

Natomas Charter School  
Before and After School Program  
at Star Academy

**Student Creativity and Positive Enrichment Program  
(SCAPE)**

2026-2027  
Parent/Family & Student Handbook



4004 Gloster Way Sacramento, CA 95834  
(916) 213-7454

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## **Welcome**

Welcome to the Star Academy before and after school program, SCAPE. SCAPE stands for Students Creativity and Positive Enrichment. We are excited to be able to play an active role in the growth and development of your child(ren). We have planned many enriching experiences to enhance your child(ren)'s growth in a nurturing and supportive active learning environment. We look forward to working with your child(ren) to provide a positive experience. The purpose of this handbook is to familiarize you with our program and to provide a quick reference for questions that you may have. Please keep it accessible, where you can refer to it throughout the year. The safety and welfare of each child is our highest priority. If you have any questions or concerns about your child or the program, please call SCAPE's cell phone number at 916-213-7454.

## **Mission and Philosophy**

The mission of our SCAPE program is to provide each child with high quality, developmentally appropriate, and meaningful learning experiences in a safe and supportive active learning environment. We believe that the education of children is based upon the child's individual growth and development. Each child is unique and develops at his/her own pace. The staff at SCAPE is dedicated to providing an enriching environment that is developmentally appropriate and prepares children for academic and social emotional success. Children will have the opportunity to develop a positive attitude towards themselves and others in their community.

## **Communication with Students During Program Hours**

To ensure the safety, supervision, and smooth operation of the SCAPE program, parents/guardians may not call SCAPE to speak directly with their student during program hours.

If you need to relay an important message or information to your child, please contact a member of the SCAPE team, and we will make sure your student receives the message as soon as possible. This policy allows our staff to remain focused on supervising all students and maintaining a safe learning environment.

## **Hours of Operation, Location, and Contact Information**

Our regular hours are from 7:00 am - 6:00 pm Mondays through Friday, excluding holidays and other dates noted on the SCAPE calendar linked [here](#). The SCAPE Program permits only one entry and one exit per student during both the morning and afternoon sessions. Once a student has been signed out of the SCAPE program, re-entry for the same session is not permitted.

SCAPE is located throughout the Star Academy's campus. Our address is 4004 Gloster Way, Sacramento, CA 95834.

The phone number for SCAPE is 916-213-7454

The Program Specialist for SCAPE is Marcella Contreras (mcontreras@natomascharter.org) and the SCAPE Lead is Ben Hemelt. The SCAPE program is overseen by the Before and After School Supervisor Greisy Delgado (gdelgado@natomascharter.org) and Student Services Director, Petra Luhrsen ([pluhrsen@natomascharter.org](mailto:pluhrsen@natomascharter.org)).

#### **Closure Dates: 26-27 School Year**

|                          |                        |
|--------------------------|------------------------|
| July 4, 2027             | December 24-26, 2026   |
| August 5-11, 2026        | January 1, 19-20, 2027 |
| September 1, 2026        | February 13, 16, 2027  |
| October 13, 2026         | May 22, 25, 2027       |
| November 11, 26-28, 2026 | June 19, 2027          |

The calendar 26-27 of SCAPE closure days is [linked here](#).

#### **Registration & Enrollment**

In order for your child(ren) to attend our SCAPE program parents/guardians must complete and submit all registration paperwork.

- All parents/guardians must have a Procure account.
- SCAPE must receive a completed registration including all required forms prior to your child(ren) attending the program. These forms include:
  - Medication Form for each child. If no medication is needed this form must state this and be signed by the parent/guardian.
  - Waiver of Liability and Indemnity Agreement one per family

Students need to be officially cleared by the Before and After School Supervisor, Greisy Delgado before attending the SCAPE Program. This clearance process typically takes 24–48 hours. Families will receive a welcome message through ProCare from Greisy

Delgado once their student has been approved to attend. To ensure program compliance, students who are not cleared will be denied access to SCAPE.

Upon receipt of your online registration a “Welcome” email will be sent with a link to our Parent Portal through ProCare. This will allow you to make payments safely and securely online, edit your child’s information, and to get your year to date payment statements. Please note that there is a 3% processing fee with ProCare payments. To avoid that fee, you can:

- Make payment at our Business Office (open 8:00-4:00pm, located upstairs at 2920 Advantage Way, Sacramento, CA 95834)
- Make payment by cash or check in the Star Academy Front Office
- Make payment at SCAPE in person by check or credit card (with a 3% processing fee). Payments will only be accepted after 10:00am at SCAPE.

