



# THE ORGANIZED MIND

Track Out Camp

## PARENT HANDBOOK

1867 Lake Pine Drive

Cary, NC 27511

Phone (919) 215-1146

[Janettcueto@tomtrackout.com](mailto:Janettcueto@tomtrackout.com)

[Vincentcueto@tomtrackout.com](mailto:Vincentcueto@tomtrackout.com)

[tomtrackout.com](http://tomtrackout.com)

### Hours of Operation

The Organized Mind is open Monday - Friday from 6:30am - 6:30pm

The Organized Mind is closed for the following holidays:

Memorial Day

Independence Day

Thanksgiving Day / Following Day

Christmas Eve

Christmas Day

New Year's Eve

New Year's Day

## Mission Statement

We believe every child is unique and strive to promote their individual social, emotional, and cognitive development in a safe and developmentally appropriate learning environment so they can achieve their fullest potential, embrace challenges with a growth mindset, and fearlessly explore the world around them.

## History

The Organized Mind Track Out program is a family owned business run by Jane and Vincent Cueto, two former Wake County Public School teachers with over 25 years combined experience. It was inspired by a Facebook post on our Apex/Cary Moms Group. A frustrated mom posted about her teenage daughter who struggled with prioritizing, time management, and just an overall lack of organization in all areas of her life, especially in school. Other moms commiserated, advised A.D.D testing, and some moms shared their own history with disorganization as a child and advised moms to just “hang in there”. As Wake County middle and high school teachers, we knew how these kids were struggling just to stay afloat. There had to be something out there! And when we didn’t find help, we decided to create it.

The Organized Mind Track Out Camp was created to better prepare children for their transition into middle school and high school. Middle school students are spending hours upon hours on homework each night, leaving them time for little else. We want to bring back afternoons at the park, family game nights, and time playing with friends. We do this by teaching our children how to work smarter, not harder. By making a few changes in the way they approach and prepare for tasks, they can increase their independence, productivity, and self-confidence while freeing up time for other pursuits. In addition to track out camps, we provide an after school enrichment program where we work with each child to ensure they are keeping up with the skills they've learned. We offer help with homework and projects, monitor their grades, and even occasionally reach out to a teacher if need be.

## Philosophy

We believe that in the right environment a child’s natural curiosity and creativity leads to endless opportunities to grow in knowledge and develop a love of learning. We provide that environment at The Organized Mind by making it a safe and nurturing place where your child will be encouraged to learn and grow. We invite children to join the The Organized Mind family as a 9 year old and to stay with us throughout their middle school years and into their high school career.

## Programs

There are 4 programs offered at The Organized Mind. They are:

<b>Room</b>	<b>Age</b>	<b>Ratio</b>	<b>Schedule</b>
Track Out Camp	9 - 15	1:14 Max 22 students	8:00am - 4:00pm
After School Program	9 - 15	1:10 Max 20 students	3:00pm - 6:30pm
Adulting Workshops	15 - 18	1:10 20 students	10:00am - 12:00pm
Before/After Extended Care	9 - 15	1:10 14 students	6:30am - 8:00am 4:00pm - 6:30pm

## Weather Related Closings

The Organized Mind will remain open during most situations of severe weather. The Director of Operations will monitor the weather and local news stations to determine when it is appropriate to close the center early or cancel care for the following day. In the event that The Organized Mind closes early or cancels care for the following day, parents will be contacted and informed of the situation via Brightwheel and The Organized Mind's Facebook account.

Children should be picked up within a reasonable amount of time to ensure all parents, children, and staff can travel safely home.

## Enrollment Records

Each fall, The Organized Mind completes an audit of enrollment records. At the conclusion of this audit, families will be notified if anything needs to be updated. Some forms must be updated every year, including the Emergency Contact and Medical Consent form.

In addition, any time a family’s information changes such as address, allergies, or a new Emergency Contact is added, parents are responsible for updating their child’s profile on Brightwheel.

