

# ROCKETSHIP PUBLIC SCHOOLS

*ROCKET BOOSTER!*  
EXTENDED LEARNING  
FAMILY HANDBOOK  
2021 - 2022



July 2021

Dear Parents and Guardians,

Welcome to *Rocket Booster!* Extended Learning Program at Rocketship DC Public Schools!

At Rocketship, we are committed to providing your K-5<sup>th</sup> grade Rocketeer with a safe, structured, and enriching before and after school experience. This handbook has been prepared to answer questions you may have concerning our philosophy, policies, and procedures.

After carefully reviewing this document please complete the Handbook Confirmation Form. By completing this form you acknowledge that you have received the 2021-2022 *Rocket Booster!* Family Handbook and agree to all of the rules and procedures presented within.

Thank you for your participation in *Rocket Booster!* Extended Learning Program. We are looking forward to a wonderful and enriching 2021-2022 school year.

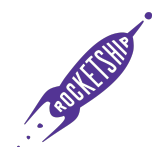
Sincerely,

Brandon Werner  
Senior Manager of Extended Learning  
bwerner@rsed.org  
202-826-9066

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*Rocket Booster!*  
Site Managers for Extended Learning

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## PURPOSE AND PHILOSOPHY OF EXTENDED LEARNING

*Rocket Booster!* Extended Learning allows students to spend time in a safe, nurturing environment both before and after school. *Rocket Booster!* will serve as an extension of our school day programming and will provide academic intervention, enrichment opportunities, and social-emotional support for Rocketeers.

## ENROLLMENT

*Rocket Booster!* is licensed as a Child Development Center by the Office of the State Superintendent of Education (OSSE). We must maintain current documentation for all students enrolled in *Rocket Booster!* in order to comply with licensing requirements.

Before a Rocketeer can be enrolled in *Rocket Booster!*, the following must be submitted:

- First month's payment (may include a Child Care subsidy voucher)
- Handbook Confirmation Form
- Registration Record for Child Receiving Care Away From Home
- Authorization for Child's Emergency Medical Treatment
- Blanket Travel and Activity Authorization
- Current DC Health Universal Health Certificate and Oral Health Assessment\*
- DC Health Medication and Medical Procedure Treatment Plan (if applicable)

*\*Health Certificates and Oral Health Certificates expire after one calendar year.*

**Example:** If your Rocketeer's last physical or dentist appointment was on April 20, 2021, you must submit a new Health Certificate or Oral Health Certificate by April 20, 2022. Your Rocketeer will be unable to attend *Rocket Booster!* until an updated form is submitted.

You will be notified by the Site Manager for Extended Learning at your Rocketeer's campus when your enrollment paperwork has been processed. Your Rocketeer will only be eligible to attend *Rocket Booster!* once all enrollment paperwork has been processed and payment is received.

## Enrollment at the Start of the School Year

*Rocket Booster!* programming will begin on August 23, 2021. Families must complete the enrollment process outlined below by August 13 in order for their Rocketeer to be eligible to attend *Rocket Booster!* during the first week of school.

1. Submit the [Rocket Booster! Interest Form](#).
  - Completion of the Interest Form officially begins your application process. Spaces will be filled in the order in which Interest Forms are received. If the roster has been filled before your application is received, your Rocketeer will be placed on the waitlist.
2. Return the completed *Rocket [Booster! Enrollment Packet](#)* within ten (10) days of submitting your Interest Form. Enrollment Packets can be submitted in the following ways.
  - Print the packet, complete all required documents, and submit via [this link](#).
  - Pick-up a packet from your Rocketeer's campus. Complete all documents. Return to the office.

You will be notified by the Site Manager for Extended Learning at your Rocketeer's campus when your enrollment paperwork has been processed. Your Rocketeer will only be eligible to attend *Rocket Booster!* on the first day of school if you have been notified that all enrollment paperwork has been processed. There will be no charge for *Rocket Booster!* in August. Payment for September will be due on August 25. Please see below for further information regarding invoicing and payment.

Families who complete this process between August 13 and August 20 will be eligible to send their Rocketeer to *Rocket Booster!* beginning August 30, 2021.