The SCAPE program is available to Star Academy students only.

#### Program Costs

|                                                           |                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Regular School Year Rates:<br><br><b>*Starting 7/1/26</b> | \$13 per hour                                                                                                                                                                                                                                                                                                                                   |
| Summer Rates                                              | \$13 per hour                                                                                                                                                                                                                                                                                                                                   |
| Late Pick Up Fee                                          | \$5 dollars per minute past 6:00 pm<br><b>Three late pick up times may result in disenrollment from the SCAPE program.</b>                                                                                                                                                                                                                      |
| Fee Discounts                                             | <ul style="list-style-type: none"><li>• Sibling Discount: 8% off each child enrolled, discount will appear on weekly statement. Only one discount or reduced rate will be applied to the family account. Discounts and reduced rates will <u>not</u> be given retroactively.</li><li>• *Subsidized Students</li><li>• **NCS Employees</li></ul> |

\*Students receiving a subsidy for the program through the Expanded Learning Opportunity Program (ELOP) will be notified. Students are eligible for ELOP under one of three qualifications: English Language Learner, Homeless/Foster Youth and Families who qualify for free and reduced lunch. Families in this program must submit the ELOP Registration Form through our K12 Document Signing System to receive access to ELOP benefits at SCAPE...

The Expanded Learning Opportunity Program (ELOP) is the only subsidy being offered to our Star Academy families. There are no other scholarship opportunities available. Inquiries regarding the Expanded Learning Opportunity Program (ELOP) should be directed to Greisy Delgado at [gdelgado@natomascharter.org](mailto:gdelgado@natomascharter.org).

**\*\*Star Academy employees receive a discount on SCAPE program costs. Please see Greisy Delgado for the details or inquire directly with the Student Services Director, Petra Luhrsen.**

### **SCAPE Expectations for Student Behavior**

SCAPE is meant to be a place for students to learn, have fun, and spend time with friends and classmates, but it also includes behavior expectations that must be followed to ensure everyone in our program stays safe. SCAPE staff members expect students to stay safe, to treat all classmates and staff members with respect, and show responsibility just as we expect students to do during the school day at Star Academy. Below are the SCAPE behavior expectations so that all students may have access to a Safe, Respectful, and Responsible environment.

|          | <b>SAFELY<br/>INTERACT</b>                               | <b>TAKE<br/>RESPONSIBILITY</b>                              | <b>ACT TO<br/>SOLVE<br/>PROBLEMS</b>                                                                       | <b>RESPECT OUR<br/>COMMUNITY</b>    | <b>SHOW<br/>KINDNESS</b>                                           |
|----------|----------------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------------------------------------------------|
| Check In | Bodies to self<br><br>Walking feet                       | Listen to staff<br><br>Line up quickly and quietly          | Stay focused on staff directions<br><br>Stand next to students who will encourage you to make good choices | Get in line at the back of the line | Stay in your own personal space                                    |
| Recess   | Bodies to self<br><br>One student on the slide at a time | Listen to staff<br><br>Return equipment to where it belongs | Tell an adult if you or another student is hurt                                                            | Use equipment appropriately         | Share equipment<br><br>Line up quickly when it's time to go inside |

|                        |                                                                              |                                                                                    |                                                |                                                                                                                |                                                                                       |
|------------------------|------------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Restroom               | Bodies to self<br><br>Wash your hands when you are done                      | Use restroom and return to SCAPE quickly<br><br>Food stays outside of the restroom | Only one person in a stall at a time           | Clean up after yourself<br><br>Use indoor voices                                                               | Keep bathrooms clean for others<br><br>Encourage others to keep the space clean       |
| Snack                  | Stay seated<br><br>Students with allergies should sit in the assigned spaces | Eat only your own food                                                             | Let staff know if you need to use the restroom | Clean up after yourself<br><br>If you have food that someone can be allergic to, keep your food away from them | Wait to be excused                                                                    |
| Homework /Reading Time | Bodies to self                                                               | Listen to staff<br><br>Use this time to do your work                               | Use “quiet coyote” or other hand signals       | Use indoor voices<br><br>Clean up after yourself                                                               | Notice when other students are focused or working<br><br>Share supplies and materials |
| Student Belongings     | Keep your belongings out of the walkway                                      | Leave valuable objects and toys at home                                            | Raise your hand for help                       | Only touch things that belong to you                                                                           | Return supplies to where they belong                                                  |

