



Parent Handbook for Jump On Languages Preschool Program

2023-2024

WELCOME!

THANK YOU FOR JOINING JUMP ON LANGUAGES PRESCHOOL PROGRAM.

THIS HANDBOOK WILL PROVIDE YOU WITH A DESCRIPTION OF OUR PROGRAM AND DETAILED POLICY CONTENT FOR YOUR REFERENCE.

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Welcome to Jump On Languages

What is Jump On Languages

Jump On Languages is a family business founded by Venezuelan psychologist, social worker and entrepreneur Paola Mizrahi. Jump On Languages offers in-person and online programs that are always student centered and based on positive and meaningful relationships. We offer online language tutoring classes for kids and adults and in-person Spanish after school, preschool and camps.

Our Spanish preschool and afterschool programs are based in Seattle, WA and are open throughout the school year, from late August/early September through the end of June. We offer several day/week camps to cover Seattle Public Schools (SPS) breaks, and have fun summer programs in July and August for preschool and K-5 kids.

Mission Statement

Jump On Languages' mission is to bring people together by providing kids, youth and adults the opportunity to learn languages and culture in a dynamic, interactive and innovative way.

Our experienced teachers create curriculum tailored to the specific needs, goals, and interests of every student. We are committed to creating an exceptional learning experience for all!

Jump On Languages provides scholarships and flexible schedules, because for us, learning a new language and culture is an opportunity everyone should have!

Spanish Preschool Program Overview

Our professional bilingual and bicultural staff provides a nurturing and inclusive environment that encourages self-confidence, spontaneity, curiosity, and self-discipline. Our age appropriate curriculum addresses every child's cognitive, social, emotional, language and physical development. Kids will learn Spanish and the different cultures of Spanish speaking countries through lots of engaging activities including games, songs, art, cooking, natural explorations and much more. We include families and the broader community as partners in all our programs, so every week is different and the learning never stops!

Please note that for the time being we require children to be potty trained to participate in our preschool programs.

We welcome a wide variety of Spanish proficiency levels, from true beginners to fluent. Our teachers are bilingual and work hard to make the learning environment welcoming and inclusive for all, supporting every kid's progress in their Spanish language, based on the level they are at.

Our Teachers

We recruit the best teachers for our online and in-person programs searching for the most qualified available. We look for native and/or fluent and proficient in the target language. We also expect each teacher to be dynamic and fun, while still being able to develop a professional curriculum that enables learning that is customized to each child's development process.

For our in-person programs, everything above applies, and all Lead Teachers have 8+ years of experience teaching kids. Our Assistant Teachers have 2+ years teaching the language or related field. Finally, we also believe in community development by recruiting high school students who are proficient in the target language to add even more dynamism and fun to select programs.

Location

Our in Person Spanish Preschool Program is located at the Phinney Center.
6532 Phinney Ave N, Seattle, WA 98103

Non Discrimination

Jump On Languages does not discriminate against anyone on the basis of race, color, sex, marital status, sexual orientation, political ideology, age, creed, religion, ancestry, national origin, or disability.

The Americans with Disabilities Act requires that reasonable accommodations be provided to people with disabilities. The law includes children with disabilities seeking reasonable accommodations in a child care setting, as well the parents/guardians served. Jump On Languages will conduct an individualized assessment of particular child and family needs and engage in an interactive dialogue with parents/guardians, caregivers, and medical professionals to identify reasonable accommodations, safely integrate the child into the program given each individual's capabilities, and provide a family with full access to and participation in our programs. Any information regarding a child, a child's family, or other matters discussed with center management or staff will be held in the strictest confidence.

Religious and Cultural Diversity

Jump On Languages is an inclusive environment, in which we celebrate diversity by enjoying various non-religious festivals and holidays throughout the year.

