

# S2STEM Parent Handbook

## ***Welcome to S2STEM Family!***

We strongly recommend all parents go through this handbook regularly and get familiar with our program, payment, safety, medication, and operational policies, and parent expectations.

## **Classroom and Teaching Philosophy**

S2STEM follows an inquiry-based, hands-on problem-solving approach to teach STEM concepts to students. Every day students are engaged in activities that focus on 21st century STEM skills

- Critical Thinking
- Collaboration
- Communication
- Creativity
- Technology & Engineering
- Real-world Science

We hire best-in-class staff. Our interns go through rigorous training and coaching until they are fully up-to-speed with our ways of teaching.

Our teacher-student ratio is typically 1:8 or better.



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## Enrollment/Payment Guidelines

S2STEM follows the GV school calendar from Sep to mid-Jun for all of our after-school programs. After School STEM Club and other weekly programs are closed on school holidays except for holiday camps.

### Our Program Schedule:

| <b>STEM CLUB</b>  | <b>Holiday Camps</b>   | <b>Coding &amp; Robotics</b>  |
|---|--|---|
| <ul style="list-style-type: none"><li>Monday - Friday</li><li>3 pm - 6 pm<br/>(pick-up by 6:15pm)</li><li>Closed on school holidays</li></ul> | <ul style="list-style-type: none"><li>9 am - 3 pm (pick-by by 3:15pm)</li><li>Extended hours are available until 5pm</li><li>Discounted package price for STEM CLUB students</li></ul> | <p>Refer to our Program Schedule On the website.</p> <p><a href="https://www.s2stem.com/programs/program-schedule/">https://www.s2stem.com/programs/program-schedule/</a></p> |



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Parents must register for respective programs on our website [www.s2stem.com](http://www.s2stem.com). Tuition must be paid in full based on the option selected during registration. Some programs (Robotics or Coding) may give an option to set up an automated monthly recurring payment using your credit/debit card via PayPal.

**STEM Club** registration covers the first month of the tuition. S2STEM team will set-up a recurring payment after your enrollment via PayPal. You need to activate the recurring payment on PayPal as soon as possible. Your card linked to PayPal will be charged monthly automatically. Any issues with your PayPal or card need to be addressed within 2-3 business days to avoid late fees. A late fee of \$35 will be charged if the payment is late more than once.

## **Promotions & Discounts**

We offer discounts on most of our programs throughout the school year and we encourage parents to take advantage of it. Following exclusions may apply to all promotions:

- Not all promotions apply to all products
- You cannot apply multiple discounts on the same order
- Some promotions can be used only one time



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## **Multiple Child Discounts**

When multiple children from the same family attend a program, a 10% discount from the regular tuition fee may be granted to the siblings on the lowest program cost. To take advantage of this discount, full tuition must be paid for the child with the highest tuition base. The discount is then applied to the other child enrolled from the same family.

## **Attendance**

If your child is going to be absent, you must notify us; if your child is ill, you must notify us as to the nature of the illness, particularly if it is contagious. No allowances, credits, refunds, or make-up days shall be made for occasional absences.

## **Withdrawal and Disenrollment**

If you decide to withdraw your child from our care, you are required to give two weeks notice. If notification is not provided, you will still be responsible for all tuition and fees for the two weeks, whether or not your child is in attendance.



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## **Disenrollment**

In certain circumstances, it may be necessary to discontinue a child's enrollment. This decision is based on the best interest of the child concerned, other children in the class, and the well-being of everyone at the school. Every effort will be made to correct a situation before a final decision is made( i.e., moving a child to another class, redirecting behaviors, providing choices, separating children who are not getting along, or other interventions).

A child may be disenrolled based on the child's behavior/actions or those of the parents, guardian or their guest.

Behaviors which may lead to a child's disenrollment include, but are not limited to:

- Abuse of other children, staff or property.
- Continued violation of policies
- Disruptive or dangerous behavior.

Disenrollments due to parent/guardian or their guests' behavior include, but are not limited to:

- Abuse of other children, staff or property
- Continued violation of policies



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- Disruptive or dangerous behavior
- Disruptive or dangerous behavior by an individual identified as an authorized or emergency pick up person
- Use of inappropriate language while on school property, including parking lots
- Use of any type of corporal punishment on any child, whether they are enrolled in our program or not, while on the property
- Use of verbal abuse, causing undue embarrassment and or causing emotional distress to any child or adult.
- Threats or threatening behavior, regardless of who is the target of the threat
- Possession of firearms, ammunition, and other weapons while on the property; uniformed law enforcement officers may have their firearms on them while on school property
- Repeated late pick-ups
- No-payment of tuition by the due date

Should it be determined that our program is unable to meet the needs of the child or the expectations of the parent/guardian, it may be necessary to discontinue a child's enrollment.



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This is a partial list and we reserve the right to end the enrollment of a child at any time for any reason deemed appropriate. Whenever possible, prior notification will be provided.



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## **Operational Policies**

Our center is open Monday through Friday, all year long except the below holidays. We are closed in observance of these holidays each year:

- Memorial Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas day to New Year

No allowances, credits, refunds or make-up days shall be made for holiday closings. Tuition must still be paid in full.

