

Parent Handbook

AFTERMATH AFTERCARE CORPORATION

www.aftermathaftercare.com Theaftermath086@gmail.com

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Welcome to The After Math Beyond the Classroom

This handbook is designed to provide you with essential information about our program, ensuring a positive and enriching experience for your child.

By enrolling your child in The After Math Program, you are joining a supportive community committed to your child's growth and well-being. Thank you for entrusting us with this important part of their day.

At The After Math, we believe that each family contributes directly to the growth and success of the program, and we hope you will take pride in being a member of The After Math family.

Parents should become familiar with the contents of the handbook as soon as possible, for it will answer many questions about The After Math.

This handbook will help you to better understand our vision for The After Math.

We hope that your experience here will be enjoyable, and long lasting.

Again, welcome!

Elizabeth McKinney
President & CEO

Program Overview:

Our Before & Afterschool Program aims to create a safe and engaging environment for your child outside regular school hours. We focus on fostering academic growth, personal development, and a sense of community.

After Math Aftercare Corporation will reflect and respect the diversity in our community. After Math Aftercare Corporation is committed to providing developmentally and culturally appropriate programming that respects, reflects, and supports children and families, cultivates an understanding among children and staff, and incorporates an antibias approach to curriculum. Our program encourages families, extended families, and the community to share interests, hobbies, cultural information, and activities.

NONDISCRIMINATION STATEMENT: All people are welcome at the After Math regardless of race, sex, age, national origin, religion, marital status, sexual orientation, political ideology, or abilities. Contact the Childcare Director to make necessary arrangements. In our efforts to promote an awareness and understanding of the world around us, lessons about customs and celebrations of other cultures are a part of our curriculum.

We encourage parents to actively participate in our program and to stay involved in your child's experience. We also ask that you support our decisions as they relate to our standards in caring for your child. For The After Math to provide the best experience for your child, we ask that, prior to registration, you consult with the Childcare Director regarding any special needs of your child. Because there are some medical treatments and procedures that legally the After Math staff is not trained nor qualified to perform, children will be enrolled on an individual basis.

The After Math and parents are partners in helping each child have a fun-filled, enriching, and safe experience in our program. We want parents to communicate needs, problems, and concerns as well as great experiences.

You can write a note, e-mail us, or call us. We encourage you to share your talents, hobbies, and/or profession with your child's group. We invite parents to visit our program any time during the hours of operation. Parents should feel free to observe and interact with their child. We do encourage parents to be respectful of their child's program schedule or activities.

Enroll @ www.aftermathaftercare.com.

<u>Registration: Deposits, Discounts, Weekly Fees</u>: Details regarding registration, fees, and payment schedules are outlined below.

The After Math Fees:

Power Center Academy/Memphis Merit Academy Locations

- Annual Non-Refundable Deposit: \$25.00
- Before care Only: \$30.00 Weekly
- Aftercare Only: \$45.00 Weekly
- * Before & Aftercare: \$55.00 Weekly

St. George's Independent School:

- Annual Non-Refundable Deposit: \$25.00
- Aftercare Only: \$50.00 Weekly

Each family utilizing the drop-in services will need to fill out an enrollment form @ www.aftermathaftercare.com & pay the annual registration fee prior to receiving childcare services.

<u>Annual Registration Deposits:</u> Are due upon enrollment to secure your space in the program. An annual deposit of \$25.00 per child is due upon enrolling. Annual Registration fees are non-refundable.

<u>Weekly fees:</u> Automatically drafted on Mondays (same week of service). All accounts will require a debit or credit card on file. Weekly tuition is not discounted for siblings.

No payments will be accepted at the sites. Weekly fees are not refundable if your child is suspended/expelled from our program.

Each family utilizing the drop-in services will need to fill out an enrollment form @ www.aftermathaftercare.com & pay the annual registration fee prior to receiving childcare services. Please contact an After Math administrator for daily rate.

If weekly fees are paid late, there is a \$5 late fee per child per day charged. Children may not attend our program unless their payments are current.