Harassment, Intimidation, or Bullying

Jump On Languages does not tolerate harassment, intimidation, or bullying, and any instances should be reported promptly to a Jump On Languages Site Supervisor or Site Director, or to the Jump On Languages Executive Director. "Harassment, intimidation, or bullying" means: any intentionally written message or image—including those that are electronically transmitted—verbal, or physical act, including but not limited to one shown to be motivated by race, color, religion, ancestry, national origin, gender, sexual orientation, including gender expression or identity, mental or physical disability or other distinguishing characteristics, when an act:

- Physically harms a student or employee or damages the student's or employee's property or
- Has the effect of substantially interfering with a student's education or
- Is so severe, persistent or pervasive that it creates an intimidating or threatening educational environment or
- Has the effect of substantially disrupting the orderly operation of the program

Preschool Program's General Information

Hours of Operation

Jump On Languages operates a Spanish Preschool Program at the Phinney Center on all regularly scheduled school days. Jump On Languages preschool program hours are 9:00 a.m. to 12:30 p.m. Monday through Friday.

JOL is open on SPS teacher-in-service days and school vacations for day camp. Schedule changes will be emailed in advance and posted on the website; see the emailed JOL newsletters and the JOL website.

Program Vacations / Closure

Jump On Languages is closed on the following holidays:

- Labor Day
- Thanksgiving and the following day
- Christmas Eve
- Christmas Day (and sometimes the preceding or following day)
- New Year's Day (and sometimes the preceding or following day)
- Martin Luther King's Birthday
- President's Day

- Memorial Day
- Juneteenth (June 19)
- Fourth of July

Sample Daily Routine for the Preschool Program and Preschool Camps

Preschool

9:00AM - 9:10AM	Arrival
9:10AM - 9:45AM	Enrichment Centers
9:45AM - 10:30AM	Early Snack and Recess outside
10:30AM - 11:00AM	Circle time & Music
11:00AM - 11:45AM	Individual or Small Group Work and Enrichment centers
11:45AM - 12:20PM	Lunch & Clean Up
12:20PM - 12:30PM	Dismissal circle time

Mixed-age Classrooms

In our Preschool students are 3-5 years old and will be grouped in mixed-age classrooms. This is, in fact, typical of many programs and we have found that students of different ages work well together and have a positive effect on one another. This practice will also help us regulate class size.

Family involvement

Family satisfaction, and shared decision making about your child's experiences are essential to the Jump On Languages Preschool program. Our centers are caring communities of learning in which families, staff, and children interact and grow. We actively work to support family life and create pathways that involve families in our program. We believe family involvement starts with opportunity. Some of the many ways you can be involved:

Call or come by: The center's open door policy welcomes and encourages you to visit anytime.

Enjoy our events: Special family events are held throughout the year.

Check in: Daily, weekly, and monthly formal and informal communication is available through morning and afternoon greetings, weekly journals, and parent-teacher conferences.

Share: We encourage you to share your ideas and concerns with center management and staff at any time.

Participate in class: Come into your child's classroom and share a special activity or project.

Transitioning to Elementary School

Jump On Languages is committed to assisting families in the important transition from the center to elementary school. Teachers will provide you with information on local schools, ideas on how to talk to your child about going to elementary school, and information on what to expect. To help children, transition activities are integrated into the preschool and kindergarten curricula. These activities may include a field trip to a local school, and help creating a goodbye book to commemorate special friends and times at a Jump On Languages "READY for SCHOOL" seminars may be hosted. If possible, some parent "alumni" will be invited to participate and share their experiences regarding their child's transition to elementary school.

Registration, Tuition and Fees

JOL Registration

Once you've registered through our website (www.jumponlanguages.com), you will be charged automatically each month for registration through the end of the school year, unless you decide to cancel or change your plan before then. If you'd like to cancel your subscription make sure to do so by emailing info@jumponlanguages.com before the 20th of the previous month.

We charge the same amount from September through June. We do not prorate the cost of monthly tuition. We continue paying our teachers' salaries

during those periods, as well as our lease at our Phinney Center location. Our monthly pricing is spread across the school year and considers the average number of open days across the whole school year.

Absences and Schedule Changes

If your child is absent, no tuition credits or makeup days will be given; tuition remains the same whether or not your child attends. We ask families to promptly notify Jump On Languages if a child will be absent from a scheduled program so we can plan accordingly and especially so we have a record of which kids should be in the program, which is a safety consideration. Please also keep us informed of your child’s schedule and any changes.

Emergency Contacts

At time of registration, parents provide emergency contacts. Emergency contacts are adults who can assist your child when you are unreachable. Please remember to inform JOL about changes in address and telephone numbers for yourself or your designated emergency contacts. Current contact information is most important during such events as a medical emergency, snow storm, earthquake, or power failure.

