

**2024-2025 Sofive XLA Xtra  
Time Lake Nona  
Parent Handbook**



**School Year Dates**

**August 12, 2024 - May 28, 2025**

**Xtra Time Hours**

**3:00 PM - 6:00 PM**

**Early Dismissal Day**

**2:00 PM - 6:00 PM**

**Bianca Diaz**

Xtra Time Program Coordinator

[Bianca@xlsportsworld.com](mailto:Bianca@xlsportsworld.com)

12314 Suttner Ave Orlando, FL, 32837

407-863-3101

# WELCOME TO THE 2024-2025 XTRA TIME AFTER SCHOOL PROGRAM!

Dear Xtra Time After School Program Parents,

We want to take this opportunity to welcome you to our Xtra Time After School program. Thank you for choosing Sofive (XL) Lake Nona as your child's after school care provider. We assure you that we will make this a positive experience for both you and your child(ren). We at XLA Xtra Time want our students and athletes to be a part of a safe, learning, engaging, and most importantly fun environment. We want our students and employees to hold the same set of common core values that will be interwoven into student and employee relationships, daily activities, and decision making. We want to instill a lifelong code of positivity, respect, kindness, and acceptance.

The 2024-2025 Xtra Time Parent Handbook contains all the information about our Xtra Time Program. Please review it carefully. The handbook will answer most of your questions and help you better understand our program and our programs policies. These policies for our program are in place for a reason. **Our main goal is to keep all students safe and having fun.** We encourage you to go over these policies with your child to ensure they are aware of what to expect during their Xtra Time experience.

Please do not hesitate to contact me with any questions or concerns that you may have.

Sincerely,

**Bianca Diaz**

Xtra Time Program Coordinator  
Bianca@xlsportsworld.com

## **GENERAL INFORMATION**

Once you have created an account with us and registered your child under the **2024/2025 Xtra Time** program, you will receive an email from us stating a few reminders. Please view the email and refer back to it during the course of the program as a reminder.

When registering you will be asked if your child will attend Xtra Time for a full semester, select months, or select days. Remember if you choose to register for select months or select days and change your mind to full semester later on, the option may not be available if our buses are full.

In the beginning of the semester we introduce a large discount to families who take advantage of the full semester savings. This discount runs for a short period of time. The discount is \$1510 for the full semester if you opt in and pay by a certain time period.

If you choose to opt out at any point during the semester, we cannot issue a refund. Due to the limited spots available for Laureate park, it is important that the dates you choose are the dates you remain with for the semester. We deal with each parent and child on a case to case basis. Please feel free to contact us if you have any questions.

Contact information for Xtra Time Lake Nona

Phone: 407-863-3101

Email: [Bianca@xlsportsworld.com](mailto:Bianca@xlsportsworld.com)

Website: <https://www.xlnona.com/xtratime>

### **Xtra Time Hours**

3:00 PM - 6:00 PM

Wednesday Early Dismissal 2:00 PM - 6:00 PM

### **Xtra Time Business Hours**

11:00 AM - 7:00 PM

Monday - Friday

If you have any questions about your child's Xtra Time schedule, payments, or your account, please contact Sofive (XL) Lake Nona Xtra Time during business hours or email [Bianca@xlsportsworld.com](mailto:Bianca@xlsportsworld.com). If calling please leave a voicemail or speak with an Xtra Time attendant directly. If emailing, we will respond within 24 hours of your

message.

### **Questions/Comments/Concerns**

During the course of the year your child is enrolled in the Xtra Time Program, if you have any questions, comments or concerns, the Xtra Time coordinator, Bianca Diaz, is available via telephone or email. The coordinator is available in person at Sofive (XL) Lake Nona. You may also speak to one of our Assistant Directors when picking up your child. If you have an urgent matter, please contact us via telephone immediately.

