



ROCK Mission Statement: **Reaching Out, Connecting Kids** provides a secure, enriching, positive learning environment for growing student leaders in an after school setting.

Parent Handbook 2023-2024

Updated December 2023

Welcome to ROCK 2023-2024!

Dear ROCK STAR Parents,

This year, we are celebrating our 14th year. Thank you for choosing the Rockwall ISD After-School Program to provide a secure, enriching and positive learning environment for your child. Together we will grow student leaders! We refer to our students enrolled in ROCK as ROCK STARS!

ROCK is an onsite program for students in grades PreK 4– 6th. Students attend ROCK at their home campuses. We offer a fee-based program outside of the instructional school day for students on all 16 campuses who can **successfully function with a 1:26 staff to student ratio as well as toilet independently**. Students should have the following skills to be successful in our program: ability to get off and on the toilet without assistance; undress and redress themselves in regard to toileting; work/play/eat independently while seated at a table for 30 minutes at a time; transition to a different activity and/or location every 30 minutes; stay with their group and ROCK Staff member at all times; keep their hands and feet away from other students and staff; and follow verbal directions successfully. If you have questions regarding whether your child will be successful in our program, please call Karen Hunter to discuss.

Parents must have completed the online registration, paid the registration fee and the first month's tuition, as well as creating a QR Code for pick-up before their child may begin attending ROCK. ROCK tuition includes care on all school days, as well as care beginning at noon on the Early Release Days for elementary campuses. There will be no increase in tuition rates this year. ROCK does not offer Drop In care.

All staff in the program have cleared a background check and are trained, CPR/First Aid certified and experienced in working with children. ROCK partners with RISD district leadership to provide training for our staff and to ensure high quality programming.

For an additional tuition charge, we will offer optional holiday care (ROCK PLUS) during Fall, Thanksgiving, Winter and Spring Breaks and a Summer program in 2024. All of these extra care days will be offered at one centrally located campus. Reinhardt Elementary will be the ROCK PLUS campus this school year. Summer location 2024 has not been determined at this time.

We will use email, Remind, and social media to communicate with you.

This handbook will be updated throughout the school year as needed.

We look forward to the journey this year with our ROCK Stars!

Karen Hunter
Director of ROCK Programming
karen.hunter@rockwallisd.org
Office phone: 469-698-7140

Program Components

Hours of Operation:

- ROCK program hours are 3:00 – 6:00 p.m. each school day (Noon – 6:00 p.m. on Early Release Days.)
- Holiday Care hours (ROCK Plus) will be 7:00 a.m. – 6:00 p.m. and will be held at Reinhardt. There is an additional tuition cost involved for Holiday Care (\$50 per day per child) and Summer Care.
- ROCK Plus dates: Please see the ROCK 2023-2024 Calendar located on our webpage: <http://www.rockwallisd.com/ROCK> under ROCK Forms & Important Information.
- Summer Care is also offered at an additional cost. Please refer to <https://www.rockwallisd.com/Page/1752> detailed information.

Registration Fee: \$100 per child. If parents withdraw a child from ROCK during the school year and decide to re-enroll at a later date, an additional registration fee will be applied to your account. *This is a non-refundable fee.*

Tuition Payments: Tuition Rates are based on the number of school days and divided into nine equal payments according to service periods, except for August which is prorated based on the first day of school. Payments are due on the first of each month (September- May). Late tuition payments will incur a late fee of \$40. *No payments can be accepted on campus. Continued non-payment of tuition may result in your child being dismissed from the ROCK program. Tuition is non-refundable.*

Type	# of Students	August Rate	Sept-May Rate	Type	# of Students	August Rate	Sept-May Rate
Standard	1	\$160	\$280 Monthly	Free/Reduced	1	\$85	\$150 Monthly
Standard	2	\$290	\$510 Monthly	Free/Reduced	2	\$145	\$260 Monthly
Standard	3+	\$420	\$740 Monthly	Free/Reduced	3+	\$210	\$375 Monthly

Each service period payment is due on the 1st day of the month with the exception of your initial month of enrollment. Please use our convenient online payment system on our webpage: <http://www.rockwallisd.com/ROCK>. Enter your email address and password in the EZChildTrack Parent Portal located on the ROCK homepage.