Current JOL Fees

School Year Preschool Program (Monthly)

Monthly Tuition	2 days	3 days	4 days	5 days
	\$589	\$785	\$916	\$981

Summer Camp (Weekly)

Join us for our Spanish preschool program in the summer! The program runs Monday through Friday, 9:00 am - 12:30 pm. Lots of outdoor games, art projects and more surprises. Small groups and small teacher/child ratio. Price includes all materials, morning snack, daily sunscreen and special surprises. We will follow all CDC guidelines to make sure kids and staff are as safe as possible.

For 5-year-old kids (incoming KG) parents can only enroll them in our Preschool Summer Program.

For families with two or more kids registered for our summer programs we will refund 10% of tuition on the program of equal or lesser value. Scholarships available!

Find more information at <https://www.jumponlanguages.com/summer-camps>

Family Discounts

After their first plan, each family receives 10% off subsequent plans of equal or lesser value, up to a value of \$150.

Scholarships and Subsidies

We are proud to offer financial aid to those who need it. We believe in our mission to create community by bringing people together through the learning of languages and cultures. We currently self-fund the programs, but we do our best to cover as much as possible for whoever needs it. Please contact us if you would like to discuss further.

Refund and Cancellation Policy

Preschool

Families pay each month in advance with our automatic payment system, but there is no period commitment. Once a month is paid, we usually consider that payment non-refundable unless there are extenuating circumstances. However, if you need to withdraw a student from our program just contact us before the 20th of the month and we will not charge you the following month.

Summer Camp

We understand plans change. We keep our policy as flexible as possible considering that the later a family needs to cancel, it takes away from another family who could have booked and may have had to make different plans. If you cancel before April 1st, you will receive a FULL REFUND, minus a \$25 non-refundable administration fee per kid. If you cancel after April 1st, you will receive a full refund if we are able to fill your spot by the beginning of the program. Exceptions will be considered for medical reasons or on a case-by-case basis.

Regarding program cancellations due to extreme circumstances.

For the most part this applies to Seattle based programs in practice, but it can also impact online classes. In recent years we have been experiencing more snow days in Seattle and the road conditions can be unsafe. Similarly in the summer we have experienced days with heavy smoke, and in most cases, we are able to creatively continue the program. This policy applies to those circumstances plus any extreme weather or man-made event that may cause us to abruptly suspend classes. We also acknowledge that our teachers depend on their JOL compensation to make a living and we will pay teachers as much as possible despite these missed days. We will also try to offer some programming online at no additional cost to enrolled families. With that in mind, we have the following policies for our different programs:

- **For Preschool:** we will notify families of cancellations as soon as we have enough information to determine it is unsafe for teachers and families to drive to our center. We will not issue prorated refunds for missed days if they total five days or less in a month. If more than five days in a month are missed, then we will prorate tuition to exclude day six and beyond upon family requests. When we notify you of cancellations, we will include information about online programs.
- **For Camps:** as long as we are able to offer a safe version of the camp and your child has a spot, then we are not able to issue refunds. If there is a city-wide issue and/or most of our teachers are unable to make it to the program safely, we may need to cancel that day of camp and we will notify you as soon as we make the decision. We will provide online programming for students that were registered in camp. If we don't provide online programming, we will issue a refund of 50% of the tuition prorated to the days missed. For example, for a week-long camp where we need to cancel 2 days, then we will refund 1 day of camp.

Confidentiality

While staying in tune with the children in our program, we often learn of very private family matters. We need to know about these matters because they affect the children. The ethics of our profession and the expectation of JOL is that information of a confidential nature is disclosed only to those with a need to know. Please bring all concerns (e.g., no-contact or protection orders, change in parenting plans, custody arrangements, etc.) to the attention of our Executive Director.

Ratios

We maintain a low ratio to ensure the safety and support of each child and their individual needs. The ratio at our Preschool Program is 1:6 or lower.

Media at JOL

In general, students will not be permitted to have/use devices unless it is part of a planned activity, orchestrated and supervised by JOL staff. Preschool kids are allowed to bring a security blanket or stuffed animal, other than that, we highly encourage parents to keep toys at home. Kids will be asked to keep toys in their backpack if they bring them to school.