## Enrollment Procedures:

<b>Item Checklist Needed Before Care Begins</b>
Registration Form & Payment
Brightwheel Profile
Family Handbook Acknowledgment
*Food Allergy Action Plan Form / Asthma Plan
*Medication Administration Form
*Consent for Release of Information (After School Program ONLY)
*\$49 Annual Registration Fee (After School Program ONLY)
* Only if applicable

## Confidentiality

Confidentiality is a top priority for The Organized Mind. Personal information of families and staff will not be shared for any reason without prior written consent of the individual. The Consent for Release of Information Form must be completed in order for us to communicate with teachers, counselors, medical personnel, and any other stakeholders. When discussing a child’s activities and friends in the classroom, only first names will be used. In situations regarding behavior problems and/or Incident/Accident Reports, names of children involved will never be given to families. Brightwheel is an app used to communicate between parents and staff. Please know that staff can read messages sent via Brightwheel. Please keep Brightwheel communication information things that you do not mind staff reading.

# Tuition

## Financial Agreements for The After School Program

Upon enrollment and any changes to tuition, families are provided a Financial Contract. This contract should be carefully reviewed and checked for errors. The contract states the days and hours your child may be at The Organized Mind as well as the amount due each month. This contract is binding and can only be changed with approval and signatures from parents and the Director of Operations.

**\* Annual Supply Fee: \$49.00 annual supply fee to be paid by parents prior to the first week of care.**

## Payment Schedule

Tuition is paid using Stripe. Please contact [team@tomtrackout.com](mailto:team@tomtrackout.com) to set up payments online via Stripe. Tuition is due the first day of the month. There is a \$10.00 late fee for unpaid balances if payment is not received within 10 days of the invoice.

An invoice will be sent via Stripe 3 days before tuition is due. If you do not receive an invoice you are responsible for contacting the office and requesting one.

## Cancellations/Refunds

If canceling before the program has started, you will be charged a \$25 cancellation fee. If canceling after the program has begun, you will not receive a refund. In order to cancel the after school program, The Organized Mind must receive a written/email notice two weeks prior to the start of the program.

## Before and After School Payments

The days selected during the registration process remain the same for the entire school year. This option is for 5, 4 or 3 days only. The days are not transferable to any other days in that week. If additional days of care are needed for any week, an additional purchase from the weekly option will need to be made, see below for details.

## Payments for the Yearly Program

For your convenience, The Organized Mind After School Program fees are spread evenly across your child's enrollment period, with the monthly installment amount each month being the same for easy budgeting. The number of service days varies in each month based on the school calendar. The number of days selected for the entire year are based on a 5, 4 or 3 day consistent schedule. Those days are calculated based on the days a school calendar runs. The days selected for yearly programs are non-transferable to other days in the week.

## After School Program Calculation for Pricing

The number of service days varies in each month based on the school calendar. For your convenience, The Organized Mind after school program fee is spread evenly across your child's enrollment period, with the monthly installment amount due each month being the same for easy budgeting.

### Example

September has 20 school days, monthly payment is \$189

December has 13 school days, monthly payment is \$189

## Purchasing a Weekly Program

An annual registration fee is due upon registration, with the payment due on the first of each month the care is provided. The number of service days varies on the number of days selected during the registration process. Weekly purchases can be made in 5, 4, 3 or 2 day options, each having their own rate.

## Track Out Camp Fees

**PAYMENT POLICY:** If payment is returned or no payment is made within 10 days of the due date, a late fee of \$10 will automatically be assessed. There are no credits, prorated days, or refunds for absences, vacations, illnesses, or for natural circumstances beyond our control.

**Transfer Fees:** A \$10 fee will be applied to each individual camp week transferred. Registration deadline is Friday night for that next week of care.

## Subsidized Care- DHS

The Organized Mind does not accept childcare assistance at this time.