**PROGRAM HOURS**

Program	Time of Operations	Day of the Week
Before Care	6:30AM - 7:45AM	Monday- Friday
After Care	4:00PM- 6:30PM	Monday, Tuesday, Thursday, Friday
Early Release Wednesday After Care	2:00PM-6:30PM	Most Wednesdays*

\*Early Release Wednesday After Care will be held on the dates included below. The full school year calendar is included at the end of this handbook.

August 25  
September 1, 8, 15, 22, and 29  
October 13, 20, and 27  
November 3 and 17  
December 1, 8 and 15

January 5, 12, 19, and 26  
February 2 and 9  
March 2, 9, 16, 23, and 30  
April 6, 20, and 27  
May 4, 11, 18, and 2

**HOLIDAYS**

Rocket Booster! will be closed when Rocketship campuses are closed for holidays, school breaks, or staff training days. Below are the anticipated closure dates for the 2021-22 school year. A full calendar is included at the end of this handbook..

September 6 and 24  
October 7, 8, and 11  
November 11 and 22 through 26  
December 20 through 31  
January 3 and 17

February 17 through 25  
March 11  
April 11 through 15  
May 30

**COST AND PAYMENT**

Fees for Rocket Booster! are based on enrollment, not attendance. Therefore, a family will always pay the full monthly rate, regardless of how many days a Rocketeer attends Rocket Booster! This allows Rocket Booster! to maintain a full-staff and provide Rocketeers with high-quality programming at all times.

The cost of Rocket Booster! is as follows:

Before Care Only	After Care Only	Early Release Wednesday After Care Only	Before and After Care
\$100 per month per student	\$296 per month per student	\$100 per month per student	\$350 per month per student

Due to the limited number of program days, fees for Rocket Booster! will be adjusted for December and February. The cost for these months is as follows:

Before Care Only	After Care Only	Early Release Wednesday After Care Only	Before and After Care
\$75 per student	\$210 per student	\$75 per student	\$250 per student





Payments are made in advance and on a monthly basis. Families will receive an invoice for the next month's payment on the 12th of each month. Payments are due by the 25th of each month. If payment is not received by the final day of the month, your Rocketeer will not be allowed to attend *Rocket Booster!* until payment is received. If payment is not made by the 15th of the month, your Rocketeer will be removed from the roster.

12th of each month	25th of each month	End of each month	15th of the following month
Invoices sent	Payment is due.	Rocketeer's last day if a family has not paid.	Rocketeer removed from roster if family has not paid.

Families will receive monthly invoices via email. This email will include the link for making the payment. Payments must be made using a credit or debit card.

### Child Care Subsidy Program

At RISE and RLP *Rocket Booster!* has been certified to accept the DC government's Child Care Subsidy Program which will help qualifying families pay for *Rocket Booster!* A sliding scale is utilized to determine the co-pay that qualifying families will pay, based on family income. Further information regarding determining eligibility and applying for the Child Care Subsidy Program can be found [in this document](#).

Families who qualify for the Child Care Subsidy Program must provide documentation of their assigned co-pay to the Site Manager for Extended Learning in order for the subsidy to be reflected on their invoice. Until this documentation is provided, families will be required to pay full-price for *Rocket Booster!*

**Note:** Rocketship Infinity Community Prep is in the process of acquiring the license to accept subsidies. Until the licensure is received, RIC families will be responsible for paying the full fee for *Rocket Booster!* RIC families will be notified once *Rocket Booster!* is certified to accept payments from the Child Care Subsidy Program.

### Tax Information

Rocketship's tax ID number is 47-3468345.

### Payment Questions

Please direct all questions regarding *Rocket Booster!* payments to the Site Manager for Extended Learning.

### Mid-month Enrollment

Should a Rocketeer be added to the *Rocket Booster!* roster after the first of the month, the following fee schedule will be followed for the first month.