What to Wear and Bring

We try to incorporate as much outdoor time as possible, weather permitting. Please make sure to pack proper clothing (e.g. rain jackets, sweaters, shoes) for your child(ren).

We ask that students keep a pair of comfortable, well-fitting shoes at the school to be worn inside the classroom. When there is snow on the ground, we require the following gear for outdoor play: waterproof boots and snow pants, jackets, hats, and gloves or mittens. Rubber-soled shoes are required for outdoor play.

Always send your child with a water bottle to the program and with a nut free lunch. They can refill their water bottle on site.

Labeling and the Lost and Found

Please label everything that can be marked. There are numerous duplications of colors and styles. JOL cannot be held responsible for lost items. At the end of each day all unclaimed articles will be placed in a lost and found box. At the end of each month, unclaimed articles are donated to charity. We highly encourage you to leave valuable items at home.

Approach to discipline

At JOL all kids are expected to be kind with each other, to include all friends, to respect other students' bodies and boundaries, to look out for each other and to solve disagreements using constructive verbal feedback. We understand these socio-emotional skills are in constant development, and it is one of our priorities that every child learns how to relate in a positive and safe manner with their peers and adults. We are also committed to work in

partnership with family members to provide the best support for each child and continuity from home to school. We communicate frequently with parents and guardians about their kids' progress, challenges and successes!

Communications

Family Engagement & Partnership Communication Plan

At Jump On Languages we believe that effective communication with families is a way to create strong collaborative partnerships. When families and caregivers communicate and share what is observed and experienced, it creates opportunities to better understand and support the developmental growth that happens with all children. When families communicate with caregivers openly and effectively, caregivers can better understand what is happening at home, as well as what goals, hopes, and dreams families have for their young children. When caregivers and families communicate and share information effectively, caregivers become more aware of the child's strengths and possible areas of need, to better support ongoing development.

Families will be better able to understand what is happening during the day and how their children are developing and learning through conversations with their caregivers, instant messaging through the Brightwheel App, weekly newsletters, and parent-teacher conferences.

Families are always encouraged to reach out to our center director directly if any concerns arise.

Preschool Director: Paola Mizrahi paola@jumponlanguages.com

a. Brightwheel

When a child is registered at our preschool program parents will receive an invitation to set up an account with Brightwheel. Jump on Languages uses Brightwheel to:

- Provide contactless check in and check out. If your child is being picked up at school the teacher will do their check in.
- Log your child's daily health screen. This will help keep our families and staff members safe.
- Safely get photos and videos of our class activities.
- Send notes to communicate with teachers at any point during After School hours.
- Access our weekly newsletter.

- Communicate with staff members by directly sending a message to them.

[Check out this Parent Overview Video to learn more.](#) Please add a photo and fill out the information on your student's profile, including your mobile number if it's not already listed so we can use text alerts.

Parent Resources:

[Introducing Parents to Brightwheel](#)
[Parent Overview \(pdf\)](#)
[Parent's Guide to Brightwheel \(video\)](#)
[Check-in Kiosk Demonstration \(video\)](#)
[Edit Your Check-in Code](#)

Jump On Languages does not bill tuition through Brightwheel so please know you don't have to log in your billing information at Brightwheel

Babysitting, Hiring, and Socializing with JOL Employees

JOL employees are prohibited from performing babysitting, nanny services, or other childcare or services outside the scope of their JOL employment for anyone connected with a JOL family. Such arrangements create conflicts of interest and limit JOL's ability to provide a quality program for each student. Similarly, JOL families are discouraged from including JOL employees in their social networking, including via electronic media.

Please know that JOL offers an additional program called Language Playtime, a language service for Seattle-based families with kids 2-10 years old. Language Playtime is a play-based child care program where a fluent speaker of the target language takes care of your child in your home or in a place of your choosing. During each session, the caregiver works on developing your child's socio-emotional skills as well as their gross and fine motor development through engaging activities in the target language. Individualized curriculum and supplies are provided by Jump On Languages. You can reach out to our Administration Office if you'd like more information regarding Language Playtime.

Health and Safety

Safety is our #1 priority. We follow CDC and local state and city health department guidelines. Every teacher is fully vaccinated, and we encourage the use of masks indoors. We disinfect all common furniture and materials as

much as possible and have hand sanitizer available. We prioritize outdoor activities and keep windows and doors open as much as possible for ventilation. Every classroom has an air purifier.

