



Out of School Time Program Parent Handbook

2024-2025 SCHOOL YEAR



Out-of-School Time Programs PARENT HANDBOOK 2024-2025

Dear Parents,

Welcome to Mansfield Independent School District's QUEST Program for the 2024-2025 school year. We are so glad to have your family participate in QUEST this school year! Our program is a place where families feel they are in a safe environment and each family's needs are recognized and addressed.

We hold special pride in our professional staff selected for their abilities to help children reach their greatest potential; they are the strength of our program. It is our role to encourage and facilitate the learning of children, parents, and one another, and are pleased to embrace this responsibility.

If we can ever be of assistance, please call our office at 817-299-7598.

Sincerely,

Out of School Time Program Admin Team

Mansfield Independent School District
1016 Magnolia Street, Mansfield, Texas 76063
(817) 299-7598

MISD QUEST Program

Philosophy (Our Beliefs)

District Mission:

The mission of MISD is to inspire and educate students to be productive citizens.

District Vision:

A destination district committed to excellence.

QUEST Mission:

To increase the success of MISD students by providing rigorous activities, engaging enrichment, and recreational opportunities that will allow students to explore their interests and discover their talents.

QUEST Motto:

Explore. Discover. Create.

Enrollment Procedures

Mansfield ISD students can register for the QUEST program at their home campus by visiting www.ezchildtrack.com/MISDQuest/Parent. Once a completed registration packet is approved by the QUEST Admin Team, an approval email will be sent.

All past QUEST accounts must be current in order to enroll your child for the 2024-2025 school year.

All registration forms *must* be filled out online via EZChildtrack and turned in before a child can attend QUEST. No child will be allowed to attend without all required completed forms. Parents must keep staff informed of any changes on the enrollment forms via email.

Please remember to notify your child's teacher as well as the front office personnel that he/she will be attending QUEST along with the start date.

Parents have the opportunity to review the staff handbooks and ask any questions directly to the QUEST Administrative staff. Questions, comments and concerns can always be directed to QUEST@misdmail.org.

Attendance

Check-in and Out / Release of Children

Your child must be signed in (before school) and out (after-school) by an authorized adult each afternoon utilizing an assigned PIN. Children will be released only to those authorized by the primary account holder on the child's Registration Form. Please bring a photo ID with you every day, as this will serve as a second layer of verification. It is the parent's responsibility to notify the Site Supervisor of any changes in authorization. Parents must notify the QUEST staff when there are any changes to custody agreements, etc. If someone other than the authorized individuals must pick up your child, you must update that information in EZChildTrack and a PIN must be set up for that individual prior to picking up. No written or verbal requests will be accepted. All changes must be made in EZChildTrack by the account holder. Those picking up children should be prepared to show identification to the staff member upon request. **No child will be released to anyone who is not authorized to pick up that child.**

Once your student has been signed into the QUEST program they will not be allowed to leave until an approved parent/guardian has officially signed them out of the program through the campus Site Supervisor. Students will not be allowed to leave the program to attend sporting events, non-academic school related events, or for any other reason. If your child will be attending tutorials, please provide the Site Supervisor with those dates and times in writing.

If your child is absent or has an early dismissal from the regular school day and does not return back to school before 3:00 PM, the student will be unable to attend QUEST for that afternoon.

Hours of Operation

The QUEST program begins on the first day of school, Wednesday, August 14, 2024, and will operate on the same calendar as the district.

The program does not operate on student holidays, staff development days, teacher workdays, and holiday breaks.

Elementary Campuses: 7:00 a.m.-7:30 a.m., 3:30 p.m. -6:30 p.m.

Intermediate Campuses: 7:00 a.m. -8:00 a.m., 4:00 p.m. - 6:30 p.m.

For an additional nonrefundable fee of \$40.00 per day per child, QUEST will be offering full day (7:00AM-6:30PM) programming to current participants on the following days:

Fall Semester Full Day Programming

- Monday, November 4th
- Tuesday, November 5th

Spring Semester Full Day Programming

- Monday, January 6th
- Tuesday, January 7th

Selected full day program location will be announced as soon as possible. Spaces are limited and will be given on a first come, first serve basis.