Enrollment Date	Fee for Before Care Only	Fee for After Care Only	Fee for Early Release Wednesday After Care Only	Fee for Before and After Care
1 <sup>st</sup> to 15 <sup>th</sup> of the month	\$100 (or full family co-pay)	\$296 (or full family co-pay)	\$100 (or full family co-pay)	\$375 (or full family co-pay)
15 <sup>th</sup> to end of the month	\$50 (or half family co-pay)	\$148 (or half family co-pay)	\$50 (or half family co-pay)	\$187.50 (or half family co-pay)





**WITHDRAWING FROM ROCKET BOOSTER!**

Should you choose to withdraw your Rocketeer from *Rocket Booster!*, you must complete a *Rocket Booster!* withdrawal form. If a family who has already paid their monthly fee withdraws their Rocketeer before the 15<sup>th</sup> of the month, they will receive a refund of 50%. If they withdraw their Rocketeer after the 15<sup>th</sup> of the month, no refund will be issued. Below you will find the refund amounts that will be issued should a Rocketeer be withdrawn from *Rocket Booster!* before the 15<sup>th</sup> of the month.

Refund for Before Care Only	Refund for After Care Only	Refund for Early Release Wednesday After Care Only	Refund for Before and After Care
\$50 (or half family co-pay)	\$148 (or half family co-pay)	\$50	\$187.50 (or half family co-pay)

The same policy will apply to Rocketeers who are removed from *Rocket Booster!* for any violations noted in this handbook. Refunds will be issued 30 days after the withdrawal form or expulsion letter is signed by the Site Manager for Extended Learning.

**DAILY SCHEDULE**

The *Rocket Booster!* schedule will include a balance of academic, enrichment, recreational, and social activities. Below you will find sample schedules for *Rocket Booster!* Schedules will vary by campus and grade-level. For more information regarding the schedule at your campus, contact the Site Manager for Extended Learning.

Before Care		After Care		Early Release Wednesday After Care	
Time	Activity	Time	Activity	Time	Activity
6:30 - 7:00am	Choice Time	3:15 - 3:30pm	Arrival	1:50 - 2:05pm	Arrival
7:00 - 7:25am	Recess or Physical Activity	3:30 - 4:00pm	Greeting, Ice Breaker	2:05 - 2:35pm	Greeting, Ice Breaker
		4:00 - 4:25pm	Community Meeting	2:35 - 3:00pm	Community Meeting
7:25 - 7:40am	Morning Meeting,	4:25 - 4:45pm	Dinner	3:00 - 3:40pm	Physical Enrichment
7:40 - 7:45am	Transition to Launch	4:45 - 5:05pm	Recess	3:40 - 4:25pm	Electives
		5:05 - 6:05pm	Academic Enrichment	4:25 - 4:45pm	Dinner
		6:05 - 6:25pm	Enrichment	4:45 - 5:05pm	Recess
		6:25 - 6:30pm	Closing	5:05 - 6:05pm	Academic Enrichment
				6:05 - 6:25pm	Enrichment
				6:25 - 6:30pm	Closing





### ROCKET BOOSTER!! ATTENDANCE

If you are aware that your Rocketeer will be absent from Rocket Booster for a doctor's appointment, family vacation, funeral, or another planned event, please submit a note to the Site Manager for Extended Learning in advance of the absence. If your Rocketeer is absent from Rocket Booster! and the absence is not planned, please submit a note explaining the absence upon the Rocketeer's return to *Rocket Booster!* All absent notes must be dated and signed by the Rocketeer's parent or guardian.

Families who receive Child Care Subsidy Program vouchers must comply with OSSE Division of Early Learning attendance policies, which are outlined below. Families who exceed the allowable absences are at risk of losing their voucher.

- Unexcused Absences: No more than five (5) in a given month.
  - Includes illnesses without a doctor's note,
- Excused Absences: No more than ten (10) in a given month.
  - Includes illnesses with a doctor's note, funerals with an obituary, or other appointments.
- Family Vacations: Cannot exceed 15 days in a given year.

Note: The attendance policies associated with the Child Care Subsidy Program are separate from Rocketship DC's attendance policies. All Rocketeers enrolled in *Rocket Booster!* are expected to follow the school day attendance policies set forth by Rocketship DC.

### BEFORE-CARE ARRIVAL PROCEDURES

Families must complete check-in with a *Rocket Booster!* staff member upon arrival on-campus. More details will be shared during orientation, as specific systems will vary school by school.

### AFTER-CARE SIGN-OUT PROCEDURES

Rocketeers will only be released to their custodial parents and those who have been designated in writing as an Emergency Contact or are authorized to receive the student upon dismissal. Written notice from the custodial parent is required in order for an authorized adult to be added to this list.