<u>Returned Payments/Insufficient Funds:</u> A \$25.00 fee will be charged to accounts when payments are returned due to insufficient funds, closed accounts or locked cards. It is not the responsibility of After

Math Aftercare Corporation to send reminders to unlock cards or to update payment information. Parents and guardians are responsible for ensuring that payment information is up-to-date and that sufficient funds are available in account to cover the draft.

Refunds: Your fee pays for direct operating costs such as staff, snacks, and materials. All of these must be available each day for your child. When you enroll, you are reserving the time, space, staff, and provisions for your child, whether the child attends or not. We cannot deduct days missed from your fee. A full refund will only be given if the After Math cancels a program. Weeks will only be prorated if the school is out for three days or more.

<u>Delinquent Accounts/Outstanding Balances</u>: Notification: Parents will be notified of any outstanding balances through the ProCare system. Late fees are assessed on Tuesday @ \$5.00 per day per child charged until balance is paid in full. If payments are not received by the close of business on All remaining balances will be reported to the school for further collections.

<u>Continued Enrollment:</u> Habitual late payers will not be allowed to reenroll in the program.

Payment Disputes:

Resolution Process: Any disputes regarding payments should be directed to the program director for resolution or to an After Math Administrator @ 901-509-2855. Parents should provide documentation supporting their dispute.

<u>Adjustment:</u> If a payment error is identified, an adjustment will be made promptly in the ProCare system.

<u>Absence: Absences</u> from the program will need to be reported 1 week prior to absence. Unless deemed an emergency: death in the family, hospitalization etc. Proof of emergency will need to be submitted to credit account and approved to return to the program.

<u>Late Pick-Up Fees:</u> Aftercare ends @ 6:00pm. At 6:01 pm accounts will be charged \$1.00 per minute every minute after 6:00pm (i.e., pick up @ 6:10pm account will be charged \$10.00).

Enrollment, Cancellation Withdrawal Policy

Initial Enrollment: Student, parent, payment information must be submitted and confirmed in the ProCare system. Parents can access the ProCare system by enrolling via the website @ www.aftermathaftercare.com Enrollment fee must be paid at time of enrollment before a child's enrollment is approved.

<u>Cancellation Policy:</u> All withdrawals are submitted via email @ <u>theaftermath088@gmail.com</u> or <u>theaftermath089@gmail.com</u>. You are required to give one week's notice (7 days). Outstanding balances must be settled upon withdrawal.

<u>Inclement Weather:</u> No credit, refund or payment transfer is given for closings due to inclement weather, emergency situations, or acts of God.

<u>Special Needs:</u> Please note that we make every reasonable effort to accommodate children with special needs. However, our program is not equipped to handle children that require one on one attention on a regular basis. Dietary, medical, personal, behavioral, and/or physical special needs must be reported on the registration form. Verbal follow-up is appreciated. Our staff will make every effort to accommodate these needs.

After Math Team Group Leaders:

The quality and effectiveness of our program is related to the personal characteristics of our staff. Therefore, we look for the best when we hire. Members of the After Math Team are chosen for their ability to model the After Math values, leadership, patience, structure, and experience working with children. Our staff are also chosen for their energy, and sensitivity to the individual needs of each child. We conduct criminal background checks and central registry checks. Rest assured that your child is well cared for while they are in our program.

<u>Sign In/Out Procedures:</u> All children must be signed into our programs by an adult 18 years or older. No child, regardless of circumstances, will be allowed to leave the care of the After Math staff with an unauthorized person. Your child will only be released to the people you have listed & issued pin #'s.

Please do not give your issued pin# to anybody else to pick up your child. We will not release your child to anyone else unless we have written authorization from you. Phone calls/faxes will not be accepted as verification for pick up. The safety of the child is more important than any inconvenience to the parent. If a non-custodial parent has been denied access to a child by a court order, you must submit

documentation to that effect (within 24 hours of registration), and we will comply with it accordingly. Anyone picking up your child must be at least 18 years or older and must show a valid picture ID. You are required to show your picture ID at every pickup.

Late Pick Up Policy: Children must be picked up by 6:00 pm (5:30pm @ St. George's Independent), the time the site closes. If an emergency arises and you are unable to reach the site by close, please contact your site location or childcare services to let us know when we can expect your child(ren) to be picked up.