District and QUEST Closure Dates:

District and QUEST Closure Date	Service Week
August 12 th and 13 th	August 12 th -16 th <i>(Full week's tuition still required)</i>
September 2 nd	September 2 nd -6 th <i>(Full week's tuition still required)</i>
September 20 th	September 16 th -20 th <i>(Full week's tuition still required)</i>
October 14 th	October 14 th -18 th <i>(Full week's tuition still required)</i>
November 4 th & 5 th	November 4 th -8 th <i>(Full week's tuition still required)</i>
November 25 th -29 th	November 25 th -29 th
December 20 th	December 16 th -20 th <i>(Full week's tuition still required)</i>
December 23 rd -January 3 rd	December 23 rd -January 3 rd
January 6 th and 7 th	January 6 th -10 th <i>(Full week's tuition still required)</i>
January 20 th	January 20 th - 24 th <i>(Full week's tuition still required)</i>
February 14 th	February 10 th -14 th <i>(Full week's tuition still required; Bad Weather Make Up Day)</i>
February 17 th	February 17 th -21 st <i>(Full week's tuition still required)</i>
March 17 th -21 st	March 17 th -21 st
April 4 th	March 31 st -April 4 th <i>(Full week's tuition still required)</i>
May 23 rd	May 19 th -23 rd <i>(Full week's tuition still required)</i>

Financial

A service fee is required for any service period (any day(s) QUEST is in operation regardless of attendance and district holidays).

QUEST is a pre-paid program. A non-refundable application fee is due at the time of enrollment, regardless of approval or denial of application. The non-refundable application fee is non-transferrable per account or program. The cost of application is \$50 for one child and \$75 for a family each school year. A reactivation fee will be charged if the student withdraws from the program and wishes to return in the same school year. A reactivation fee of \$25 (single child) and \$35 (family) will be required if a student wishes to reenroll in the program within the same school year. Upon registration approval, tuition is due before the student's start date. For *subsequent weeks*, tuition is due before the student's start date. Tuition is due whether or not a child attends for the week. No credit adjustments or refunds will be given for school or QUEST absences, suspensions, communicable diseases, and/or any extended leave (anything longer than one week) due to medical or personal reasons. Full payment is due regardless, unless withdrawn from the program.

Tuition fees are as follows:

- Before school - \$30 per service period
- After school - \$65 per service period
- Before & after school - \$75 per service period

Failure to submit service fee payments on or before 11:59 pm on Mondays (even if it falls on a holiday/school closure day), will result in a non-refundable \$20 late payment fee per child registered. The late payment fee will be added to accounts on Tuesday morning. All fees need to be paid the week in which they are incurred to avoid additional late fees and/or account suspensions. Any unpaid late fees (even during holiday breaks) will result in continued suspension of services.

If an account becomes delinquent, the QUEST administration team will determine when the suspension of services is necessary and will contact the parent/guardian on or before the day services are interrupted; the Site Supervisor as well as the campus administration team will also be notified. Parents/guardians of past due accounts will be notified in the following way:

- 1) Email notification sent to primary account holder.
- 2) Second email and phone call to primary account holder.
- 3) Follow up phone call to primary account holder and email with suspension notification.

Late Pick-up

Children should be picked up promptly by 6:30 pm. A non-refundable late pick-up fee of \$1.00 per minute per child will be applied after 6:30 pm. The late pick-up fee will be added to the account and must be paid by the end of the week incurred to avoid an additional non-refundable \$20 late payment fee. Repeated late pick-ups may result in termination of services. All payments must be made online using the EZChildTrack system. Under no circumstances are QUEST staff members allowed to accept payments (cash and/or checks).

An attendance plan is decided at the time of enrollment. A change, including adding/removing programming must last a minimum of four weeks. Notice of changes must be given at least a week in advance. All changes will take effect on a designated Monday.