## Behavior and Discipline

The purpose of behavior and discipline guidelines is to help children develop self-control and to become responsible for their own behavior. We help children develop appropriate behavior and self discipline by:

- Providing opportunities for children to give input on activities
- Modeling desired behavior/s such as fairness and cooperation

- Redirecting inappropriate behavior quickly, for instance moving the child to another activity
- Teaching children how to resolve conflicts positively
- Using verbal reminders
- Involving parents as partners

### **Behavior Incidents:**

Student behavior which violates SCAPE behavior expectations will be reported to the parent/guardian at pick-up or reported to parents by telephone. Behavior incidents will be recorded in our ProCare system.

If a student's behavior disrupts the SCAPE program repeatedly or impacts student or staff safety the following steps may be followed:

| Incidents  | Steps that May be Implemented                                                                                                                                                                                                                                                                                                                                                                 |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Incident 1 | <p>The parent/guardian will be contacted immediately and asked to pick up the child from the program.</p> <p>The Before &amp; After School Lead will review with the Program Manager, the Star Academy Principal or designee, and his/her staff interventions to ensure all alternatives have been considered on behalf of the child.</p>                                                     |
| Incident 2 | <p>The parent/guardian will be contacted immediately and asked to pick up the child from the program. The child will be suspended from the program for a minimum of one day.</p>                                                                                                                                                                                                              |
| Incident 3 | <p>The parent/guardian will be contacted immediately and asked to pick up the child from the program. The child will be suspended from the program for a minimum of three days.</p> <p>A meeting between the student, parent/guardian and SCAPE Program Manager/Before and After School Supervisor/Administrator will be scheduled and held before the student can return to the program.</p> |
| Incident 4 | <p>The parent/guardian will be contacted immediately and asked to pick up the child from the program. The child will be suspended from the program for a minimum of two weeks.</p>                                                                                                                                                                                                            |

|  |                                                                                                                                                                                                                                                                                                                                                    |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>During this two week suspension, an Enrollment Hearing will be scheduled with a panel to include the parent(s), Student Services a Director, Star Academy Administrator, Before &amp; After School Supervisor to determine next steps.</p> <p>Students in grades 3-5 are expected to attend this hearing along with their parents/guardian.</p> |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The SCAPE program reserves the right to terminate participation in the program at any time if the child's behavior is determined by us to be a danger to themselves, staff, other children, or the environment.

### **Movie Release**

We occasionally set up a movie for the children to watch. Most kids' movies are now rated PG. Please indicate on the registration packet if you give permission for your child(ren) to watch a movie rated PG or G. When necessary, we will set up a G-rated movie in another room, or find your child an alternate activity in a separate, supervised location.

### **Procare**

Star Academy uses a system program called Procare. Procare is an online billing system and it is also used as our Student Information System for our SCAPE program. Procare houses all student paperwork, drop off and arrival times, as well as notes on students from SCAPE staff members. Some of the benefits of Procare include completing the applications for any of our programs online and easy online payments. When you make payments through the Procare system, there is a processing fee of 3% for credit/debit card transactions. For information on alternative ways to pay, please see above.

### **Weekly Billing**

For the school year, weekly fees must be paid within 48 hours of receiving your invoice. An invoice can be found in your Procare account every Friday evening and must be paid for in full within 48 hours to secure your child's spot in the SCAPE program. SCAPE is unable to take children who have not paid for the week.

## **Payment**

Payments can be made on site at SCAPE from 10:00am-6:00pm using check or credit/debit card with a 3% processing fee. SCAPE also accepts payments online through the Procure Parent Portal [myprocare.com](http://myprocure.com) with a 3% processing fee.

To avoid the 3% processing fee, cash, check, and credit/debit payments can also be made from 8:00-4:00pm at our Business Office located at our PACT Academy site (2920 Advantage Way, Sacramento, CA 95834). Cash or Check payments can be made at the MPR Attn: Marcella between 9:30-6:00pm.

SCAPE accepts child care subsidy programs. If you are enrolled with a subsidized program, such as Child Action, Inc, please notify our Before & After School Supervisor, Greisy Delgado SCAPE program manager at [gdelgado@natomascharter.org](mailto:gdelgado@natomascharter.org). **If payment is not received within 48 hours of notice, student(s) will be removed from the program and will continue to be disenrolled until payment has been received.**

Delinquent child care accounts are turned over to collections and future enrollment will be denied until the delinquent fees and service charges are paid in full.