The After Math is required to notify the Department of Children's Services or the police when children are left in a program without notification from families and when no contacts can be reached to pick up the child. Each center follows these guidelines in response to a late pick-up:

- 1. If the family is late for pick up, immediately after 6:00 pm (5:30 pm) staff will try to call the family to ensure that someone is on the way to pick up the child. If the family is not reachable, staff will notify emergency contacts and ask for pick up.
- 2. If the family and emergency contacts cannot be reached within 30 minutes, staff notify the DCS and police.
- 3. A late fee is charged. This fee is \$1 for every minute the parent is late. The fee will be automatically drafted with your weekly fee for the upcoming week of service.
- 4. If your child is picked up late on three occasions, your child's participation in the program may be suspended or terminated.

We will follow these steps:

1st time late: • The Site Director reinforces the closing time and documents in the child's file the late pick up and gives the family a copy of Late Policy.

2nd time late: • Staff will provide written notification about being late, listing the 1st and 2nd time being late on the notification form. The Site Director will notify the Childcare Director. The Childcare Director will contact the family either by phone or in person to problem solve this issue.

3rd time late: • The Childcare Director will work on progressive discipline (may include suspension or termination of care).

Late pick up policy is strictly followed and enforced.

Behavior Management and Suspension Procedure

Behavior Plan: A behavior improvement plan may be discussed and implemented with input from the parents and staff to address and correct the behavior.

<u>First Warning:</u> Behavior Documentation: When a behavioral issue occurs, staff will document the incident, including details of the behavior and the context.

- Parent Communication: The site lead or designated staff member will speak to the parents or guardians about the incident on the same day or as soon as possible.
- Exclusion from Fun time Friday: The student will be excluded from and will not be able to participate in the weekly Fun time Friday activities.

• Behavior Plan: A behavior improvement plan may be discussed and implemented with input from the parents and staff to address and correct the behavior.

<u>Second Warning:</u> Behavior Documentation: Any further behavioral issues will again be documented by the staff.

- Parent Meeting: A meeting with the parents or guardians will be scheduled to discuss the behavior and the consequences.
- Suspension: The student will be suspended from the program for 1-3 days, depending on the severity of the action & approval by site lead.
- Payment Responsibility: Parents or guardians will still be responsible for the payment for that week, regardless of the suspension.
- Behavior Plan Review: The existing behavior plan will be reviewed and adjusted as needed to support the student's improvement.

Third Warning: Behavior Documentation: Continued behavioral issues will be documented with detailed reports on previous interventions and outcomes.

• Parent Meeting: Another meeting with the parents or guardians will be held to discuss the student's ongoing behavior issues.

* Extended Suspension: The student will be suspended from the program for 30 days to indefinitely. The duration of this suspension will be at the discretion of the site lead.

NOTE: Parents or guardians will be responsible for any outstanding payments up to the suspension date.

- Final Decision: The site lead will make the final decision on whether the student can return to the program after the suspension period or if the suspension will be permanent.
- Appeals Process: Appeal Submission: Parents or guardians may submit a written appeal to the program director within five business days of receiving the suspension notice.
- Review: The program director will review the appeal and the incident documentation.
- Decision: The program director will make a final decision and communicate it to the parents or guardians within five business days of receiving the appeal.
- Communication: Policy Awareness: Parents and guardians will be informed of this behavior policy upon enrollment.
- Documentation Access: Parents may request access to the documentation of their child's behavior incidents at any time.
- Support and Resources: Behavior Support: The program will provide resources and support to help students improve their behavior, including counseling referrals, if necessary.

- Staff Training: Staff will receive regular training on behavior management techniques and conflict resolution to handle incidents effectively and consistently.
- Review and Update: This policy will be reviewed annually and updated as needed to ensure it meets the needs of the program and provides a safe environment for all participants.
- Contact Information: For questions or concerns about this policy, please contact the program director at 901-509-2855. This policy aims to handle behavioral issues in a structured and fair manner, providing clear consequences while also offering support and opportunities for improvement.