QUEST accepts Mastercard, Discover, and VISA. A 3.25% service fee is included in the weekly tuition fee, which is non-refundable. Please note that advance payments on accounts are still subject to the non-refundable 3.25% service fee.

Withdrawal/Cancellation Policy

If a parent/guardian decides to withdraw his/her child from the program, the parent/guardian must provide a notice in writing to the QUEST office at QUEST@misdmail.org. A \$25 cancellation fee per child withdrawn or \$40 per family **plus** the current and/or past due balances will be due. To avoid paying the subsequent week's tuition, the parent/guardian must provide written notice to the QUEST office no later than 4:30 pm by Wednesday of each week.

Health

QUEST follows district health guidelines. Please see MISD Student Handbook for more information: <https://resources.finalseite.net/images/v1563470749/mansfieldisd/mhtdj318nxodvkkmslt9/studenthandbook.pdf>.

It is important to remember that schools are required to exclude students with certain illnesses from school for periods of time, as identified in the MISD Student Handbook. For example, if your child has a fever over 100 degrees, he or she must stay out of school until fever-free for 24 hours without fever-reducing medications. In addition, students with diarrheal illnesses must stay home until they are diarrhea-free without diarrhea-suppressing medications for at least 24 hours.

A complete list of conditions for which the school must exclude children can be obtained [here](#). A child may return to the program when they are free from illness.

If your child becomes ill while in the care of QUEST, QUEST will:

- (1) Contact the parent to pick up the child as soon as possible;
- (2) Care for the child apart from other children;
- (3) Give appropriate attention and supervision until the parent picks the child up; and
- (4) Give extra attention to hand washing and sanitation if the child has diarrhea or vomiting.

For an illness or injury that requires the immediate attention of a health-care professional, QUEST will:

- (1) Contact emergency medical services;
- (2) Give the child first-aid treatment or CPR when needed;
- (3) Contact the child's parent/guardian;
- (4) Contact the physician or other health-care professional identified in the child's record.

Accidents/Incidents

If an accident occurs while a child is attending the program, the staff will assess the injury and take appropriate action. As standard practice, there are no nurses on duty during programming. First aid boxes are kept at the site to deal with minor scrapes, cuts and bruises. If a more serious injury occurs which requires medical attention, 911 may be called and the parent/guardian will be notified. An accident/incident report will be prepared, and a parent communication log (see additional documents) will be given to the parent/guardian for all accidents/incidents. All QUEST sites will have at least two staff members who are CPR certified.

Nutrition

Your child will be allowed to bring his/her snack if they would like. If a snack is not brought your child will be provided with one. If a child's diet must be modified for health reasons, the parent must provide the campus Site Supervisor with the proper medical documentation form signed by your child's physician and will be included in the child's records. If a child's diet is modified for cultural or religious reasons, the parent must notify the campus Site Supervisor in writing and may be asked to help provide supplemental foods.

If your child brings his or her own snack, please make sure their first and last name is clearly labeled on their snack daily.

QUEST strives to maintain a peanut-free zone whenever possible. We ask that you are cognizant of the snacks your child brings as other participants may have allergies.

Safety

We ask that parents/guardians closely supervise their children in the foyer and parking lots when arriving/departing. Parents/Guardians must stay with their children at all times while on campus.

Parents/Guardians or approved persons on the registration form must follow campus procedures in picking up their child each day. Violation of the Parent Code of Conduct by any authorized pickup or account holder can result in student's removal from the program. Children **will not** be permitted to leave with any person who does not have a PIN or is not listed on the authorized pick-up list (with a valid ID) on your student EZChildTrack account.

The person picking up your student must be at least 16 years of age with a valid driver's license, or at least 18 years of age with a valid state ID. Students will not be released to siblings who do not meet the above requirements.

All employees are required by Texas Law to report any suspicion of child abuse or child neglect.

QUEST staff will follow all MISD Counseling Department Guidelines and Procedures when a child expresses an intent to harm themselves or others. The QUEST program staff has student safety as their number one priority. Parent/guardians will be immediately notified if such a situation occurs with his/her

student. In alignment with district protocol, a Student Safety Assessment may be completed through the District to ensure the safety of all students.

