance of this food in order to prevent potentially life-threatening allergic reactions among other students.



## Illness & Medication

MA After School staff cannot administer any type of medication to children, with the exception of the two emergency medicines listed below:

- Epinephrine Pens (Epi Pens) for allergic reactions
- Inhaler for asthma (must be prescribed and provided by physician)

Additionally, MA After School will not apply insect repellent or sunscreen to children.

Please do not ask an employee to give any over-the-counter or prescription medications to your child, other than the two emergency medications listed above; all medications must be given by the parent/guardian.

When a child becomes sick in the after-school program (fever over 100, continuous complaining of not feeling well, diarrhea or vomiting), the parent/guardian will be called. Parents must pick up their child in a timely manner (within an hour of notification), for the safety and well-being of the child and other members.

Immunizations and hearing/vision screening must be current and on file at the school.

## Medical Emergencies

All medical emergencies are handled directly with the Site Directors or Area Directors. We will first contact 911 and then render aid. Parent/guardian(s) recorded on the child's enrollment records will be contacted.

If an injury is minor, but does require medical attention, we will render aid and contact the parent/guardian. All site leadership and most other on-site staff are trained in CPR and First Aid.

If your child has any special medical needs or allergies, you must disclose this on your child's enrollment records. If your child's medical needs or conditions change after enrollment, you must notify MA After School in writing of the changes, as well as medical instructions for what to do in case of an emergency for the condition.

In the event that a parent/guardian takes a child to a doctor/emergency room following an injury that occurred on site, the Site Director must be notified the following day.



## Health Practices

The main campus and school locations have yearly sanitation inspections. MA After School keeps copies of these inspections at each site.

Staff and members are required to practice good hand-washing skills before eating or preparing snacks, after outside activities, after toileting, after handling or cleaning bodily fluids and any other time the staff has a reason to believe hand washing is needed.

Staff are required to use disposable, non-porous gloves when handling bodily fluids.

MA After School complies with all corrections, conditions or restrictions specified in the inspections within the timeframe specified by the inspector.

## Fire Safety & Emergency Practices

All MA After School locations [MA facilities or local elementary schools] have a yearly fire inspection conducted by the local Fire Marshall.

MA After School conducts monthly emergency evacuation drills.

Each school building has smoke alarms, carbon monoxide detectors and fire extinguishers. Tests and maintenance are performed by the school district[s].

Gas inspections are conducted bi-annually by the school district[s]. A copy of the inspection is kept on location.

MA After School complies with all corrections, conditions or restrictions specified in the inspections within the timeframe specified by the inspector.

## Reporting Suspected Abuse or Neglect

State law requires anyone who suspects child abuse or neglect to report those suspicions to the Texas Department of Family and Protective Services (DFPS) or to a local law enforcement agency. MA After School adheres to state law guidelines and will report any suspected abuse or neglect within 48 hours of hearing.



## Gang Free Zone

All MA After School locations operate in Gang Free Zones. This means a designated area around our facilities is prohibited from gang related activity. The zone is any area within 1,000 feet of the building.

## Transportation/Emergency Evacuation

MA After School does not take field trips as part of our program, therefore transportation is not a necessary part of our operations.

In the case of a mandatory evacuation from the MA After School site, the school district will assist in transporting members via bus to the schools' alternate location. Parents will be notified of the new pickup location.



# Student Code of Conduct

## Behavioral Expectations

Each student is required to adhere to the rules, regulations and guidelines set forth by MA After School administration. All rules have been designed to provide a safe, orderly and enjoyable environment for each student. The MA After School staff are committed to positive reinforcement of appropriate behavior.

## Member Expectations

1. Students must respect staff and peers at MA After School.
2. Students are required to comply with direct requests given by all Mentoring Alliance staff.
3. Students are required to follow directions and stay with their assigned group.
4. Students may not leave an area unless it has been approved by Mentoring Alliance staff.
5. Students must utilize Mentoring Alliance and school property or equipment in an appropriate manner, without causing damage or destruction. Each student's legal guardian will be held liable for the cost of repair or replacement of property.
6. Students must retain independent bathroom use.
7. Students must keep their hands to themselves.
8. Students are required to operate with orderly conduct.