Payment Options

Preferred Method:

Parent Portal Online Payment: Credit card online payments are due on the first day of the month of that service period and a valid credit card must be kept on your EZChildTrack account set to Auto-Pay. Email and text reminders regarding tuition payments will be sent to the primary account holder. Invoices are sent on the 24th of the month prior to the due date. The Primary Account holder will receive a Past Due email on the 2nd day of the month if a delinquent account occurs (unless this day falls on a weekend). The ROCK office will not call you regarding past due accounts. Parents/Primary

Account holders are responsible to ensure the auto generated ROCK emails are being received in your inbox. We are not responsible if our emails are going to your spam folder. The rules still apply.

Late tuition payments will incur a \$40 late fee. Please make sure to keep your credit card updated with the ROCK Office in cases of fraud or expired cards. Students whose accounts are not paid on time will not be allowed to attend ROCK until their accounts are current. We will email the campus your child attends and you will need to arrange alternate after school transportation. If accounts are not current in a timely manner, your student will be automatically withdrawn from ROCK. Most campuses have a waiting list and a new student may be enrolled in your child's previous spot.

Medical Information:

- ROCK does not maintain a school nurse or other health professional on staff. We will call 911 for any serious medical emergencies that may occur. As a standard operating procedure, ROCK Staff does not administer routine, daily injectable or oral medications. This type of medical need should be met prior to the end of school day with the school nurse.
- Any emergency medications will be administered as directed by the student's physician and current "Parent Request for Medication at School" form available from the school nurse. Please indicate on your registration form if the ROCK Staff needs to confer with the school nurse concerning your child's health needs, such as allergies requiring epi-pen administration and asthma inhalers. If your child becomes ill during ROCK hours, we will contact you immediately. A parent or someone on your child's authorized pick-up list should come to pick up the child within an hour upon request. We will provide as quiet of a place as possible for your child to rest until you arrive, but no nurse or other staff is available for 1:1 care. A late pick-up fee may be assessed for late pick up of a sick child. By state regulation, you must keep your child home until your child is free from all symptoms of illness and fever for at least 24 hours without the influence of medication in order to prevent contagious illnesses from spreading.
- If your child becomes ill during the school day, they must be picked up before dismissal. They will not be able to attend at ROCK and the office staff will not stay with your sick child. Please see the information below from the RISD Health Services Department:

Illness Information from the RISD Health Services Department:

Rockwall ISD monitors the health and well-being of our students and staff as the health and safety of students and staff is a top priority of our district.

When your child is ill, please contact the school to let us know he or she will be not attending that day. [State rules](#) require schools to exclude students with certain illnesses from school for certain periods of time. If a student is absent for more than three (3) consecutive days because of personal illness, please provide a statement from a medical doctor or health clinic verifying the illness or condition that caused the absence. Otherwise, the absence may be considered unexcused. For additional questions or concerns, please contact your campus nurse.

- **Fever: A student may not return to school until at least 24 hours after there is no longer a fever (temperature 100°F or higher) or signs of a fever (chills, flushing) without the use of fever-reducing medicines such as ibuprofen or Tylenol.**
- Diarrhea: A student may not return to school until at least 24 hours after there is no longer diarrhea without the use of diarrhea-suppressing medicines.
- Influenza "flu": A student may not return to school until at least 24 hours after there is no longer a fever or signs of a fever without the use of fever-reducing medicines.
- COVID
 - If your child received a positive COVID test, they are required to stay home until 5 days have passed since symptoms began, and they are fever-free without the use of fever-reducing medicines and their other symptoms are improving.
 - Students who test positive for COVID but do not have any symptoms must stay home until 5 days after the day they were tested.
 - Please provide proof of the positive test or a medical note to the school attendance office or school nurse.
- Conjunctivitis (bacterial or viral "pink eye"): A student may return with a medical note or when they are symptom free.
- A complete list of illnesses requiring exclusion from schools can be found in [**Texas Administrative Code 97.7**](#) and the Department of State Health Services *Communicable Disease Chart for Schools and Childcare Centers*.