Medications

Medication will not be given during the QUEST Program unless deemed necessary by the school nurse **and** if the QUEST staff has the capability to administer the medication.

Policies and Procedures

Animals

Parents will be notified in writing if an animal(s) will be present at the operation during program hours.

Water Activities

QUEST will not attend any swimming pools during program hours. However, students may experience splash pads, water tables, and wading pool activities.

Volunteers

If you would like to volunteer for the QUEST program you must apply and get approved, prior to volunteering at the campus, through MISD's official volunteer process at <https://www.mansfieldisd.org/join-misd/campus-volunteers>

Emergency Preparedness

For the following emergencies, the QUEST program will relocate to a safe area of the school until the emergency is no longer a threat: earthquake, lightning storm, severe weather including tornadoes, or a situation outside with an unsafe person. Once relocated, all children will be accounted for, and the appropriate QUEST staff will be notified.

For the following emergencies, the QUEST program will relocate to an area outside of the school until the emergency is no longer a threat: gas leak, bomb threat, hostage situation when able, fire, or internal flood. Once relocated, all children will be accounted for, and the appropriate QUEST staff will be notified. If we are unable to return to the school, QUEST will work with school officials, district transportation, and emergency management personnel to determine where care can be provided. QUEST will be responsible to communicate with parents should we need to relocate our program for an extended period of time.

Each afterschool program has an available on-site Emergency Preparedness plan specific to their school and program. This plan is available for review by staff and parents at any time during operating hours. Students will evacuate according to the maps available in each room in the school.

Inclement Weather

Your safety, the safety of your child(ren), and the safety of our QUEST team members are of the utmost importance. In the event of inclement weather/adverse conditions, the following procedures will be implemented for the before and after-school program:

- If schools have a delayed opening, QUEST will only offer afternoon programming.
- If schools require an early dismissal or cancel after-school activities, QUEST will cancel afternoon programming.
- If schools are closed for the day, QUEST will also be closed.

Credits/prorated tuition will not be given based on inclement weather closures.

Personal Belongings

Electronic devices should remain at home or in a backpack at all times. QUEST is not responsible for any items that are stolen, lost or damaged during programming.

Contacting your Child

Students are not allowed to utilize cell phones or any other electronic devices (that is not district issued) at any of our sites. Please do not call to speak to your child unless it is an emergency. If your child is experiencing problems, we will call you immediately. If you have any questions or concerns, please contact the Site Supervisor at any time.

Communication

All communication should be directed to the Site Supervisor, so that center staff can supervise the children. To better meet the needs of your child, we may share information with school personnel.

We welcome all feedback, and any comments or concerns related to the program can be directed to either the Site Supervisor or Program Coordinator. The contact information for the QUEST office is located on the front of this handbook. We request that any serious concerns be discussed outside of program time so as not to disrupt the flow of activities.

Any changes in policies or procedures will be documented in writing and sent to families at least one week before policy implementation.

QUEST will utilize the EZChildTrack system, email, and/or the QUEST Facebook page to send out information bulletins to the parents/guardians. Campus Site Supervisors will use the BAND system to send out information specific to your home site. He/she will let you know how to join to receive communication on the first day of the program.

Family Engagement

Parents/Guardians of students enrolled in QUEST are encouraged to attend family engagement nights. Each campus will host a minimum of two family events per semester; you will be notified by the campus site supervisor once those dates are scheduled. For the safety of your child(ren) and QUEST staff, only approved individuals listed on students' EZChildtrack account may attend family events.

Custody of Care/Agreements

Parents are responsible for providing certified legal documentation to the QUEST staff at QUEST@misdmail.org. Without legal documentation either parent will be allowed full access to the child during program time. In the event that an unauthorized adult attempts to contact the child, the local police department and custodial parent/legal guardian will be contacted.

QUEST will not involve itself in deciding which parent is responsible for payment. The primary account holder is responsible for all fees due to QUEST. Communication will be limited to the primary account holder and those they give the QUEST office written permission to regarding financial information. The primary account holder will be the main point of contact and is responsible for notifying the QUEST office in writing of any changes to the account.