**Failure to comply with the program expectations may result in suspension or dismissal from the MA After School program. Refunds will not be issued.**



## General Rules & Regulations

1. Violence of any kind and physical altercations which include but are not limited to fighting, kicking, biting, punching, hitting, slapping, shoving, tripping [etc.] are prohibited at MA After School.
2. Verbal assault of any kind which include but are not limited to cursing, racial slurs, teasing, offensive language and name calling [etc.] are prohibited at MA After School.
3. Threats of harm or intent to harm toward one's self, peers or staff are prohibited at MA After School.
4. Bullying, cyberbullying, verbal bullying & written bullying of any kind are prohibited at MA After School. [Bullying is defined as a single significant act or a pattern of acts by one or more students directed at another student that exploits an imbalance of power that brings shame, condemnation, fear, insecurity and/or isolation].
5. Possession of drugs, alcohol, guns, knives or any other weapons are prohibited at MA After School.
6. Display of gang paraphernalia, signs or any action showing affiliation or activity are prohibited at MA After School.
7. Public display of affection is not allowed. [i.e. kissing, full frontal hugs, holding hands, touching or inappropriate speech etc.] is prohibited at MA After School.
8. Defiant, hostile and aggressive behavior toward one's self, staff, students or property is prohibited at MA After School.
9. Leaving an MA After School location without permission is prohibited.
10. Stealing is prohibited at MA After School.
11. Disruptive behavior that interferes with the activities, students, or staff of MA After School is prohibited.
12. Parents exhibiting disruptive, offensive or disrespectful behavior/language will not be tolerated under any circumstances at MA After School via face to face interaction, digital correspondence or telecommunication devices.

**If any member or affiliate violates any portion of the rules and regulations set forth by the Mentoring Alliance, consequences of suspension or expulsion may occur. Mentoring Alliance reserves the discretionary right to dismiss any student or affiliate for behaviors deemed unsatisfactory by MA After School administration.**



## Discipline Policy

1. Members that violate any standard of the MA After School rules may have the incident documented and retained for MA records.
2. A student's parent or guardian will be notified when an offense occurs, either verbally or in writing, depending on severity. Parents or guardians will be required to sign and date written behavior reports.
3. Students with three behavior reports ["write-ups"] on file may be subject to suspension or dismissal from the program.
4. We reserve the right to immediately suspend, dismiss or terminate membership of individuals for significant violations of our policies and guidelines.

**We do not refund parents for the week of program in which their child is suspended.**

BEHAVIOR REPORTING AND ACTION OVERVIEW			
Types of Reports or Actions	<u>Write-Up</u>	<u>Suspension</u>	<u>Expulsion</u>
Who oversees and approves the action?	Program Director or Site Director	Director	Executive Director
<b>DON'T FORGET:</b>  *All Behavior Reports <u>must</u> be presented and signed by a parent or guardian  *Any behavior that a child has done that might result in a write-up (or escalated action) should be communicated to parents <u>immediately</u> rather than at the end of the day or during pick-up.	3 Write-ups* <small>*Discretion not to suspend</small>	Suspension for 1-3 days <small>(or up to no more than 5 days with approval)</small>	
	4 Write-ups	Discussion of second suspension	
	5+ Write-ups	Automatic Suspension for 1-3 days <small>(or up to no more than 5 days with approval)</small>	Discussion of expulsion
When is automatic action merited?	Uncontrollable violent behavior, Harm to another child or staff, Significant Property Damage , Bringing drugs, alcohol, or weapons to program, Discretionary Issues		Any attempted or actual sexual activity, violence, or abuse

**Prior to enrollment, parents/guardians are required to sign the MA After School Discipline Policy and Student Conduct Policy statements.**



## Parental Involvement

We welcome parents/guardians to visit the after-school program at any time during our hours of operation to observe your child and the program activities. When visiting, you must check-in and check-out with the Site Director before entering or leaving the after school program. We also require that a staff person is present with you at all times while you are at the site. This ensures the safety of all members while visitors are present.

## Animals

MA After School does not allow animals on site. If an animal is brought to the site as part of a planned program or activity, written notices will be provided to the parents a week prior to the event.

## Comments, Questions, Complaints

**Any matter that concerns you concerns us. Please follow the steps below in order to ensure that you're heard at every level.**

**Step 1:** You are encouraged to bring your comments, questions or complaints to the Site Director as soon as possible.

**Step 2:** If your concerns are unresolved, contact the Area Director.

**Step 3:** If you are not satisfied with the results of the discussion with the stated persons, direct the matter to the MA After School Director.

**Step 4:** If the matter remains unresolved, you may direct the issue to the president of Mentoring Alliance or the Board of Directors of Mentoring Alliance.