For the safety and well-being of our students, *Rocket Booster!* will not release a Rocketeer to meet a parent or authorized adult outside of the building. All parents or authorized adults must sign the Rocketeer out at the building. A photo ID will always be checked before a Rocketeer is dismissed from *Rocket Booster!*

Further, *Rocket Booster!* will not release a Rocketeer to a person who is visibly impaired due to alcohol consumption, substance abuse, prescription drugs, or other substances. In the event that a parent or legal guardian arrives impaired, the Site Manager for Extended Learning will call the other adults designated on the authorized release section of the Rocketeer's application to provide transportation.

On occasions when the non-custodial parent will be picking up Rocketeers from the program, the custodial parent is asked to notify the Site Manager for Extended Learning in advance.

Students with siblings in *Rocket Booster!* may not wait on-campus for their sibling to be dismissed. If the sibling attends another school, they must wait at their school to be picked-up. If an older sibling (at least 16 years old) is listed on the Authorized Release portion of the Rocketeer's enrollment packet, they must pick-up their sibling and depart campus immediately.

Once a Rocketeer is signed-out, families are responsible for their Rocketeer, and must leave the building to avoid distractions and maintain safety standards.





### LATE PICK-UPS

*Rocket Booster!* after-care programming ends promptly at 6:30pm. Please contact the Site Manager for Extended Learning at your Rocketeer's campus if you are running late. If a family fails to notify the program staff that they will be late and they have not arrived to pick up their Rocketeer within 30 minutes of closing, Child Protective Services will be contacted.

Chronic late pick-up may also lead to dismissal from the program. Any Rocketeer who is picked-up late (15+ minutes) more than three times in a month will be removed from the *Rocket Booster!* roster.

### ROCKET BOOSTER! AND EVENING CAMPUS EVENTS

*Rocket Booster!* will operate on afternoons when there is an after-school on-campus event (such as Family Reading Night, Back to School Night, Family Conferences, etc.).

*Rocket Booster!* is only open to students already enrolled on these afternoons. *Rocket Booster!* students will only be permitted to participate in these events once they have been picked-up by their family. Rocketeers must be picked-up by 6:30pm, even if they are staying on-campus for an event or the family is in the building. The penalty for late pickup will apply if your Rocketeer is not signed-out of *Rocket Booster!* on time.

### STUDENT EXPECTATIONS

Students are expected to remain in their assigned area, comply with staff instructions, and complete all work while attending *Rocket Booster!* *Rocket Booster!* staff will collaborate with school leadership teams to maintain consistent expectations, incentives, and consequences during extended learning programming that work in tandem with school expectations.

#### Incentives

Rocketeers who are displaying target behaviors will receive verbal recognition and award points. Points can be redeemed at designated times for prizes. Additionally, large group incentives such as a pizza party or extended recess, may be provided throughout the school year.

#### Logical Consequences

While we prefer to encourage positive behavior through incentives, consequences will be issued for students who do not meet expectations. We encourage families to communicate openly with *Rocket Booster!* staff, just as a family does with their Rocketeer's classroom teacher. This is especially important if students are experiencing academic or behavioral difficulty during *Rocket Booster!* programming.

*Rocket Booster!* adheres to Rocketship's Student Code of Conduct. Please refer to the Rocketship Family Handbook for a complete list of behaviors and consequences. *Rocket Booster!* strives to align with the school day logical consequences as much as possible. Therefore, the following consequences may also be utilized during *Rocket Booster!* programming.

- Loss of a Privilege
- Time Out/Reflection
- Community Service
- Fix or Repair
- Restorative Conversation
- Clip Down on Clip Chart

Should a student display consistent behavior concerns, a mandatory conference will take place where the Rocketeer, their family, and Extended Learning staff will discuss supports and agree upon next steps.

Should a Rocketeer demonstrate behaviors that compromise their safety or the safety of their peers and/or *Rocket Booster!* staff, the following steps will be taken.