If you would like to split an account due to custody agreements, QUEST can split the amount due into two equal payments (50/50), per week. In order to complete this payment agreement, please provide QUEST with an email requesting a split account. Each parent will be financially responsible for their portion of the agreement. Failure to adhere to it will result in suspension of services for the child(ren).

Discipline

Children attending the QUEST Program will adhere to the discipline policy for Mansfield Independent School District students during the core day. See Student Code of Conduct <https://www.mansfieldisd.org/student-central/student-code-of-conduct>

Children whose behavior endangers others will be supervised away from other children. The child will have the opportunity to discuss the problem with a staff member and any other concerned party. If deemed necessary, the parent will be called to pick the child up for the day.

Guidance will always be positive, productive, and immediate when behavior is inappropriate. No child will be humiliated, shamed, frightened, or subjected to verbal or physical abuse while in the care of the QUEST staff.

While our staff will make every effort to accommodate your child's needs, there may come a time when staff determines that the program will not be able to meet those needs. The QUEST Program reserves the right to remove a child without the use of the three steps listed below if the QUEST Director/Program Coordinator deems it appropriate. Please see the "Major Offense Clause" in the Participant agreement (located at the back of this handbook) for more information. QUEST reserves the right to temporarily suspend services due to violation of the code of conduct. Families will still be responsible for any and all fees incurred if suspension of services, due to conduct, occur. Serious behavioral problems will be documented and the following actions will be taken:

- 1) 1st Offense - Child counseled, note and/or phone call to parent.
- 2) 2nd Offense – Student's parent will be notified of the offense with a Parent Communication form which will outline appropriate behavior expectations, unacceptable behavior, and possible future consequences.
- 3) 3rd Offense – Child may be removed from program or extended consequences may be given

Clauses

Child Abuse and Neglect Reporting

The Department of Health and Human Services requires that QUEST staff report suspected cases of child abuse. This includes the reporting of parents whose abilities appear to be impaired by drugs or alcohol. The child abuse hotline is 1.800.252.5400. Department of Family and Protective Services website: www.dfps.state.tx.us

Liability

QUEST is not responsible for medical expenses resulting from an illness or accident at the center.

Non-Discrimination Clause

QUEST is part of Mansfield ISD (a local education agency) and does not discriminate in employment, enrollment, or nutrition programs on the basis of race, color, religion, national origin, sex, marital status, disability or handicap, age, or any other status protected by the local, state or federal laws.

Confidentiality

The QUEST staff will, at all times, protect the confidentiality of the families participating in our program. Any information received by our staff will be used only as necessary and only by approved Mansfield Independent School District personnel and according to district policy. In addition, our staff will protect the confidentiality of our participating families by protecting any other privileged information gained through conversations and/or written documents. No personal information will be released to outside entities without the expressed written consent of a parent and/or guardian.



QUEST Participant Code of Conduct

The QUEST program seeks to increase the success of MISD students by providing rigorous activities, engaging enrichment and recreational opportunities that will allow students to explore their interests and discover talents. In order to provide a safe and productive learning environment to students, participants must observe the program’s code of conduct. The QUEST program is not a part of the instructional program of Mansfield ISD therefore, participation may be denied at the discretion of the QUEST Director if individuals do not comply with these standards of behavior.

REQUIREMENTS:

1. Students must observe school and district Codes of Conduct.
2. Students will attend the program regularly.
3. Students will respect all school and program property.
4. Students will follow instructions.
5. Students will demonstrate courtesy.
6. Students will conduct themselves in a responsible manner.
7. Students will respect all staff and students.
8. Students will observe safety procedures at all times.
9. Students will leave school premises on time at the end of the program day.
10. The intent to harm (verbal, physical or emotional) self or any child or adult (hitting, scratching, kicking, fighting, teasing, name-calling, bullying) will not be tolerated.