The flu season runs from the fall to the spring, and the typical flu season has spikes and drops in flu-like illness activity. Influenza ("the flu") is a contagious illness caused by a virus. Symptoms usually include a sudden fever with a dry, hacking cough or sore throat, and sometimes chills, body aches, headache, runny/stuffy nose, vomiting or diarrhea. A child with a common cold usually only has a low-grade fever, a runny nose and a small amount of coughing. For the health and safety of our school community, it is important to take the following precautions. Rockwall ISD monitors illness in students and staff daily. Good health and hygiene habits are very important to the health of our students, staff and visitors, and are encouraged. Our custodial staff clean frequently touched surfaces daily, and also perform extra sanitizing measures in classrooms and areas where flu illness is increasing. Here are a few things you can do to help.

- Teach your children to wash their hands often with soap and water or an alcohol-based hand rub. You can set a good example by doing this yourself.
- **Teach your children not to share personal items** like drinks, food or unwashed utensils.
- **Teach your children to cover their coughs and sneezes** with tissues. Cover up coughs or sneezes using the elbow, arm or sleeve instead of the hand when a tissue is unavailable.
- **Consider getting a flu shot.** [Flu vaccine](#) is the best way to prevent getting the flu. If you get a flu shot and later get the flu, the flu shot can help make the symptoms milder.
- **Keep sick children at home** for at least 24 hours after they no longer have fever or do not have signs of fever, without using fever-reducing medicines. As much as possible, they should be cared for by a single, designated caregiver and have limited contact with other household members who are not sick.

Pick up Information:

Pick up Locations vary according to campus. Look for the ROCK signs with arrows that will direct you to the correct entrance. We will use the EZChildTrack QR Code system for check out. If your child was enrolled in ROCK during last school year or this summer, you will use that same QR Code. If your child is new to ROCK, you will need to create a QR Code for your child(ren). Please follow the steps below:

- Click Link: <https://www.ezchildtrack.com/risd-rockprogram/QR>
- Enter PIN number as prompted (PIN Numbers are usually full cell phone numbers without the dashes). Each parent and/or authorized pick up person needs to have **their** own code. The system will record which individual picks up as well as the time.
- Next, Enter Cell phone or Email address when prompted.
- EZChildtrack will send you a verification code to your cell phone if you entered your cell phone number, or to your email address if you chose this option.
- Enter this code where prompted on the screen.
- Your children will automatically pop up as selected, click next to continue.
- Finally, the QR Code appears.
- Save the QR code to you phone by either taking a photo or saving it in your phone files.

Other Authorized Pick Up people will also need their own code if they will be picking up your child. The primary account holder can assign a PIN number to your Authorized Pick Up people in EZCT account (we suggest cell phone numbers) or you can email leslie.kropp@rockwallisd.org so she can help assign a PIN number.

Normal Curbside Pick Up procedures with QR Code:

- All parents and other authorized pick up persons will have to show a photo ID to the ROCK Staff (until recognition is achieved) as well as sending their QR Code to the ROCK phone at your campus before your child will be released. This is for the safety of your child.
- The Primary Account holder will receive QR Code instructions in a welcome email. Please pass on these instructions to everyone who will pick up your child. Each QR code is unique to the parent/guardian/authorized pick up person and cannot be shared. The QR codes allow our software system will have an accurate record of exactly who picked your child up each day from ROCK.
- Upon arrival at the campus, please call the ROCK cell phone and tell the Site Coordinator the name of the child(ren) that you are there to pick up OR text the QR Code to the ROCK Cell Phone. A ROCK Staff member will escort your child to the car. If you are in a hurry, please call your campus ROCK cell phone and let the Site Coordinator know when that you are five minutes away so that your child prepare for dismissal.
- Please remain at your vehicle.
- We will send your child to the car, but we will not buckle them in.
- If there is inclement weather due to rain, we request you to kindly come to the dismissal door and pick up your child. If inclement weather is due to a tornado warning, students and staff will remain in a safe place within the school and no one will be allowed in or out of the building until there has been a safety clearance. Communications via the Rock cell phone will continue to take place.
- In order to ensure your child's safety at ROCK, we request your cooperation in waiting to pick up your child from ROCK until 3:15 p.m. **If you need your child prior to 3:15 p.m.**, please contact the school office, no later than 2:00 p.m. and change their transportation from ROCK

to a car rider. We will be very strict about enforcing this policy as the safety of all of the ROCK children is our first priority and picking up their child from ROCK this early compromises the safety of all the ROCK children.

- In order for students to attend ROCK, he/she should be in attendance during the school day. Students should be released from school staff to ROCK Staff. Student drop-offs by parents after the school bell are not allowed. Please keep this in mind when scheduling appointments.
- If you pick up your student(s) between 6:01 – 6:15 p.m., a **\$10.00 late fee per occurrence will be added** to your next service period tuition bill. If you arrive for pick-up between 6:16 and 6:30 p.m., a **\$15.00 late fee per occurrence will be added** to your account. If you arrive later than 6:30pm. Incremental fees will continue to be added to your account in increasing amounts every 15 minutes. Please note- having more than three late fees will result in your child being disenrolled from ROCK. If you are later than 6:30pm more than one time; withdrawal from ROCK may occur. Please proactively communicate with the ROCK staff if you are going to be late.
- The EZChildTrack system will automatically assess these late fees after the child is checked out and the primary account holder will be sent an email reminder of the late fee. These late fees will be posted to your account and are due with your next month's tuition.
- Since traffic problems are the norm here in Rockwall. ROCK requests that parents designate someone that lives in Rockwall who will be available to pick up your child if you are unable to arrive on time (6:00pm) or are unable to pick up within an hour in cases of illness or behavior issues. Please add this person to your child's authorized pick up list. This is important because habitual late pick-ups will result in your child being disenrolled from ROCK. **We allow three late pick-ups maximum per year.** Make friends with a neighbor!
- If you have not picked up your child or called ROCK by 6:00 p.m., the Site Coordinator will be calling you to check on your arrival status. If a parent cannot be reached, one of the authorized persons to pick up your child will be contacted to come get your child.

Absent Student:

- If your child is unable to attend ROCK due to illness or other activity, please call or text the ROCK cell phone for your child's campus and leave a message for the Site Coordinator before 2:00 p.m. This will help us know the location of your child. This applies to RISD Teachers students even if you are present in the building.
- ROCK follows the Rockwall ISD protocol for student illnesses and not returning until after 24 hours of being symptom free.
- Children who are absent during the school day cannot be dropped off to attend ROCK.

School Clubs and Activities

- A ROCK student may leave ROCK to participate in other school sanctioned clubs and tutoring. Please inform the Site Coordinator that your child will be attending this other activity. The adult responsible for the other activity must come to ROCK and sign your child out with the ROCK Staff and return them to ROCK.
- ROCK also offers additional after school activities which your child can attend for an *additional cost*. These are available to ROCK and non-ROCK students. The classes vary according to campus. **Art's A Blast, Successful Students and Athletes** and **Drama Kids** classes

are offered according to the campus. Registration information for these enrichment classes is available on the ROCK/ E2 webpages at www.rockwallisd.com/ROCK under Educational Enrichment.