It is expected that families stay current on all payments for SCAPE. Payments must be paid every Wednesday Morning of the week. Statements are available in Procure every Monday morning and paper copies are available upon request.

## **Nutrition Services at SCAPE**

### **Lunch**

On non-school days, parents must provide lunch that does not require refrigeration or heating. We encourage all families to provide a nutritionally balanced lunch for their students. SCAPE does not provide lunch on non-school days.

### **Snacks**

SCAPE will provide at least 1 snack daily. Should your child have a food allergy SCAPE can provide a substitute snack from our current snack inventory or you may send a snack with your child. Allergy and other medical information must be on file at the time of registration. Changes in allergies or other medical information is the responsibility of the parent to keep SCAPE informed. SCAPE allergy and medical information is separate from Star Academy's allergy and medical information. Please see the medication section of this handbook for further details.

## **Drop Off and Pick Up Procedures**

Child(ren) MUST be checked in/out upon arrival and departure by parent/guardian or an authorized designee, 18 years or older.

Drop-off occurs between the hours of 7:00 am - 8:00 am Monday, Tuesday, Thursday, Friday and 7:00-9:00 am on late start Wednesdays.

All students on campus 15 minutes after Star Academy has released for the day, will be automatically taken to SCAPE and will be billed the hourly/daily rate for their attendance. Invoices will be sent on a weekly basis and it will be parents'/guardians' responsibility to pay the accrued fees.

**Students absent from attending school at Star Academy for a full day are not eligible to attend the SCAPE before and after school program for that day.** Eg. If a student is sick and stays home from school, they will not have access to SCAPE that same day.

If your child is not picked up by 6:00 PM we will make an attempt to locate the parent(s) or guardian(s), if we are not successful, we will call from the emergency contact list in order to have your child picked-up. If no one arrives to pick-up your child, we will contact the non-emergency police at 6:30 PM as well as our Student Services Director.

## **Illness Guidelines**

Child(ren) may not attend SCAPE when they are ill. If a child becomes ill while attending SCAPE, a SCAPE staff member will call the parent/guardian or emergency contact and ask that the child be picked up within 45 minutes. [The link here](#) gives the current guidelines being followed by SCAPE. The SCAPE Manager, or their designee, reserves the right to identify children who are too ill to attend the SCAPE program.

## **Medication**

Child(ren) may not bring medication to SCAPE. If a child needs medication while attending SCAPE the medication and signed request to administer medication forms must be brought in by an adult. The medication will be administered by a SCAPE employee. Children are not allowed to administer their medications. That includes over-the-counter medicines such as cough drops, Tylenol, Benadryl,, itch cream, etc. Please see a SCAPE staff member for additional information and medication authorization forms. Medication forms need to be received at the time of registration or when a new medication is prescribed. It is the responsibility of the parent to keep these forms up to date for SCAPE staff. Please note that the medication on file with your child

at Star Academy is not linked to the SCAPE program. Individual medication and forms need to be on file with SCAPE and Star Academy independently of each program.

[Request for Medication Administration Form](#)

### **Program Participation & Civil Discourse Policy**

Participation in SCAPE is strictly voluntary. Children must be able to get along with others, engage in a safe manner and adhere to the expectations of the program. Parents are expected to conduct themselves in a respectful manner with all staff and children, at all times, including drop off and pick up. Acceptable behavior is required to continue participation in the SCAPE Program. Participation in the SCAPE Program can be suspended for any reason, including behavioral issues from the child, parent or guardian and is at the discretion of the SCAPE manager or their designee. The NCS Board policy on civil discourse can be found [HERE](#).

### **Staff**

The staff at SCAPE are hired for their dedication to the welfare of children. Prior to employment, applicants are screened by the Natomas Charter School Human Resources Department. In addition, they are fingerprinted, trained in abuse reporting procedures (Mandated Reporter), and trained in First Aid and CPR. SCAPE staff are encouraged to continue their education by taking additional courses or attending conferences throughout the year. As required by Penal Code section 11166 teachers, administrators, instructional aides, and health practitioners must report child abuse or suspected child abuse. Failure to report within 36 hours is a misdemeanor. This penalty ensures that those required to do so will report all suspected incidents of suspected child abuse immediately to a child protective agency. Reports are investigated by that agency. This is for the safety of your child(ren) as well as for all of the children in our care. Any reports made by our staff to Child Protective Services are strictly confidential.