### **Xtra Time Staff**

The Xtra Time staff that will be in charge of picking up your child from their school, bringing them safely to our facility in our vans, and being their teacher(s) and coach(s) during their time here are all trained and qualified for their position. The Xtra Time coordinator, director, and staff are committed to ensuring your child is completing homework, learning, growing, having fun and being safe. The staff keeps a list of Xtra Time participants with them from the pick up process at school, through the pick up process from a registered adult on their account. (See pick up process).

## **Afterschool Operations**

### **Tutor Hour**

When your child arrives at Sofive (XL) from their school they will be placed in one of our large multipurpose rooms for a tutoring hour. We know your child will not want to engage in school work after being in school for 8 hours. We purposely place tutoring first on the agenda for their minds to continue working in school mode. They will complete any homework with the help of our Xtra Time staff. During this hour we also encourage you to pack a book or two every day for them to read. In the case of no homework, it is important that they have something to engage their minds with for the first hour.

### **Active Hour**

The next hour for your child will be dedicated to an active hour. This hour will consist of your child participating in a variety of extracurricular activities to get them up and moving. Your child may participate in one of our youth development soccer programs, jr academy, martial arts, or an Xtra Time organized hour of play. For this hour you may choose an “add-on” for your child to participate in or choose not to. Whether your child participates in an add-on or an organized hour of play, children will learn about teamwork and development of relationships.

### **Free Time Hour**

The final hour of Xtra Time before you pick up your child will be dedicated to free time. During this hour your child will be able to relax and enjoy their favorite activity of choice. They will be allowed to color, watch interactive videos, sit down and/or relax.

### **Snack Time**

After a long day at school your child will arrive at Xtra Time, extra hungry. Please remember to pack them extra snacks or preload money on your child's account for purchase of items such as chips, granola bars, provolone triangles, chicken tenders, french fries, and much more. You will be responsible for adding more money to your child's account in order for them to purchase a snack. If your child has any food allergies, please make note of the allergy on the registration form. It is important that we are aware of what they are allergic to.

## **Camp Policies and Procedures**

### **Camp Rates:**

\$35 / DAY

\$1500 / FULL SEMESTER (HUGE SAVINGS)

### **Add Ons for Active Hour:**

\$238 / YOUTH DEVELOPMENT PROGRAM

\$145 / ACADEMY

\$149 / JIU JITSU

### **Enrollment**

When enrolling your child(ren) you will be asked to select the days your child will attend. It is important that you choose the correct days if you are not selecting the full semester. Once your days are selected and your child is enrolled, there may be no available roster spaces on other days of the week to change to. Rosters will fill up quickly due to full semester sign ups. For the safety of your child, there is a max roster size for the van transportation from school to Sofive (XL). Reminder, the days you select can not be deducted from. You may add more days throughout the semester but we can not take days away. Please fill out all enrollment forms

[☰ 2024- 2025 Xtra Time Enrollment Forms](#)

### **Absence Policy**

It is important to notify us if your child will be absent from Xtra Time. When we arrive at your child's school a staff member of the school may not notify us your child was not present in school today. Please send us an email at Bianca@xlsportsworld.com or call us at 407-863-3101. Please be aware that if your child is absent from Xtra Time for any reason, there are no opportunities to make that time up. There are no refunds, credits, or substitutions for missed days due to illness, injury, or family activities.

### **Payments**

Payments are due upon registering. Once the day, week, month, or full semester has been chosen, you will be sent to a check out area that will allow you to enter your payment information. When registering you may save a card to your file to ensure payments will be processed on time and for your convenience. If you would like to pay by cash or check, please visit us at 12314 Suttner Ave Orlando , FL 32827. Remember paying secures your spot. If you do not pay, then your child will not have a secure spot on our van or on our roster.

### **Check Out Procedure**

Pick up can begin at any point once your child arrives at Sofive (XL). Please remember, pick up ends at 6 PM. Please notify us if you will be running late. We understand that traffic, meetings, and emergencies occur. We ask that you communicate with us so we are able to ensure a staff member can remain on site to monitor your child.