## Multiple Child Discount

Families with two or more children enrolled for a minimum of a full week at The Organized Mind or attend the after school program are eligible for a 5% discount to be applied to the total amount. Please use code: SiblingFun at checkout.

## Late Pick-Up Fee

The Organized Mind closes at 6:30pm, Monday - Friday. Parents will be charged \$5.00 for every 15 minutes a child is present after their contracted pick-up time (this will pay for the teachers' time when they have to stay past their scheduled out time). Late fees for processing will be recorded via Brightwheel. If there is a late pick-up fee, parents will receive a notice via Brightwheel from the director stating the amount of the late pick-up fee. The fee will be added to your payment the following month for the after school program. Late fees for camp will be invoiced the following day.

If parents do not arrive to pick up their child from the program by 6:30pm, staff members will first try to contact the parents using all phone numbers provided on the Emergency Contact form on Brightwheel. If parents are unable to be reached, staff members will try to contact all emergency contact persons. If staff members are unable to contact emergency contact persons, the director will be notified and they will then notify the Department of Human Services and/or the Cary Police Department.

## Insufficient Funds

All payments rejected due to insufficient funds will be charged a \$10 return fee. Repeated incidents could result in termination of child care services. A payment plan should be discussed with the office if a family is having trouble making tuition payments.

## Delinquent Accounts

Families that are behind in payments more than 2 weeks without setting up a payment arrangement may have their child care services terminated.

## Holidays and Vacation

The Organized Mind will be closed in observance of the following holidays:

Memorial Day  
Independence Day  
Thanksgiving Day / Following Day  
Christmas Eve  
Christmas Day  
New Year's Eve  
New Year's Day

If the holiday falls on a weekend day, The Organized Mind will close during the week.

For example, if New Year's Day falls on a Saturday, The Organized Mind may close on Friday or Monday. Families will be given a month's notice in the event of additional closings.

## Curriculum

### Daily Schedule and Activities

A Weekly Schedule will be emailed on the Saturday prior to camp.

### Outdoor Play

Outdoor play is incorporated into the daily schedule. Staff members actively engage in activities when prompted by the children. Outdoor play is an opportunity for children to run, jump, climb and use their bodies in ways that would otherwise be unsafe in an indoor classroom. In addition, a large amount of social interaction takes place when children play outdoors.

Children will go outside year-round, including winter. Only during extreme weather conditions will the children remain indoors. Outdoor play can occur at one of the local parks, in the outdoor area, or in the wooded area at the rear of the center.

## Multimedia

The use of multimedia in our program is an extension of the teaching and learning that takes place in our classrooms. Teachers may select movie, television, and computer game titles based upon weekly themes. Typically a film is shown based on that week's theme. Occasionally a Ted Talk, YouTube clip, or other media may be used during the morning lesson.



## Weapons/Violent Play

There is a strict policy of allowing no weapon play at The Organized Mind. Children are not permitted to play with weapons of any type or size. If a child brings a weapon to The Organized Mind, the weapon should be placed out of sight and sent home the same day with a note explaining the policy about weapons.

## Pets & Visiting Animals

Staff may introduce a class pet to the classroom. Please make sure you share any pet allergies with your student's teachers. Pets and visiting animals that are brought into the classroom must be carefully considered for their temperament, health risks, and appropriateness for children.

## Assessments

The Organized Mind uses questionnaires and/or short quizzes to assess students' levels when completing a lesson. Parents are encouraged to ask their children about the day's lesson and encourage them to use the strategies they learn at camp whenever possible.

## Field Trips

The Organized Mind offers a variety of experiences both at and away from the center. These trips occur daily for our track out camps and summer camps. The after school program visits the park when time permits. If you do not wish for your child to attend a particular field trip, please find alternative childcare arrangements for that day, as we will not have staff available to stay behind with children not participating in the field trip.

As a participant in our child care program, your child may participate in short, unannounced field trips including but not limited to: walks as a class around the perimeter of the building and/or nearby neighborhoods; trips to local playgrounds; trips to local businesses. Teacher-child ratios are maintained at all times.