### **Suspension and/or Termination from Program and Activities**

The SCAPE Program strives to build a positive environment for children where they can feel safe and nurtured. In our discipline plan, we emphasize safety, respect, and responsibility. We use positive reinforcement techniques continuously and conflict mediation when necessary. Participation in the SCAPE program and/or specific activities at the SCAPE Program may be denied to a child if there is a reasonable cause. There are no refunds or credits for days missed because of suspension from the SCAPE Program. A child may be suspended from the SCAPE Program if that student

- Is harmful to him/herself or others

- Consistently disrupts the operation of the program; or

If a child's behavior leads program staff to believe that our program is unable to meet the needs of a particular child, a conference will be scheduled to develop a plan of action to find a way to meet the needs of all. If this plan of action is still unable to meet the needs of a particular child, the parent will be given a notice of suspension of SCAPE services. Please see above information on responding to student behavior.

### **Dress Expectations**

Please be sure that your child is dressed in comfortable clothing that is easy to manipulate for restroom purposes. The children participate in activities that may involve the use of paints, markers, and starch. While every effort will be made to avoid stained clothing, please dress children in play clothes that may get dirty.

Please be sure your child wears closed-toed shoes to school. For your child's safety, open-toed sandals and thongs are not allowed. Shoes must also have backs by the heels. Slip on shoes with no backs or back straps are not permitted.

### **Jackets/Sweater**

Please send a jacket or sweater with your child each day, labeled with his/her last name. Children are encouraged to wear a jacket or sweater to go outside during cold weather.

### **Lost and Found**

Items that remain in our Lost and Found for more than one week will be donated to a local charity. Lost and Found items that have last names on the items will be returned to that student and/or that student's classroom or family. The SCAPE program is not responsible for items that are lost, damaged, or not claimed within the time noted above.

**Personal Property/ Toys / Money / Cell Phone**

Children may not bring any personal items to SCAPE including toys, playing cards, etc. Items can be lost or misplaced and SCAPE is not responsible for any items that are lost or damaged. Please leave these items at home. Items may be confiscated by staff if they are brought to SCAPE and will need to be picked up by a parent. In addition, many families choose to celebrate special occasions (birthdays, promotions, etc.) with balloons. Unfortunately, balloons create a hazard with our fire system and are not allowed at school at any time.

Money should not be brought to school unless needed for the book fair or other special needs. Money for pictures, fundraisers, field trip expenses, etc. should be paid by check unless otherwise directed by staff. Should your child need to bring money for the book fair or special needs, they are responsible for their own money. Please send all money in a sealed envelope or small Ziploc bag with the student's first and last name clearly written in permanent marker, along with what the money is for.

Cell phones are not permitted at SCAPE and must be kept in the student's backpack and turned off. If you need to reach your child while they are at SCAPE, please call 916-213-7454.

**Children Not Enrolled in SCAPE**

For safety reasons, when dropping off or picking up your child(ren), please be sure to keep siblings and other children with you at all times. Children that are not enrolled in the program will not be permitted to use the school's equipment or to be left unattended.

**Release of Children**

Children will only be released to persons listed on the emergency form or to persons indicated by a parent and/or legal guardian in writing. Anyone picking up a child from school must be prepared to provide photo identification to a staff member before a child will be released and be at least 18yrs or older.

**Video Recording / Photographs**

Throughout the school year some student events and classes may be videotaped and/or photographed for the promotion of the SCAPE program. If you choose not to have your child videotaped and/or photographed for this purpose, please notify SCAPE in writing as soon as possible.

## **Child Injury**

Minor cuts or scratches are handled by SCAPE staff and addressed with basic first aid. Anything more significant than a minor cut or scrape will be addressed by SCAPE Program Specialist or Lead and family will receive a phone notification.

## **Medical Attention**

If a child needs immediate medical attention, the following steps will be taken: Depending on the urgency of the situation, the SCAPE staff will either attempt to contact a parent and/or legal guardian or call the emergency Medical System (911). If unable to contact a parent and/or legal guardian, an attempt will be made to contact persons listed in case of an emergency on the child's emergency form. If the child needs to be taken to the hospital by an emergency vehicle, neither SCAPE, Star Academy, or Natomas Charter School or its staff members will assume any financial responsibility for this action or medical fees.

## **Parking Lot Safety**

Parking lot safety is important to us. Please drive slowly and watch for small children while in our parking lot. Please observe all stop signs and traffic directions.