On the first day of pick up from the Xtra Time program, the parent or legal guardian must present a photo id to the Xtra Time staff. The legal parent or guardian picking up the child will be able to add other family members or friends who they authorize to pick up their child. You must provide their name as presented on their driver license and what their relationship is to your child. It is important that only authorized pick up members are picking up the child.

Once proof of ID is shown, an Xtra Time Staff member will release your child(ren) to you. We try to ensure that all items are placed back into your child's backpack after they are taken out for studying hours. Please remember to check your child's bag to ensure no school books are left behind for the following school day.

### **Parking Lot Safety**

Orlando Fire Department prohibits anyone from parking in the front of the building and will ticket any cars parked in front of the building.

Please remember to be patient and cautious in the parking lot during drop off and pick up.

The front spots are reserved for handicapped people and parents with infants in car seats. All other parents must park in one of the designated parking spots in our lot.

### **Injury/Illness**

If your child receives a minor injury (i.e. scrape, cut, bruise, bump, etc.) while at Xtra Time, the staff will assess the situation and take care of any minor accidents. If the staff feels the incident warrants further attention, he/she will notify the Director. The Director will determine whether the parents need to be contacted. We cannot call every parent for every minor bump or bruise, but we will contact you if we deem necessary. Every illness/injury is written up on an incident report which a director reviews, signs, and sends home with the child.

If your child becomes seriously ill or injured at camp, a Director will contact you immediately. If we feel it is necessary, we will contact 911 first. If we are unable to wait until you arrive at the camp, a Director will accompany your child to the hospital and will stay with them until you arrive. Once at the hospital, our staff will not authorize any medical treatment. All injured campers will be taken to Nemours Children Hospital in Lake Nona, unless you request otherwise.

**If any of the following symptoms occur at camp, you will be contacted to pick up your child within the hour:**

- Temperature over 100°F.
- Severe cold with fever, coughing, or bronchitis
- Difficulty or rapid breathing
- Severe pain or discomfort, including ear or throat
- Vomiting or diarrhea
- Rashes that cannot be identified or have not been diagnosed by a physician
- Contagious diseases such as measles, chicken pox, mumps, roseola, pink eye, or ringworm (we would appreciate a call notifying us so we can pass the information concerning potential exposure on to the other campers)  
+COVID-19 Symptoms
- Ear or throat infections
- Unusual behavior (i.e. extreme lethargy, refusing food or drink)
- Any infected skin area (i.e. ringworm)
- Detection of head lice
- Campers that are sent home from camp because of illness may not return to camp until they are:
  - Free of symptoms for 24 hours

- On the appropriate medication for 24 hours
- Have a physician's note stating that they are free of symptoms

### **Medication**

**\*Very Important\***

Please do not send your child to Xtra Time with medicine in their backpack This includes Tylenol, cough drops, inhalers, and Epipens. This can be harmful to your child and other children if the medication falls out of their backpack. Please hand deliver any medication to your child in a plastic, labeled bag at the front desk. We will keep your child's medication in a safe place and make sure it is available to your child when needed.

- A Medication Form must be filled out and submitted when the medication is turned in at the desk. Medication must be labeled and stored in the original container.
- Parents must provide any precautionary information specific to the medication.
- Medications will be stored in a secure area that is not accessible to Xtra Time members.

### **Policy on Illness and The Management of Communicable Diseases**

We are genuinely concerned with the health and safety of every child in our program. To prevent illness from spreading, please do not send your child to school if they are ill or possibly contagious.

No refund/credit/substitutions will be made if your child is sent home sick from the Xtra Time program.

Our entire Xtra Time staff completes a CPR and First Aid course.

### **Xtra Time Discipline Policy**

It is XL Xtra Time's goal to provide a healthy, safe, and secure environment for all Xtra Time children. Children are expected to follow the camp rules and to interact appropriately in a group setting. A discipline report is written for almost every incident. We do this so that you are aware of the incident and can speak to your child. We cannot call every parent every time a child is disciplined, however we will ask to speak with you at the end of the day for more serious incidents. We try to keep the lines of communication open so we can work together to help your child have a good day at camp.