Homework

- ROCK Staff will remind students of parent expectations for completing/doing homework at ROCK. We do not offer any type of tutoring. We do not look for homework in student backpacks. Students are offered a time to complete their homework, but it is their responsibility to take advantage of the homework part of the day. We cannot let students stay by themselves to complete homework if the rest of the group is going to the gym/playground. See Homework Agreement.

Behavior Support:

- ROCK Staff members will be handing out Praise Reports to students who display "leader" type behavior. (See example.)
- ROCK expects to have few discipline problems with the ROCK children because we will be keeping them engaged in learning and fun. However, if misbehavior does occur, please know that our staff will try redirecting their behavior several times before asking the student to reflect on their choices. Depending on their age, they may complete a reflection form. (See example at the end of this section.)
- If a student continues to misbehave after, the parent may receive a phone call, Disciplinary Action Form, or Incident Report depending on the situation. (An example is included at the end of this section.)
- ROCK will retain the top copy of all reports that parents sign. Parents will get a duplicate copy of any reports.
- ROCK Staff is unable to maintain a 1:1 staff to student ratio for an extended period of time. If your child becomes severely disruptive, (i.e. misbehavior, physical aggression, temper tantrum, elopement, vandalism, etc.) during ROCK hours; we will contact you immediately. A parent or someone on your child's authorized pick-up list must come to pick up the child within an hour upon request. This type of situation usually requires a parent conference with the ROCK Lead Site Supervisor and/or Director in light of preventing future incidences. A \$15 late fee may be assessed if timely pick up of a disruptive child does not occur.
- A student who has continual problems managing their behavior (including misbehavior, physical aggression, temper tantrum, elopement, vandalism, etc.) may incur a suspension from attending ROCK or be expelled from the program depending on the circumstances.
- We have many high school students working for ROCK and ROCK students must show respect to all Staff members.
- ROCK prohibits bullying and actions which show physical aggression toward others. Physical aggression toward other students/staff may be cause for immediate disenrollment. This includes aggression toward siblings.
- Group consequences for misbehavior will not be given.
- ROCK is a gang-free zone. Student generated "clubs" will not be allowed.
- Our staff will be using a "Love and Logic" approach to discipline with all students. Consequences will be logical for poor student choices. For example, if a child is making bad

choices using a Chromebook, they will have a time-out from usage. More information about Love and Logic is included at the addendum section of this handbook.

- Students may lose their privileges for using Chromebooks if they are not using the approved student RISD grade-level appropriate student resource pages. To avoid students getting on pages with inappropriate materials, students are unable to type in the URL box and search information online.
- We prohibit our staff from using any type of humiliation or physical contact in the discipline of a child.
- All cell phones (including smart watches), electronic game devices and toys should be left at home or in your child's backpack during ROCK. ROCK is not responsible or liable for the theft, loss or breakage of any item of this type. Children who bring these types of items out of their backpack during ROCK will result in the Site Coordinator holding onto this item until pick up time.

**RISD After-School Program
Disciplinary Action Form**

Campus _____ Date _____ Time _____

Student's Name _____ Grade _____

Description of Incident _____

Action Taken by Site Coordinator

Conference with child _____ Date _____ Conference with Parents _____ Date _____

Phone call to parents _____ Date _____ Conference w/Lead Site Coordinator _____ Date _____

Consequence

_____ Verbal Warning _____ Phone call to parent

_____ Parent conference with Site Coordinator/Lead Site Coordinator and/or Director

_____ Conference

_____ Suspended from ROCK for _____ Days and if similar behavior continues, student will be disenrolled.

_____ Student will be removed from ROCK for the remainder of the school year.

_____ Before being enrolled the following year a conference will be held with the Lead Site Coordinator, ROCK Site Coordinator, parent, and child.



ROCK Student Praise Note


Date: _____ Time: _____

Name: _____

Grade: _____

Event: _____

Staff Signature: _____

 ROCK-Student Incident/Minor Injury Notification

Date: 7/6/22 Time: 1:50pm. Campus: Garcia

Student Name: Billy Kid Grade: 3rd

Event: On the playground, Billy tripped and scraped his knee.