### **Emergency Closure / Inclement Weather**

If the center must close after your child is dropped off from the school bus, you or your designated emergency contacts will be notified by center management so that you can make appropriate arrangements for picking up your child.



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## **Early Closure of School**

In the event of early closure of schools due to inclement weather, your child can still take the school bus and arrive at S2STEM. The staff will remain with your child until you or an emergency contact arrives. You are responsible for ensuring that your contact and emergency contact information is up-to-date. An additional fee is charged for the extended hours.

## **Personal Items to Bring to School**

Please do not bring any valuables that you and your child treasure, such as favorite books, jewelry or toys from home. Please help your child understand why it is not wise to bring toys or other objects to school that they may not wish to share with the group. We cannot be responsible for lost or damaged items. Limited use of handheld electronic devices may be permitted with parent permission.

## **Lost and Found**

If your child is missing anything, please inquire at the school as soon as possible. It is much easier to return a lost item if it is labeled with the child's first name and last name, so remember to label everything.



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## **Safety and Security**

### **Access Codes**

Our center is equipped with a security entry system to protect the children in our care. This system ensures that only people with access will be allowed to enter the center. Upon enrollment, you will be provided with security entry instructions, which will allow you access to the center during our business hours.

Do not share your code with anyone else, including your child. If you forget or your code is ever compromised, please see a member of our management immediately.

### **Picking Up Your Child**

When you arrive to pick up your child, allow time for your child to complete whatever activity he or she is participating in. We must ask you to make every effort to pick up your child before closing time. If you are going to be late, please call our office immediately.



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## **Pickup Authorization**

Please notify us any time someone other than a parent /guardian is picking up your child. We will only release a child to the parents/guardian and the persons listed on the Emergency Contact or anyone you have authorized in written form. We will not release a child to anyone (other than the parents) under the age of eighteen, including siblings.



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## **Health and Cleanliness Policies**

Maintaining a clean and healthy environment compels us to take precautionary steps to prevent the spread of communicable diseases.

Our center is designed to be easily cleaned and maintained at high standards of sanitation.

We promote cleanliness and good hygiene with children on a regular basis by frequent hand washing by staff and students.



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## **Medication Policy**

We do not have a nurse on premises so unfortunately, we can not administer any prescription and non-prescription medications to your child. Parents are advised to give medication at home and on a schedule other than during school hours.

Our policy prohibits students from carrying any medication during school hours with the exception of inhalers, insulin, and epipens. If asthma inhalers, insulin, or Epi-Pens are to be carried by the student, parental permission must be on file. [Click here](#) to fill the permission form.



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## **Parents/Kids Expectations**

Our goal at S2STEM is to ensure that your child has the best experience possible, so we encourage you to visit us anytime. Because you know your child better than anyone, we depend on you to help us learn about your child, starting with your initial visit when we gather information from you. We seek your active involvement and input in the programs and particularly in ensuring your child's progress and goals.

All families, regardless of family structure, socioeconomic, racial, religious, and cultural backgrounds; gender, abilities, or preferred language are welcome to participate. We appreciate families sharing their talents, time, and traditions and invite you to join us for events held throughout the year.

### **Appropriate Language in School**

Both parents and their guests must use appropriate language while in the center. Use of foul language of any type is not permitted on our premises. If a problem or issue arises, the first step is to move the discussion into a private office area where you can discuss your concern with the management.



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## **Physical or Verbal Punishment of Children**

We do not allow parents or guardians to use any type of corporal punishment of any kind whether enrolled in our program or not. Further, while verbal reprimands may be appropriate. It is not in any way appropriate for a parent to verbally abuse their child while on our premises. Violations of this policy may result in disenrollment from our program.

## **Threats and Threatening Behavior**

We have a zero-tolerance policy regarding threats or threatening behavior in our center, whether the threat comes from a child or an adult regardless of who is the target of the threat. This also includes the threats to do physical harm to someone or threats to retaliate in any way. This kind of behavior will result in immediate disenrollment from our program.

## **Weapons or Firearms Ban**

At no time is any person permitted to carry or possess firearms, ammunition on our property. For persons authorized to carry concealed weapons, we respectfully request to leave all or any weapons in your vehicle. Uniformed law enforcement officers may bring a firearm onto our property if they are on an official duty. Any violation of this policy may result in immediate disenrollment from our program.



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## **Custody and Visitation**

It is our policy to not interfere with the custody relationship of a child's parents. We assume that both parents/guardians have equal rights to pick up/drop off. If that is not the case, it is the parents'/guardian's responsibility to provide the proper documents or legally binding parental agreements to clarify the rights and responsibilities of the parents or guardians. We ask that parents/guardians keep the center, our staff and other children out of any legal issues. Failure to do so may result in disenrollment.

All financial records and enrollment Registration Information are considered private and confidential to the enrolling parent. They will not be provided to the non-enrolling parent without proper documentation.

***We look forward to inspiring your child!***

Team S2STEM