The following behaviors are not acceptable, and could result in immediate suspension or termination from the program:

- Endangering the health or safety of children or staff
- Habitual use of profanity, vulgarity, or obscenities
- Possession or use of illegal substances or paraphernalia
- Possession of any weapon

When breaches of rules and regulations occur, it is the responsibility of After Math staff to work with the children and parents/guardians to help the child correct their behavior. When determining the response for a specific infraction, the childcare staff will consider the nature of the act, the child's age and maturation, any mitigating circumstances, and the effect of his or her actions on the welfare of the After Math.

The fact that a particular violation of good conduct is not specifically mentioned in the following is not a satisfactory defense for any improper conduct. It is impossible to list every action which is

inconsistent with good character values and citizenship. We expect all children in our program to form the habit of not only observing the rules contained in this handbook, but also the general rules of good conduct and common sense acknowledged by the community in which we live.

Behaviors that may result in disciplinary action include, but are not limited to:

- Fighting
- Habitual use of profanity, vulgarity, or obscenities
- Shoving, pushing and/or other aggressive acts
- Disrespect for another person and/or property
- Harassment (verbal, physical, sexual)
- Bathroom misbehavior (i.e., water throwing, climbing on toilets, or hanging on stalls)
- Vandalism
- Stealing
- Continual program disruption/refusal to follow program rules
- Possess or use of illegal substances, paraphernalia, or weapons
- Endangering the health or safety of children or staff

Depending upon the severity of the offense, a child may be immediately suspended or permanently removed from our program upon the first offense at the staff's discretion. In the event of a major infraction of the rules, the childcare staff will contact a parent/ guardian to discuss the issue and, if warranted, decide for the child to be sent home immediately.

Continuous discipline problems will result in the child's removal from the program. No refunds will be given if a child is asked to leave our program. If this occurs, the child is not eligible to sign up for childcare again in the future at any After Math location. If the child is suspended, the parent will still be responsible for paying the weekly fee. If, at any time, the child's behavior in any way threatens the safety of the other children or staff, the parents will be called immediately.

Physical violence cannot and will not be tolerated. Behavior that is deemed extremely unsafe or violent may result in immediate termination from our program. The After Math serves the right to immediately terminate program services in cases of extreme misconduct that may endanger others. If the After Math is unable to meet the child's needs, alternative childcare arrangements will need to be made by the parents/guardians.

<u>Cell Phone and Communication Devices Policy:</u>

K-5 students are banned from possessing any type of phone or personal communication device that is turned on or is visible/audible at any time during the before or aftercare.

- 6-8 students are required to check in any personal cellular or communication device upon arrival to aftercare personnel and are permitted to check out the device upon dismissal.

 Failure to comply to the cellular device policy will result in the following:
- First offense (administrative warning): The parent will be notified, and the device will be returned at the end of before or aftercare to the parent.
- Second offense: The parent will be notified and will not be able to participate in Fun Time Friday Activity. The device will then be returned to the parent or quardian.

- Third offense (one-day suspension): The parent will be notified, and the student will receive a one-day suspension for before & after care.
- Fourth offense (three to five-day suspension): The parent will be notified, and the student will receive a three to five-day suspension.

Accidents/Emergencies: We work hard to anticipate and prevent injuries. If your child is injured, we will:

- Administer Band-Aids and comfort in large doses for small hurts (minor cuts, scrapes and bumps)
- Contact you or your emergency contact if any injury may require medical attention including bee stings, moderate cuts, sprains, and injuries to joints or fractures. You may then decide what you want done.
- Secure medical treatment immediately if a parent or emergency contact cannot be reached or if the injury warrants fast action.

The After Math reserves the right to contact emergency care. Health and Safety Please notify us immediately when there is a new home or work phone number, if you have moved, etc. If your child is sick or injured, it is important for us to be able to reach you right away. Children must be healthy enough to participate in the program's daily routine. We do not have the facilities to care for sick children and, therefore, do not allow them to attend the program. For the safety and comfort of your child, keep him/her home until he/she feels better and no longer presents the danger of passing on the illness.

When your child has a fever, make sure they remain at home 24 hours after their temperature has returned to normal. Children with lice must be nit free before returning. We may require a physician's release for any medical or health condition.