## Rules Related to Transportation

The Organized Mind uses a 14 passenger bus for away field trips. Head counts are taken before leaving the center, after entering the vehicle, during a field trip, after taking children to the restroom, after returning to the vehicle, and upon returning to the center.

When children leave the vehicle, the vehicle shall be inspected to ensure no children are left in the vehicle.

## Meals and Snacks

Students are responsible for bringing their own lunch daily. The Organized Mind will supply an afternoon snack.

## Food From Home (Celebrations)

Children are welcome to bring in treats to celebrate a birthday or holiday. Due to various food allergies and dietary restrictions in our classrooms, we require store-bought snacks still in the original packaging.

## What to Provide

### Clothing and Items from Home

Weather appropriate clothes, water bottle, sunscreen, and a change of clothes should be sent in a backpack daily. During the summer months, students are encouraged to bring a bathing suit and towel as well. Students who would like to ride scooters, skates, skateboards, and other equipment are required to wear a helmet. Campers can bring safety helmets from home or borrow one of our loaners.

## Arrival and Departure

### Arrival

Drop off for our camps occurs from 8:00am - 9:00am. During this time, campers will store their materials in their cubby, respond to the question of the day, and engage in free play until the lesson begins at 9:00am. Students generally board the bus for field trips at 10:00am. Please make sure your child has arrived no later than 9:45 in order to participate.

### Departure

The Organized Mind Camp ends at 4:00pm 6:30pm Monday - Friday. If you will be late picking up your child, please provide us with as much notice as possible. If you know ahead of time that your child will need extended care, please let us know. Students enrolled in extended care may remain at camp until 6:30pm. If you arrive after 4:00pm and have not made arrangements, we will apply a \$15.00 fee per day for the extended care.

## Attendance

If your child will be absent, please call the center by 9:45am so your child's teacher may make accommodations to the lesson plan. We routinely leave for field trips at 10:00am so please be sure your child arrives no later than 9:45am so that he can board the bus.

If your child will be absent from our camp or after school program, the center should be notified in writing of the date the absence begins and the expected date your child will return. This is especially important for students in our after school program. Parents **MUST** contact team@[tomtrackout.com](mailto:tomtrackout.com) no later than 12:00pm if your child is absent from school or does not need to be picked up. A fee of \$10 will be invoiced for failure to provide proper notice since your child may be the only one slotted to be picked up and delays occur as we wait for a child and/or contact parents to confirm attendance. **Parents must message via BRIGHTWHEEL and use the message label ABSENT. Other labels available are: LATE DROP OFF, LATE PICKUP, EARLY PICKUP, and GENERAL. Please use these accordingly.**

## Health and Safety Policies

### Illness

Our first priority at The Organized Mind is providing a healthy, safe learning environment for all children. A child will be sent home as soon as possible if any of the following is experienced: an illness prevents the child from participating comfortably in activities (as determined by the staff); an illness results in a greater need for care than the staff can reasonably provide without compromising the health or safety of other children in the classroom; or a child is experiencing any of the following conditions:

- Fever of 101 (touchless thermometer on forehead) or greater, until 24 hours symptom-free without fever-reducing medication
- Signs/symptoms of severe illness, including: lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, and/or wheezing
- Vomiting (One instance) the child can return after vomiting has been resolved for 12 hours or until a health care provider determines the cause for vomiting is not contagious and the child is not in danger of dehydration.
- Persistent abdominal pain (continues more than 2 hours) or intermittent pain associated with fever or other signs/symptoms of illness
- Rash until a physician determines that these symptoms do not indicate a communicable disease
- Pink eye (conjunctivitis) until after treatment has been initiated for 24 hours
- Scabies, until after treatment has been completed
- Strep throat, until 24 hours after initial antibiotic treatment and cessation of fever
- Chickenpox, until all sores have dried and crusted (usually 6 days)

A child who becomes ill while at The Organized Mind will be isolated in order to limit exposure of other children to communicable disease. An ill child will be isolated to wait for his/her parents to arrive. For this reason, we ask families to make every effort to pick up a sick child as soon as possible.