- **First Occurrence:** Student completes reflection. Family receives formal communication.
- **Second Occurrence:** A conference will be held with the Rocketeer, their family, and Extended Learning staff, during which a behavior plan will be developed.
- **Third Occurrence:** The Rocketeer will be suspended from *Rocket Booster!* at the discretion of the







- Site Manager and the Senior Manager of Extended Learning.
- **Fourth Occurrence:** The Rocketeer will be removed from the *Rocket Booster!* roster at the discretion of the Site Manager and the Senior Manager of Extended Learning.

### COVID-19 MITIGATION

The layers of protection that we currently have in our buildings have seen great success with mitigating the spread of COVID-19 during our spring reopening. All staff and students will follow extensive safety protocols while on-campus, creating layers of protection to minimize the risk of COVID-19 transmission. Every student will receive a health screening before entering the building. Students will also be required to wear masks and sanitize before coming into the building. Arrival and dismissal will take longer than normal and we would ask for your patience around these as our first priority will be the health and safety of our Rocketeers and staff. Each campus' HVAC system has new air filters (MERV 13) that follow Environmental Protection Agency recommendations to help stop the spread of COVID-19. Rocketship DC will continue to update our layers of protection in accordance with guidelines issued by the Centers for Disease Control and Prevention (CDC).

### ILLNESS POLICY

As mentioned, *Rocket Booster!* follows all guidelines pertaining to Covid-19 recommended by the CDC. Additionally, *Rocket Booster!* endorses exclusion standards that will help contain illness among Rocketeers, their families, staff, and the community. This policy ultimately protects other students and staff members and recognizes the limitations of staff's capabilities to adequately care for a sick Rocketeer.

Your Rocketeer may not attend *Rocket Booster!* if he or she is exhibiting any of the following symptoms:

- A temperature of 100° or higher;
- Abnormal discoloration of the skin;
- Body rash with fever;
- Continuous irritable crying that requires more attention than our facility can provide;
- Eye infections;
- Fever accompanied by rash, vomiting, diarrhea, earache, irritability, or confusion;
- Intestinal disturbance accompanied by diarrhea or vomiting; and/or
- Sore throat with fever or swollen glands.

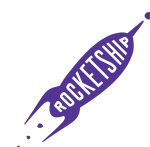
If your Rocketeer develops any of the above symptoms while attending *Rocket Booster!*, staff will help the student rest comfortably in an area away from other Rocketeers. You will be promptly contacted to arrange pick-up.

### INJURY AND EMERGENCY MEDICAL CARE

Minor injuries will be treated at the discretion of *Rocket Booster!* staff. An adequate supply of first aid materials is stored on-site. When an injury occurs, the staff member who witnessed the injury will complete an Incident Report and the Site Manager for Extended Learning or front desk staff will notify the family.

In the event a Rocketeer sustains an injury of a more serious nature, a staff member certified in First Aid and CPR/AED will render emergency first aid while the family is contacted by phone using the emergency contact information that is on file. Generally, the family will be asked to come to the school and transport the Rocketeer to a physician's office or a medical facility. If the family cannot be contacted, the designated emergency contact will be requested to fulfill this parental role.

If immediate and urgent medical treatment is required, program personnel will call 911. *Rocket Booster!* enrollment forms authorize staff to secure and authorize any medical attention, treatment, and services as may be necessary for a Rocketeer whose family cannot be immediately contacted. The Parental Agreement in your Rocketeer's file and will be sent with the person accompanying the Rocketeer to a medical facility. Parents or legal guardians will be financially responsible for the cost of providing emergency medical care for a Rocketeer.





## LICENSING AND REPORTING REQUIREMENTS

Rocketship is required by law to report any suspected child abuse, neglect, exploitation, deprivation, or abandonment to Child Protective Services. All *Rocket Booster!* staff are certified as Mandated Reporters

## EMERGENCY CLOSINGS

Inclement weather, incidents that result in a facility not being suitable for Rocketeers (i.e., a water main break, gas leak, etc.), or other emergencies may result in the closing of Rocketship campuses.

*Rocket Booster!* will be open during inclement weather only if Rocketship campuses remain open. However, in some cases the weather situation may worsen during the day. If campuses are closed early, *Rocket Booster!* after care will be closed. Additionally, campuses may dismiss at the normal time while canceling after-school activities. In this case, *Rocket Booster!* after care will be closed. *Rocket Booster!* before care will be closed on days when Rocketship campuses open on a delay.