We recognize that providing child care is critical for families, so we do everything possible to safely remain open.

Potential or Confirmed Exposure to Covid-19

Our program will comply with the most recent guidance from King County Public Health (for childcare), the Washington State department of Health, and requirements of Seattle Public Schools as minimum guidelines for the protection of our students and staff. As this guidance changes, the requirements outlined in this handbook may also change. JOL reserves the right to impose restrictions on attendance and enrollment for health and safety reasons with or without prior notice. The precautions and exclusion criteria in place for Covid-19 supplant our normal exclusion criteria for student and staff illness and disease. Every effort will be made to notify families in advance of changes that may impact them.

- Please notify us immediately if your student exhibits any of the following symptoms: fever over 100.4 degrees, cough, shortness of breath or difficulty breathing, or new loss of taste or smell.
- Please be aware that at any moment, you may be required to retrieve your child(ren) from childcare, and that the group, or entire program, may be required to close if we're not able to provide proper staffing.
- We rely on all the families of JOL to stay abreast of information that is sent/posted and to adhere to that guidance. Please be advised that non-compliance with health and safety requirements included in this Handbook, posted in the center, or sent via email to enrolled families can result in disenrollment from the JOL program.

Immunization policy

All students are required to be vaccinated against, or show proof of acquired immunity for, the following vaccine-preventable diseases before attending JOL:

- (1) Chickenpox (Varicella);
- (2) Diphtheria;
- (3) German measles (Rubella);
- (4) Haemophilus influenzae type B disease;
- (5) Hepatitis B;
- (6) Measles (Rubeola);
- (7) Mumps;
- (8) Pneumococcal disease;
- (9) Polio (Poliomyelitis);
- (10) Tetanus; and

(11) Whooping cough (Pertussis).

Proof of immunization status shall be made by submitting to JOL a complete and accurate Department of Health Certification of Immunization Status form. Proof of acquired immunity shall be through documentation of laboratory evidence of antibody titer or a health care provider's attestation of a child's history of a disease sufficient to provide immunity against that disease. Failure to provide the necessary documentation will result in the student being unable to attend JOL.

JOL recognizes that some students may be unable to be vaccinated due to religious beliefs or specific health conditions. In such cases, a student shall submit to JOL a complete and accurate Department of Health Certification of Exemption form. JOL is a private organization and believes strongly in the benefits of vaccination to protect both its students and employees. Students who intend to claim a personal or philosophical exemption to vaccination shall bring this to the attention of the JOL's Director before enrolling in any of our programs.

Emergency Procedures

Sickness, Injuries & Policy Procedure for excluding ill children

To ensure the most healthful environment for all children, we ask that sick children be kept home. All children in attendance must be healthy enough to participate in program activities. A child who arrives at JOL with a fever, vomiting, diarrhea, signs of infection, or possible contagious diseases (e.g. pink eye, chicken pox, flu) will be sent home immediately. If a child becomes ill while at JOL, staff will notify parents. The child will be kept comfortable and isolated from other children as appropriate until the parent arrives to take the child home. If your child has a communicable disease, we must notify the other families that their child may have been exposed. Confidentiality will be maintained. In case of injury, the staff are trained in first aid and CPR. If the injury is serious, JOL will call 911 and the parent. Copies of all emergency policies are available upon request.

First Aid

All personnel must have CPR certification and first aid training. First aid kits will always be carried by personnel when spending time outdoors and on excursions.

Medication Management

Jump On Languages' personnel will be able to provide basic symptom relief when children are in our care, such as Band-Aids, ice, and water. If the

student requires over-the-counter or prescription medication, we must first obtain a written authorization signed by at least one parent or guardian using the form in [this link](#).

Medication will only be given with prior written consent of the child's family/legal guardian. This consent (The Medication Authorization Form) will include the child's name, the name of the medication, reason for the medication, dosage, duration (start and stop dates), special storage requirements and any possible side effects (use package insert or pharmacist's written information).