## Camp Rules

- Keep hands, feet, and all objects to yourself.
- Be respectful to yourself, others, and Xtra Time Property.
  - Listen and follow directions.
- Foul language/name calling is not permitted.
  - Treat others with kindness and respect.
- Always tell a staff member if something is wrong or if you are upset.
  - Be responsible for your personal belongings always.
  - Play fair and have fun!

## Cell phones

We prefer that children do not bring cell phones to Xtra Time. The children have access to our phones in the event they need to call you. If your child contacts you during Xtra Time to tell you that there is a problem, please tell them to tell any staff member. If a phone is brought to Xtra Time, they do so at their own risk. We will not be held responsible for any cell phones that are lost, stolen, or damaged. We reserve the right to confiscate cell phones at our discretion if we feel that they are being used inappropriately or are disruptive. If your child's phone is confiscated, it will be placed at the front desk until pick up. If the problem persists, your child will be prohibited from bringing their cell phone to Xtra Time.

### **If your child disobeys the Xtra Time rules, we will take the following actions:**

- Staff will redirect the child to a more appropriate behavior and remind him/her of the rules.
  - If the behavior persists, the child will be placed in time-out.
- The staff will document the situation by filling out a discipline report. All discipline reports are reviewed by the Director and a copy of the report is sent home.
  - If a child's behavior at any time threatens the immediate safety of them, other children or staff, the parent will be notified and expected to pick up the child immediately.
- If your child is suspended from Xtra Time, you are still responsible for those days.

**Continuous disruptive behavior may result in a suspension or expulsion from the program. If your child is expelled from the program, your financial responsibility will end at the end of that week. You will not receive a refund for any days or weeks your child will no longer attend. We have a no refund policy due to the limited amount of space and high demand for the program.**

We will make every effort to calm your child, redirect them and diffuse every situation, as we do understand that children occasionally become upset and can act out. However, if we feel that we cannot control your child, we have no other alternative than to remove them from Xtra Time. If your child is being sent home because they are not following the rules or they are being disruptive to the rest of the children, they will be placed in time-out in the office until you pick them up. Children must be picked up within one hour. Please note that if you are contacted to pick up your child from Xtra Time due to behavior issues, you will not receive a credit/refund for that day.

If we decide to suspend or terminate your child's Xtra Time enrollment due to any behavioral issues, you will not receive a credit/refund. We will terminate his/her enrollment at the end of that week, and you will not be charged for any future week(s) that haven't been prepaid. If your child is expelled from Xtra Time, siblings of that child may continue to attend camp; however, if you decide to remove your other children, you are still responsible for paying for all days/weeks the siblings were originally enrolled.

## **Miscellaneous Information**

### **Photo Release**

Any photos or video footage taken while your child is at Xtra Time may be used for promotional purposes in print media and/or internet promotion. No financial compensation is available should such a picture/video be used.

### **Lost and Found**

It is your child's responsibility to keep track of their personal belongings. We will remind your child often to place their belongings back into their backpacks. Please have your child's name on personal belongings, including; backpack, lunch box, jackets, home items, books, and anything else your child may bring with them to school. We do have a lost and found area where items will be placed at the end of the day. When the Xtra Time staff cleans up for the night, they will find items left behind that may belong to your child. If your child happens to leave something behind, please remember to ask at the front desk when picking up your child the following day. Items that are not picked up after two weeks will be donated to Goodwill.

### **Final Note**

Our staff works extremely hard to get to know your child to ensure that all children feel safe and cared for while under our care. Please always treat our staff with respect. With many staff members working the program and a large number of children, it is impossible for each staff member to remember everything about your

child's day. Please ask to speak to the program director if you have something you would like to discuss about your child or the program. We will always take the time to speak with you directly about your concerns and address every situation in a timely manner. If you have any issues or concerns you would like to discuss, please bring it to the attention of a staff member or the director personally.