If your child becomes ill while at our program, you will be required to pick up your child when called. Please remember that we have the health of all children and staff to consider. If your child becomes sick during school hours and attends our After School Program, you will need to contact the After Math to let us know of your child's absence. The school will not communicate to us if a child has been picked up early.

MEDICATIONS: If your child is taking prescription medication that must be administered during extended care hours, please complete the medication treatment form with the name, dosage, and time your child will need the medication. We cannot administer any medication without written parental/guardian consent. All medication will be collected by the Site Director and administered as prescribed by the doctor. Medications must be in the original container with the appropriate dosage indicated. Unused medications will be returned to the parent at the end of the week/day.

It is required that only one week of medication be stored. Students who use asthmatic inhalers or medications for allergic reactions (i.e., an Epi-Pen) will be kept in locked container in After Math cabinet and can only administer it to themselves under supervision of a site leader/team group leader.

After Math COMMUNICABLE DISEASE POLICY: Should a student exhibit any symptoms of illness, the parents will be called to arrange for immediate pick-up. Examples are:

- Diarrhea (more than one abnormally loose stool within 24 hours)
- Severe coughing

- Yellowish skin or eyes
- Conjunctivitis
- Temperature of 100°F or higher
- Untreated, infected skin patches
- Stiff neck
- Unusual spots of rash
- Sore throat or difficulty swallowing
- Vomiting
- Evidence of lice, scabies, or other parasitic infection A child exhibiting signs of illness will be isolated until they are picked up by the parent or other authorized adult. Any child who has been diagnosed with a communicable illness will only be allowed back with a doctor's release.
 - What to Leave at Home
 - Toys from home
 - All electronic devices, including but not limited to cell phones, iPods, video games, etc.
 - Chewing gum, candy, soft drinks, own snacks (unless child has an allergy)
 - Anything deemed "too valuable to lose"

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the director/staff for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the staff should they find their child is having difficulty with this policy. If the parents fail repeatedly to enforce this policy with their children, the staff will call the parents and require that they come to the site and remove the toy.

Lost and Found: All items brought to our program should be clearly marked with your child's name (lunch boxes, jackets, coats, sweaters.) While keeping up with their own belongings is the responsibility of the child, we do realize that sometimes things get misplaced. We will do our best to reunite lost belongings with the appropriate owners. However, due to limited storage space at most school sites, the Lost and Found is usually disposed of after 1 day of storage.

Report any actions by After Math staff or volunteers that you deem to be inappropriate to the Childcare Director. If these actions involve suspected child abuse, contact the Child Abuse Hotline immediately. There are two toll-free numbers, and they are operational 24 hours a day, 7 days a week. The numbers are 1-877-54ABUSE (1-877-542-2873) and 1-877-237-0004.

Mandating Reporting Suspected Child Abuse and Neglect Under the Child Protective Services Act: Mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of the After Math Aftercare Corporation are considered mandated reporters, under this law. The employees of the After Math are not required to discuss their suspicions with parents prior to reporting the matter to appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior, or condition prior to making a report. Under the Act, mandated reporters can be help criminally responsible if they fail to report suspected abuse or neglect. We at After Math take this responsibility very seriously and will make all warranted reports to the appropriate authorities.

<u>The Child Protective Services Act: Designed to protect the welfare</u> and best interest of all children. As mandated reporters, the staff of the After Math Aftercare Corporation cannot be held liable for reports

made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints (e.g., car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriate meals including a drink for your child
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school/camp over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside
- Children who exhibit behavior consistent with an abusive situation
- Parental Code of Conduct Parents have a right to:

- Know that their children are in a safe environment where they are free to select from a variety of activities
- Share their concerns with the staff
- Know if their child is misbehaving, and to spend time talking with the staff concerning a solution
- Voice special concerns and considerations not covered in the manual
- To discuss special issues where occasional exceptions may be made from the rules set forth in the manual Parents have a responsibility to:
- Let the staff know if their child will not be attending
- Observe the rules and policies of the program
- Listen to concerns that staff may have about their child's behavior and assist in resolving the issue
- Replace any equipment that their child is responsible for misusing
- Sign their child in each morning and out at the end of each day
- Pay fees in full, on time
- Pick their child up on time

All parents, children, and employees of the After Math have the right to be treated in a manner that is professional, respectful, and safe. Any parent, guardian or staff who jeopardizes the safety of others may be prohibited from participation in the After Math or any of its activities. Everyone at the After Math is expected to follow our Code of Conduct. This applies to members, program participants, guests, parents, and staff.