A family/legal guardian will be the sole consent to medication being given, without the consent of a healthcare provider, if and only if the medication meets all the following criteria:

- The medication is over the counter and is one of the following:
 - Antihistamine
 - Non-aspirin fever reducer/pain reliever
 - Non-narcotic cough suppressant
 - Decongestant
 - Ointments or lotions intended specifically to relieve itching
 - Diaper ointments or powders intended for use with "diaper rash"
 - Sunscreen for children over 6 months of age
- The medication is in the original container and labeled with the child's name; *and*
- The medication has instructions and dosage recommendations for the child's age and weight; *and*
- The medication is not expired; *and*
- The medication duration, dosage and amount to be given does not exceed label-specific recommendations for how often or how long to be given.
- For sunscreen and diaper ointment, the written consent may cover an extended time period of up to one year.

For all other medications (such as fever reducers, cough medicine, or antibiotics), the written consent may only cover the course of the illness.

Lice Policy

If a child is found to have head lice while attending JOL, the child's parents will be contacted and asked to pick up their child immediately. Because lice

are considered contagious, we must look after the best interests of all children attending our program.

Food: Snacks and Lunches

During Preschool operations JOL provides daily morning nut free healthy snacks around 10am. Examples of snacks are bagels with cream cheese and apples; cereal with milk and bananas, oatmeal with blueberries, etc. Feel free to send them an extra snack (nut free) in case they don't want what we have. Make sure your kids bring a water bottle every day. We can fill them up at school.

We ask families to pack a nut-free lunch for their child(ren) that they will eat around 11:40AM.

Allergies or Special Dietary Requirements

Please let the staff know if your child has allergies or special dietary requirements. These needs will be met at each snack time in a respectful manner. These should also be noted at time of registration. JOL may notify you if your child's lunches do not meet these guidelines. If your child has allergies, depending on the allergy, there may be additional forms required by licensing that the parent must complete.

The center will have visible signs to indicate when a student has an allergy, food restriction, or medical condition that may affect how the student participates in certain activities or in the event of an incident.

Nut-free Environment

Jump On Languages is absolutely "Nut-Free" due to student and staff allergies. This policy includes peanuts and tree nuts. Please help us keep everyone safe!

Alcohol, tobacco, cannabis use and prohibition of illegal drugs

Jump On Languages prohibits the use of alcohol, tobacco and cannabis and any illegal drug in its premises.

Hygiene

Staff and children must wash their hands or use hand sanitizer at the start of a shift, before serving food, after eating, and after any indoor or outdoor activity.

All surfaces must be cleaned at the beginning and end of each program using an approved chlorine-based disinfectant. The kitchen and all reusable utensils and utensils will be sanitized after each use.

Communicable Diseases

At JOL we will follow the guidelines of the Washington State Department of Health and Seattle Public Schools. All JOL staff must be up to date on Covid-19 vaccinations, unless vaccination is unsafe due to a diagnosed medical condition. In this case, a doctor's note is required.

Staff must ensure that there is adequate ventilation in the classroom when children are present. Open windows as much as possible and turn on air purifiers when available.

All staff must stay home if they feel sick and must notify the JOL Director immediately. If they have been exposed to someone who tests positive for Covid-19 or any other communicable disease, they must notify the Director and plan to quarantine at home. The Director will help assess exposure and contact tracing to determine next steps, which will include testing. In general, when there is reason to believe that someone has a communicable virus, the student or staff should stay home until the risk of transmission is eliminated.

If a student appears to be ill or complains of not feeling well, please have them come to the office to be examined. Do a temperature check and ask questions so the student can describe the symptoms, when and how they started, and if they have occurred before. Please review your Brightwheel profile to see if there is anything in your health history that may be related to your symptoms. You can give the student 5-10 minutes to rest and see if they are feeling better, but if they are not, contact the parent to pick them up as soon as possible.

Children will provide an immunization record at least once a year to enroll in the program.

Body fluids

In situations where a student or staff is bleeding or vomiting, staff must always wear protective gloves to help block any bodily fluids from touching

their skin. If any clothing has bodily fluids on it, it should be removed and placed in a plastic bag. We will always have spare clothing for students and staff.

Incident report

All health related incidents must be reported through Brightwheel by JOL personnel, an Incident Report must be filled out and a photo of the report will be sent through Brightwheel to the family.