In all of these events families will be notified via our robocall system. Please ensure that your contact information remains up-to-date with your Rocketeer's campus at all times throughout the school year. Information is also shared through the Rocketship webpage, our Facebook page, and local news outlets.

## EMERGENCY PREPAREDNESS

Rocketship adheres to all relevant fire inspection and quality standards, and campus facilities are inspected regularly. *Rocket Booster!* staff routinely participate in disaster preparedness training, including practice through drills, and education on the location and use of fire extinguishers. Alternate shelters are in place should students need to be evacuated from the building. As a result of fire and evacuation drills, staff and Rocketeers are familiar with evacuation procedures and primary and secondary evacuation routes.

Families will be alerted through the robocall system should students be evacuated to an alternate shelter. Please contact your Site Manager for Extended Learning for more details and/or changes.

## PERSONAL BELONGINGS AND DRESS

Students are encouraged to leave personal belongings at home. These belongings may serve as a distraction or create conflict between students. Our policy on cell phones and other electronics is the same as during the school day. If a Rocketeer brings any such item to *Rocket Booster!*, it should be kept in a backpack. Rocket Booster is in no way responsible for lost or damaged items.

If a Rocketeer brings a personal item, such as a cell phone, that serves as a distraction, the Rocketeer will be asked to put it away. If the item is seen again, it may be confiscated and returned at dismissal to the adult who picks up the Rocketeer. Family members who need to contact their Rocketeer during *Rocket Booster!* should do so through the campus front desk.

The dress code for *Rocket Booster!* is the same as during the school day. In some cases another type of dress may be requested for special activities. Families will receive advance notice of these special activities.

## SNACK AND FOOD POLICIES

An evening meal will always be provided, though Rocketeers may also bring their own food. Rocket Booster! does not allow the consumption of sugary foods and beverages like candy or soda. In addition, consistent with the Family Handbook, please refrain from bringing in nuts as a courtesy to students with food allergies.

### *Food Sharing Policy*

To avoid dangerous allergic reactions, Rocketship adheres to a no food sharing policy. Students may not share food with their teachers or classmates. This includes food that would be shared in celebration of a special occasion.





## PETS AND ANIMALS

Pets and animals are not permitted in *Rocket Booster!* with the exclusion of service animals.

## FIELD TRIPS

Most *Rocket Booster!* activities will occur on-campus. In the event of an off-campus field trip, families must sign and return a designated permission slip in order for their Rocketeer to attend.

## DISCRIMINATION AND HARASSMENT POLICIES

Rocketship Public Schools, and *Rocket Booster!* do not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

Rocketship is committed to maintaining a positive learning and working environment for all students and employees. Any conduct that creates an intimidating, hostile, or offensive work, learning, or social environment is not acceptable.

Rocketship will not tolerate harassment on the basis of race, color, gender, gender presentation, disability, religion, national origin, sexual orientation, nor age. This includes bullying behavior and sexual harassment of any nature. Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, or any other verbal or physical conduct of a sexual nature, which alters the learning and/or working environment for students or teachers. Rocketship's harassment policy rules apply to email correspondence as well. Harassment of any nature may be regarded as a violation of Rocketship's Code of Character and will be addressed accordingly.

## COMPLAINT RESOLUTION PROCESS

Rocketship values the concerns of our parents, staff, students, and community and takes all concerns and complaints seriously. The following complaint procedure should be employed to ensure that complaints receive full consideration.

### I. Use of General Complaint Process

Rocketship's complaint process should be used as follows:

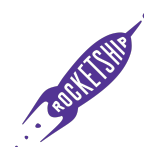
- a. to deal with complaints and concerns pertaining to the educational environment, employment arrangements, or interpersonal conflicts;
- b. to allege violations of federal or state law, or of the school's charter;
- c. for families to resolve complaints against personnel pertaining to discrimination and harassment based upon race, color, national origin, sex, disability, age, religion, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, political affiliation, source of income, or membership in another protected class arising under federal or state law.

### II. Who May File a Complaint

The procedures set forth below may be used by complainants who are employees, students, parents, or visitors.