CONSEQUENCES:

- **First Offense** - Child is counseled, note and/or phone call to parent.
- **Second Offense** – The student’s parent will be notified of the offense with a Parent Communication form which will outline appropriate behavior expectations, unacceptable behavior, and possible future consequences.
- **Third Offense** – Child may be removed from the program, or extended consequences may be given.

MAJOR OFFENSE CLAUSE:

Any student committing a major offense, including, but not limited to, the threat of physical abuse to self or others, profanity, insubordination, sexual harassment, leaving school grounds without permission, falsification of records, among others, will result in suspension of the program or receive a strike three consequence.

Student Name: _____

Parent/Guardian Name: _____ Date: _____



Parent/Guardian Code of Conduct

The following guidelines have been created to meet the standards, policies and procedures of the QUEST. All QUEST staff and volunteers are knowledgeable of these standards, policies and procedures.

1. Communicate with the Site Supervisor or staff daily.
2. Give detailed information and provide official legal documents to the QUEST office at quest@misdmail.org if custody situations arise.
3. People whose behavior and/or health status pose an immediate threat or danger to the health and safety of the student must not be present when students are in care.
 - Do not confront any student or staff member in a threatening manner.
 - Do not confront students from other families.
 - Using profanity in the presence of a child is prohibited and against the law.
 - Report concerns to the Site Supervisor/ Program Coordinator
 - In the event of threatening behavior towards a QUEST staff member or child, Mansfield ISD Police will be called.
4. Consumption and/or possession of alcohol in any form are strictly prohibited by QUEST. Controlled substances/medications must be accompanied by a written doctor’s prescription when used during program hours. People must not be under the influence of or impaired by alcohol or controlled substances in the presence of students and staff.
5. People must not smoke, use tobacco products, E-Cigs, or Vape Pens at the school, on the premises or on the playground.

Consequences of Parent Misbehavior

In regards to the “Adult Code of Conduct” listed above, any parent misbehavior will result in the QUEST Director’s decision ranging from a verbal warning to parent’s removal from the building or the student’s removal from our program.

Student Name: _____

Parent/Guardian Name: _____

Date: _____



QUEST Program Parent Agreement 2024-2025



Student(s): _____

Parent Responsibilities

- Follow drop off/pickup procedures set forth by the QUEST Program.
- Sign the child out of the center each day with a valid PIN and ID. Students will not be allowed to sign themselves in/out of the program. Failure to comply may result in removal of the program.
- Notify the QUEST staff if the child will be absent for the afternoon. School faculty is not responsible for notifying QUEST of absences. It is not necessary to report morning absences.
- Notify the central QUEST office and center staff of any change in those individuals authorized to pick up the child and make appropriate changes to EZChildtrack account.
- Pick up a sick or injured child from the center as soon as possible after being notified by QUEST staff.

I understand that **the following will result in my child’s automatic withdrawal** from the program:

- Consistent late pick-ups.
- Major offense and/or consistent inappropriate behavior.
- ANY use of abusive language, assault, or weapons.
- Student leaving the premises without permission.
- Failure of parent to attend conference (if requested to discuss student behavior.)
- Failure to make payment.

Parent/Guardian Signature: _____

Home Phone: _____

Cell Phone: _____

Work Phone: _____



Parent Handbook Agreement



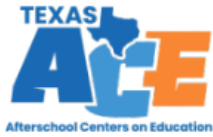
I, _____ have reviewed a copy of the QUEST Out-of-School Time Programs Parent Handbook. I have read, understand and agree to abide by the policies set forth in this document.

Student(s) Name _____

Parent Signature _____

Date _____

Additional Documents



Parent Communication Log



Date :		
Site:		
ACE Staff:	Student Name:	Parent/Guardian:
Parent Contact: Select all that apply		
<input type="checkbox"/> Verbal	<input type="checkbox"/> Phone	<input type="checkbox"/> Email
<input type="checkbox"/> Voicemail	<input type="checkbox"/> Text	<input type="checkbox"/> Other : _____
Summary/Feedback:		
Future Actions/Consequence:		
Parent Signature:		