Child Abuse and Neglect Policy

Jump On Languages will not tolerate any form of child abuse, sexual, physical, mental, or emotional. We prohibit any person on the premises to use corporal punishment, or hit, jerk, shake, spank, slap, kick, or inflict physical pain to students. JOL Staff is required by Washington State law to report immediately to the police and /or CPS, any instance where there is reason to suspect the occurrence of physical, sexual, or emotional abuse, neglect or exploitation of a child. Staff may or may not consult with JOL administration, call CPS and document the occurrence as required by CPS regulation and/or recommendation.

We may or may not notify families if the police or CPS is called about a possible child abuse/neglect/exploitation, depending on the reporter's judgement and the recommendation by CPS.

Emergency Preparedness Plan

Jump on Languages has an emergency plan in case our center is affected by a natural disaster such as earthquakes and fires, or if staff and students have to shelter in place. We do a monthly drill at our center to prepare staff and students so they know how to respond in case of a natural or man-made emergency. Families can review our emergency preparedness plan on [this link](#).

If you have any questions regarding our monthly drills and our emergency preparedness plan you can contact Eddy Reif at eddy@jumponlanguages.com

Feedback and Suggestions

JOL welcomes suggestions for improvement, as we are constantly striving to improve our program. Please direct any suggestions you might have to our Executive Directors, who will in turn consult other JOL staff if further input is

needed. Compliments are always welcomed, as a small family business Jump On Languages highly benefits from good reviews on pages like Yelp, Facebook, and Google.

Problem Resolution (Resolving Family Concerns)

Should a situation arise that involves the JOL program or employee, please follow the following guidelines to have your concerns addressed:

Bring your issues to the attention of the Executive Director. Every effort will be made to address the issues and reach a solution.

If you wish to make a formal complaint, provide a short written explanation of the issue to the Executive Director. If deemed necessary, a meeting will be scheduled to address the issues.

Dismissal from the School

We reserve the right to dismiss your child from our school enrollment if their behavior, or that of the parents, becomes unacceptable or disruptive. This includes non-compliance with the policies and procedures outlined in this document.

The Jump On Languages Founders and Directors

Jump On Languages is a family owned business founded by Paola Mizrahi and her spouse, Eddy Reif.

Paola Mizrahi - CO-FOUNDER & EXECUTIVE DIRECTOR

Paola holds a BA in Psychology from the Catholic University Andrés Bello, Caracas, Venezuela, and a Masters of Social Work from the University of Washington. She has more than 20 years' experience working with families and children in different positions.

She was Family and Community Engagement Supervisor at Seattle Public Schools, Spanish Preschool Teacher at Hutch Kids Childcare Center in Seattle, and has been leading groups and camps for children since she was 16 years old.

She was born and raised in Venezuela, where she learned not only the rich Spanish Language but also the lively Latin-American culture, based on community values, festive spirit, curiosity and creativity.

She strongly believes that children thrive when they are engaged, motivated, and challenged in a safe environment. Her philosophy for Jump on Languages

is based on positive relationships, interactive learning, and celebration of growth.

Eddy Reif - CO-FOUNDER & CHIEF EXECUTIVE OFFICER

Eddy has always been passionate about working with kids, from being counselor for youth programs in his home country of Venezuela to serving on the board of Hutch Kids (the day-care affiliated with the Fred Hutch Cancer Research Center, SCCA and UW) for six years. Eddy is the co-founder of Jump On Languages and runs the business and administrative side of the program. He was born and raised in Venezuela, and he holds a degree in Industrial Engineering from Simon Bolivar University, as well as an MBA from UC Berkeley. His professional career includes experience in brand management at Procter & Gamble, marketing for Venezuela's largest newspaper, management consulting, and 15 years at Amazon leading product and engineering teams. In January 2021, Eddy decided to dedicate himself full time to the community and to running Jump On Languages. He loves using his business and project management experience to make an impact. He also spends time supporting Seattle Public Schools' COVID protocols at John Stanford International School and teaching project management courses at UW.

DISCLAIMER

Please note that while we do our best to maintain a detailed and thorough Family Handbook, with or without notice, based on the decisions of the JOL Administration. If you find any part of this document unclear, or have a recommendation for additional content, please speak with the JOL Administration or email Eddy Reif at eddy@jumponlanguages.com.