## **Returned Check Fee**

All checks returned from the bank unpaid, regardless of the reason, will be assessed a \$35.00 service charge. All payments for checks returned from the bank must be paid in cash or money order only. After two (2) checks are returned from the bank, all future payments must be paid in cash or money order at our business office.

## **Emergencies**

The information on the child's emergency form must be current and complete. It is the parent's and/or legal guardian's responsibility to notify the SCAPE program if the information on the emergency form needs to be changed. All changes must be submitted in writing. Individuals to be contacted in case of an emergency should be informed that their names have been included on the form and should agree to provide assistance if necessary.

## **Dispute Resolution Procedure**

The SCAPE program is a service that is part of Natomas Charter School's education community. This education community consists of parents, students, and staff members working together to support all students in our SCAPE program. When disputes arise,

the expectation is that as a community we are working together to find solutions and resolve the dispute. Dispute resolution policies are to be followed by all staff, parents, and students within the Natomas Charter School community.

**The intent of the dispute resolution process is to:**

1. Resolve conflicts within the school community pursuant to the school's policies.
2. Ensure school personnel are following current NCS policies and procedures.
3. Ensure a fair and timely resolution to conflicts.
4. Build a stronger and more collaborative educational community.

**Conflicts Arising Within the School Community**

When a concern is communicated to the school or an employee of the school, all parties are required to follow the procedures outlined in NCS Board Policy 1312.1 - General Complaint Policy. Concerns regarding instructional materials should be addressed following the procedures outlined in NCS Board Policy 1312.2 - Complaints Regarding Instructional Materials. This may include disputes among and between students, staff, parents, volunteers, advisors, partner organizations and Board of Director members. Students may ask for an adult or peer mentor to assist them in having the conversation. Similarly, adults may ask for an administrator or peer leader to assist in resolving a matter. Administrators will not resolve matters before the individual has attempted to resolve the matter with the individual directly. All communications must be professional and respectful and in alignment with NCS Board Policy 1313 -Civil Discourse. All Board policies may be found on the school website at <https://www.natomascharter.org/boardpolicies>. A general overview of complaint procedures is provided below.

**NCS Procedures for Resolving Conflicts:**

- The concern is initially addressed with the other party in a courteous and professional manner. Communications must address questions or concerns about policy or procedures and not question an individual's character or professionalism. All parties are encouraged to discuss the matter via a phone call or in-person meeting. If there is no resolution, then the concern is forwarded to the Program Supervisor. The Program Supervisor will review any policy violations and respond in writing within seven business days.
- If there is no resolution, then the concern is forwarded to the Student Services Director. The Student Services Director will review any policy violations and respond in writing within seven work days.
- If there is no resolution, then the concern is communicated to the Executive Director. The Executive Director will review any policy violations and in writing within seven work days.

PLEASE NOTE: Concerns regarding sexual harassment and discrimination will follow the guidelines specified in the Natomas Charter School Nondiscrimination and Sexual Harassment Policy.

### **Uniform Complaint Policy**

Concerns involving unlawful discrimination, harassment, or bullying; violations of state or federal law; charging pupil fees; or violations of California Education Code and the NCS Safety Plan are guided by NCS Board Policy 1312.3 - Uniform Complaint Procedures. For concerns regarding these matters please follow the steps outlined in the Uniform Complaint Policy.

A full copy of the Uniform Complaint Policy can be found at [www.natomascharter.org/boardpolicies](http://www.natomascharter.org/boardpolicies). Questions regarding the Uniform Complaint Policy or Dispute Resolution Procedure may be directed to the Student Services Director.

### **Right to Refuse Service**

SCAPE is a voluntary program. We reserve the right to refuse SCAPE services to those who fail or have failed to comply with our Policies and Procedures, which have previously been terminated from the SCAPE program, or that are verbally or physically abusive to staff and/or children.

**Natomas Charter School**  
**SCAPE Behavior and Operational Expectations**  
**Parent/Guardian Acknowledgement**

By completing the K12 Enrollment Form, I acknowledge that I have read and understand all the expected behaviors and operations of a Natomas Charter School Parent/Guardian. I will demonstrate expected behaviors and operations at all times while my student is participating in the SCAPE Program. If behavior or operational expectations are not upheld, my students' enrollment in SCAPE can/will be reassessed with SCAPE Staff, Administration, and additional Parents/Guardians.

If you would like to receive a paper copy of this Handbook, please visit the Star Academy front office.

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