### III. Confidentiality

All documentation and information related to an investigation conducted as a result of a complaint is considered confidential and is not to be revealed or discussed by any participant with persons not involved with the complaint or decision-making process.





#### IV. Informal Complaints

Because most difficulties can be resolved by communicating a concern to someone, complainants are encouraged to discuss their concern or complaint promptly and candidly with their immediate supervisor, student's teacher, or the school principal. The complainant is not required to discuss his/her complaint with the alleged harasser or perpetrator in any manner or for any reason prior to initiating a formal complaint.

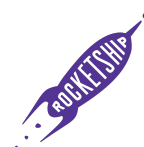
#### V. Complaint Process Regarding School Site Procedures, Practices, and Policies

Complaints should follow the process outlined below when they wish to file a formal complaint pertaining to items (1) or (2) described in Section I above. This process is available to complaints against employees, students, parents, or visitors.

1. Fill out a Complaint Form, available at the school's front office. In the Complaint Form, complainants should describe the nature of the complaint and any steps taken so far to resolve the issue. The Complaint Form should be submitted to the Site Manager for Extended Learning. Complaint Forms must be submitted within 90 days of encountering the issue that is the subject of the complaint.
2. The Site Manager for Extended Learning will immediately initiate an adequate, reliable, and impartial investigation of the complaint. This will include interviewing witnesses, obtaining any relevant documents, and allowing parties to present evidence. The investigation is considered highly confidential and is not to be revealed or discussed by any participant with persons not directly involved with the decision-making process.
3. The investigation will be concluded within 10 school days of receiving the complaint unless "exceptional circumstances" justify a more expedited response. The amount of time granted for an exceptional circumstance will be determined on an individual case basis. Upon receiving a complaint, the Site Manager for Extended Learning shall also promptly notify the Senior Manager for Extended Learning.
4. The Site Manager for Extended Learning will prepare a final report with a recommendation for resolving the complaint. The final report will give the name of the party bringing the complaint, the nature of the complaint, a summary of the investigation, the recommended resolution, and the reasons for recommendation. The Site Manager should keep the final report on file and provide a copy of this report to the complainant. The Site Manager should report any incident found to be discrimination or harassment based on membership in a protected class, along with the results of the investigation, to [compliance@rsed.org](mailto:compliance@rsed.org) within 24 hours of the conclusion of the investigation.
5. If the complainant is not satisfied with the Site Manager for Extended Learning's response, they may appeal to the Senior Manager for Extended Learning. All appeals must be in writing and include the reason for appeal. Appeals must be submitted to the appropriate party within 10 school days of receiving the response.

The Senior Manager for Extended Learning will conduct an investigation upon receiving the appeal. This process may include an interview with the decision-maker to discuss the rationale. The Senior Manager will issue a written resolution within 10 days of receiving the appeal.

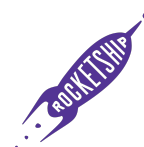
6. If the complainant is not satisfied with the Senior Manager's resolution, they may file a final appeal with the Associate Director of Schools. The Associate Director will conduct an investigation upon receiving the appeal. This process may include an interview with the decision-maker to discuss the rationale. The Associate Director will issue a written resolution within 10 days of receiving the appeal.





7. Rocketship Education's Chief Executive Officer (CEO) has the discretion to hear complaints beyond the Associate Director of Schools' resolution. If the complainant is not satisfied with the Associate Director's response, they may appeal to have the CEO hear the complaint. Note that the CEO is not required to entertain the complaint. Any resolution by the CEO shall be final.

If a family is not satisfied by the CEOs response, the family will direct all further complaints to the PCSB





## Rocket Booster!

*Rocketship's Extended Learning Program*

### 2021 - 2022 SCHOOL YEAR HANDBOOK CONFIRMATION FORM

Please clearly print your name and sign the following form as confirmation that you have fully read and understood the contents of the *Rocket Booster!* Extended Learning Family Handbook.

I, \_\_\_\_\_, understand the information and agree to the rules and procedures presented in the 2021-2022 *Rocket Booster!* Family Handbook.

Rocketeer (s)' names (please print first/last name[s] clearly)	Campus Attended

Parent/Guardian Signature: \_\_\_\_\_

Parent/ Guardian Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