The Organized Mind reserves the right to make the final determination of exclusion due to illness. Any exceptions to our illness policy will require a written note from a licensed healthcare professional stating that the child is not contagious.

\*Please contact The Organized Mind via phone or Brightwheel by 9:45am whenever your child is ill and use the ABSENT label.

#### Notice of Exposure & Reporting Disease

If your child is exposed to a communicable disease, a notice will be shared via Brightwheel. If your child or anyone in your household becomes ill with a communicable disease, please notify Vincent or Jane Cueto immediately at [team@tomtrackout.com](mailto:team@tomtrackout.com) or 919-215-1146.

#### Hand Washing

Frequent hand washing with soap and warm, running water is the most effective way to reduce and prevent the spread of illnesses commonly found in childcares such as the flu, diarrhea, and pink eye.

Other times your child (and staff members) will be expected to wash their hands:

- Upon arriving at the center or when returning from field trips
- Before and after snack/lunch
- After coming indoors from outdoor play
- After handling pets and other animals
- After cleaning or handling garbage

#### Medications

Prescription and over-the-counter medications must be given to a staff member in the original container, clearly labeled with the child's full name and birth date. The Organized Mind staff will not administer any medication without a signed Medication Authorization Form. Forms can be obtained by emailing [janettcueto@tomtrackout.com](mailto:janettcueto@tomtrackout.com).

Medications are stored in a locked box (refrigerated medications) or in a high cabinet (non-refrigerated medications) while in use at The Organized Mind. The Medication

Authorization Form must remain with the medication at all times. Unused medications must be immediately returned to the family and will not be stored at The Organized Mind.

Medications are administered only by Vincent Cueto or Janett Cueto. When a medication is given, the teacher will document the type of medication administered, the dosage, and the time it was given on the child's Brightwheel profile.

#### Documentation of Accidents/Incidents

Staff members shall document accidents and incidents that occur at The Organized Mind using an Accident/Incident report on Brightwheel.

#### Documents of Health Incidents

Each time a parent is contacted regarding an ill child or symptoms of illness, a Health Check will be completed on Brightwheel.

### **Food Allergies/ Action Plans**

If your child has a food allergy, please complete a Food Allergy Action Plan form. This form will be posted in the camp. If medication for an allergic reaction is provided, please have your physician sign the Food Allergy Action Plan as well.

The Organized Mind is a nut-free facility. If your child brings contaminated food to camp, they will be asked to put it away. If this is the child's only source of food, a parent will be contacted to make other arrangements.

#### Emergency Medical/Dental Procedure

It is important that parents complete and update, as needed, an Emergency Contact and Parental Consent Form. This form contains contact information for both the parents as well as the individuals authorized to pick up the child in the event of illness or emergency. In addition, the form allows The Organized Mind staff members to seek emergency medical or dental care from authorized care providers in the event of serious injury. It is the responsibility of the parent to complete this form and to make corrections to this information when necessary.

- If a child becomes ill or injured after arriving at the center, the director will attempt to contact the parent(s) at all available telephone numbers. If a parent cannot be reached, the individuals listed as emergency contacts/authorized pick up persons on the Emergency Contact & Parental Consent form will be called.
- Children who are ill or seriously injured will be sent to the office until a parent arrives.

- If the child requires immediate medical attention: The staff member who witnessed the emergency situation will remain with the injured child and instruct someone else to call 911. If no one is available, first ensure the child is stable and if possible, bring the child with you to call 911.
- A staff member who witnessed the emergency situation will accompany the child to the hospital, bringing the child's Emergency Contact & Parental Consent Form.
- The director will contact the parent(s).