Staff Response: Cleaned the scrape with soap and water. applied a band-aid, offered ice yet the student declined.

Site Coordinator Signature: [Signature] Staff Signature: [Signature]

Parent Signature: _____ Date: _____

Safety and Security:

- The children in ROCK will be supervised at all times by a member of the ROCK Staff. We will be using a roster system to check attendance at various times throughout the afternoon. Roll will be checked each time students transition to a new activity. The outside doors into the school

will be locked. Use the ROCK Cell phone number to communicate with the ROCK Staff at your child's campus. The ROCK cell phone numbers are listed below.

- All ROCK Staff members have cleared the criminal background check required for all RISD employees as well as being fingerprinted.

Inclement Weather Policy

- ROCK will be cancelled if school is cancelled. No tuition refunds will be issued if ROCK is cancelled due to inclement weather. If Bad Weather occurs during the school day, and a decision is made by RISD to cancel afterschool activities, ROCK will remain open until all children can be picked up. We do have many high school students working for us and their parents do not want them driving in inclement weather. Please pick your child up ASAP when the district cancels afterschool activities due to weather so we can get those young drivers home safely. We appreciate your cooperation!

Snacks

- ROCK has limited options in what type of snacks we can provide for students based on common allergens; shelf-life stability; storage room; delivery options and cost. Student preferences cannot always be accommodated. We ask that you provide an additional snack should your child need more than one snack during ROCK operating hours or if they do not like the snack we are providing. We will provide an alternate snack for students with specific allergies or braces when we can.
- Campus Site Coordinators will send out snacks menus for your planning purposes.
- Please do not send snacks that contain nuts/nut products.

Campus ROCK Cell phone numbers:

- **Amanda Rochell: 214-850-3439**
- **Amy Parks: 214-435-7779**
- **Celia Hays: 214-435-3266**
- **Cullins Lake Pointe: 972-922-1170**
- **Jones: 214-850-2118**
- **Garcia: 469-797-4596**
- **Hamm: 469-649-6395**
- **Grace Hartman ROCK: 214-458-6738**
- **Howard Dobbs: 214-808-9497**
- **Linda Lyon: 469-929-3803**
- **Nebbie Williams: 972-834-4397**
- **Pullen: 214-502-5632**
- **Reinhardt: 214-862-0210**
- **Sharon Shannon: 214-460-0823**
- **Springer: 214-850-2837**
- **Stevenson: 214-385-7378**

Parent Questions or Concerns/Communication:

For any questions regarding ROCK, please contact your ROCK Campus Site Coordinator. You can also contact the ROCK Office at 469-698-7032 or you may email us if you prefer at rock@rockwallisd.org with any questions, concerns, suggestions, etc. We email a monthly newsletter to the primary account holder's email address. We also utilize the Remind text alert system. The primary account holder's cell phone number will automatically be added to Remind. This software program allows us to send a short message directly to your cell phone. This is one more tool we will use to increase our communication. We will use this text system to send you reminders of tuition due date, sign-up deadlines, emergency situations, etc. You must accept the invitation to be included in Remind. You may request to be removed at any time. Secondary Account holders and other authorized pick up people can be added to the Remind system if you contact the ROCK office.

Typical ROCK Daily Schedule

3:00-3:30

Arrival/Attendance/Snack/Restroom/Recess/Homework Time

3:30-5:30

ENRICHMENT

Vary by the day and children have a choice on which station to attend

- Homework Time*
- Arts and Crafts
- Spanish class
- Chromebook Cart
- Playground/Recess/Gym
- Board Games/Manipulatives

5:30-6:00

Recreational Reading
Journaling/Drawing/ Playdough

6:00

CLOSING

***Homework time will be offered according to the Homework Agreement. See sample below.**

Homework Agreement

Date: _____

Students Name: _____

Grade: _____

Select one option below:

- **Please have my child do their homework during ROCK until the homework is complete**