### Mandatory Child Abuse Reporters

As childcare professionals who interact with children on a daily basis, each staff member of The Organized Mind is a mandatory child abuse and neglect reporter and must contact the NC Department of Human Services whenever abuse or neglect is suspected.

### Access Policy

Any person in the center who is not an owner, staff member, substitute, or subcontracted staff or volunteer who has had a record check and approval to be involved with child care shall not have unrestricted access to children for whom that person is not the parent, guardian or custodian, nor be counted in the staff to child ratio. Unrestricted access means that a person has contact with a child alone or is directly responsible for child care.

## Guidance Strategies

### Behavior Policy

Every adult who cares for children has a responsibility to guide, correct, and socialize children toward appropriate behaviors. These adult actions often are called child guidance and discipline. Positive guidance and discipline are crucial because they promote children's self-control, teach children responsibility and help children make thoughtful choices. Any incidents will be relayed either via Brightwheel or at pickup, depending on the severity. If a student puts themselves or others at risk via verbal or physical acts, they may be dismissed from the program at the discretion of the director.

## Home and School Partnership

### Brightwheel

Brightwheel is an app to help parents stay connected with their child and teacher during school hours. This is where you can communicate directly with your child's teachers throughout the day. It can also be used to pay your balance with The Organized Mind. Talk to Jane Cueto to get set up or refer to the link in your welcome email.

### Daily Communication

The Organized Mind uses Brightwheel to communicate, share photos, notes, and incidents.

### Newsletters

A quarterly newsletter will be emailed to you. This newsletter provides you with general information and announcements about the center.

### Cultural Competence

The Organized Mind is committed to respecting each child's and family's culture and diverse needs. We recognize that culture influences every aspect of a child's development and is reflected in childrearing beliefs and practices. We believe it is important to support and preserve the child's home language usage, faith and beliefs, and cultural traditions.

### Program Evaluations

The Organized Mind asks parents to complete a program evaluation annually. The information gathered from these anonymous surveys is used by the staff to develop goals for our center and to improve the overall quality of care at our center. A parent's point of view is different from a teacher's point of view. Therefore, parent feedback on the program evaluations is very important to the success of our program and satisfaction of our families.

### Questions/Concerns

If you have a question or concern, do not hesitate to bring it to the attention of the teacher most directly involved.

If the concern is not resolved, please email [janettcueto@tomtrackout.com](mailto:janettcueto@tomtrackout.com).

## Emergency Procedures

### Fire, Tornado, Bomb, or other Emergency Situations

Fire regulations and tornado warning procedures are posted near the exits in each classroom. Fire and tornado drills are conducted every three months; all classrooms are required to participate. In the event of a fire, bomb threat, or other evacuation emergencies, the children and teachers will immediately leave the building and go to each class' designated spot.

In case of a tornado, each classroom has a designated area to seek shelter until the emergency is over. Parents will be called as soon as safely possible following an

emergency situation. For the safety of children, parents, and staff, we ask that parents do not attempt to pick up their child during an emergency situation.

#### Blizzard/ Severe Winter Weather

The Director will monitor the weather and local news stations throughout the day to determine when it is appropriate to close the center early or cancel care for the following day. The Director will also post on Brightwheel to inform parents of the situation. Routine classroom activities will continue until parents arrive.

#### Missing or Abducted Child

In the event of a missing child, the Director will search for the child in the immediate area.

- If the child cannot be located in a reasonable amount of time, the Director will notify the Cary Police Department and the child's parents.
- In the event of an abducted child, the Director must immediately contact the Cary Police Department, and the child's parents.

#### Power Failure

Staff members and children should remain in the classroom and if possible, proceed with activities as usual, or may go to the outdoor playground until power resumes.

- If power cannot be restored within a reasonable amount of time, the center will close and parents will be contacted.
- The Director is responsible for contacting parents to inform them of the closing and of the need to immediately pick up their child.
- Activities will resume as much as possible until parents arrive.