- **Please have my child work on their homework for _____ minutes.**
- **My child will do their homework at home and not at ROCK.**_____

ROCK EXPECTATIONS

**Fulfilled expectations by all parties involved in the ROCK program
will mean a successful venture for all!**

Parents may expect that:

- Their children are cared for in a supportive and consistent environment.
- They may visit with the Site Coordinator about concerns related to their child or the program.
- They will be told about any issues of concern involving their child and have the opportunity to visit with the Site Coordinator in order to bring resolution to the situation.
- They will be informed if their child does not arrive at ROCK when scheduled to attend.
- They will be called if their child becomes ill or is injured during ROCK or experiences behavioral concerns.
- Mutual respect toward parents and children are promoted by ROCK Staff.

Children may expect:

- To have a supportive, positive and structured environment.
- To use all ROCK equipment, materials and facilities on a fair basis.
- To receive respect.
- To have fair and logical discipline.
- To receive nurturing care from ROCK Staff Members.

ROCK expects that children will:

- Display responsible conduct.
- Exhibit an attitude of respect toward others.
- Respect and obey the school rules during the school day as well as during ROCK.
- Remain with their group and the ROCK Staff at all times.
- Take care of materials and equipment properly.
- Arrive at ROCK promptly at the end of the school day.
- Be prepared with homework assignments and materials needed to complete them.
- Leave cell phone and toys at home or in their backpacks.

ROCK expects that parents will:

- Pay tuition and fees in a timely manner.
- Pick up their child on time.
- Call the Site Coordinator if they will be running late to pick-up their child.
- Contact their campus by calling or texting the ROCK cell phone if their child will not be attending on a scheduled day.
- Cooperate with the Site Coordinator on any issues regarding their child's behavior.
- Promote mutual respect to all ROCK staff.
- Provide an additional snack should your child need more than one snack during Rock operating times and or if they do not like the snack provided by Rock on that day.



Love and Logic Discipline

(Adapted from material by Jim Fay and Foster Cline, M.D.)

1) Consequences for Actions

- Let the punishment fit the crime. Discipline with dignity.
- Practicing; for example: running, sliding on the floor, throwing things, etc.

2) Empathy Sayings

Empathy makes the child's poor decision the "bad guy" while keeping the adult the "good guy." As a result, the child has a harder time blaming the adult for the problem. This forces him or her to look inside and to learn from the consequence. Empathy also cuts down on the likelihood of the child going for revenge or deciding to avoid the adult.

Examples of some phrases that are commonly used to show empathy:

- "That's got to be frustrating."
- "How sad."
- "This has got to be hard."
- "Oh no."
- "That stinks."
- "What a bummer."
- "Oh, that's never good."

3) Quick sayings to stop behavior

- "That's not ok."
- "I respect you too much to argue with you."
- "When I am talking you are not."
- "You have two choices: You can let it bother you, or you can ignore it."
- "When you finish this then you can do this."

4) Enforceable statements using the "I" message

With enforceable statements our words become gold, because we can avoid setting limits we can't enforce.

- "I'll allow students to stay with the group when they aren't causing a problem."
- "I find it hard to talk when you do that. Thanks for stopping."
- "I love the way that Suzy is standing there quietly and showing me she is ready to go."
- "I'll get started as soon as you are listening."

5) Quick and easy preventative interventions

- Give "The Eye" to let the student know you are watching them.
- Walk towards the student while talking.
- Stand close to the student while giving instructions
- Establish eye contact and slightly shake your head, indicating, "No."
- Move the student to a new spot.
- Whisper something like, "That behavior is not appropriate for a girl/boy like you."

6) Inappropriate choices

- Choices should not be threats in disguise.
- Only give choices that will not create a problem for you as a staff member.
- Give your students the small choices. Save the big ones for the Site Coordinator.
- If your students don't make a choice within ten seconds, choose for them.
- Offer choices before your students become resistant...not after.