The After Math also expects that all participating parents/adults act as positive role models while at our school sites. Participants, guests, and parents are expected to always behave in a civilized manner towards one another and towards After Math employees and volunteer staff. Parents and others who exhibit inappropriate behavior will cause their child to be asked to leave our program. While it is rare that extreme incidents occur with adults relating to our childcare program, the After Math reserves the right to immediately terminate program enrollment due to extreme hostility or misconduct demonstrated by adults/parents.

If you observe a problem with our program or with a staff member, please contact an After Math Aftercare Corporation Director and/or put your complaint in writing. By doing this, we avoid any unnecessary confrontations that might be uncomfortable for the children, other parents, and staff.

Separated/Divorced Parents/Guardians Parents/guardians that are separated or divorced will need to provide copies of a signed court order if there are restrictions regarding their child. Without a signed court order, staff will be required to release the child to either parent/guardian or whomever they authorize to pick up the child. Staff cannot get involved in personal matters. To avoid putting staff in an inconvenient situation, please do not share personal information unrelated to the childcare program with staff. Staff are not allowed to give out copies of documents (i.e., incident/accident reports). Any

issues related to the child will be expressed to the parent or guardian that picks him/her up that day.

Separated/divorced parents will need to agree to their own method of sharing information. Payments are posted under the child's name and are due for the current week. We cannot get involved in situations where one parent picks up a child and the other parent is supposed to make payment. Any written or e-mailed information mailed out from the After Math will be sent to the individual that registered the child in our program. Parental Involvement/Communication Parents are an important part of our program.

At the After Math, we demonstrate Respect, Honesty, and Responsibility by: Speaking in respectful tones; refraining from the use of vulgar or derogatory language; and dressing appropriately. Resolving conflicts in a respectful, honest, and caring manner; never resorting to physical contact or threatening gestures.

Respecting the property of others; never engaging in theft or destruction. Creating a safe, caring environment; never carrying illegal firearms or devices. Participating in programs to build mind, and body; never engaging in the use, sale, dispensing or possession of illegal drugs or narcotics, or the unsanctioned use of alcohol at After Math locations. Adherence to the After Math Code of Conduct is essential. Noncompliance may result in suspension or termination of the After Math program.

<u>SNACKS</u>: After Math will provide snacks to fuel your child's energy and support overall wellbeing. After Math Aftercare Corporation will deliver daily the following snacks. Items are subject to change.

Turkey sandwiches

- Chicken nuggets
- Chicken Strips w/honey mustard
- Uncrustable Sandwich
- * Each meal will consist of a fruit & vegetable (i.e., mandarin oranges, peaches, cucumbers, pickle) cheese stick & white or chocolate milk.

After Math may/may not provide additional snacks to include:
Cheeze-its, fruit snacks, cheese & crackers, Smart Pop, oatmeal
pies, muffins, cookies. veggie Straws, baked chips etc. After
Math will provide alternate snacks for students having food
allergies with delivered prepacked snacks.

COMMUNICATION: Email Weekly e-mails and/or texts will be sent to the e-mail and/or phone number listed on registration form in ProCare. Please check frequently for updates and vital information.

<u>Text Messaging:</u> Text messages will be sent periodically via text messaging through ProCare. Accident/Incident reports, medicine administration, past due payments, late pick-up, inclement weather reports, program relocation and emergencies may or may not be sent via text messaging.

Social media: Please check out our Facebook /Instagram page for pictures, updates, and vital information. Thank you for choosing After Math for your childcare needs and services! Follow us on Facebook @ theaftermathbeyondtheclassroom /Instagram: theaftermath2020 / Website: www.aftermathaftercare.com

Email:

- Yerwanda Brown-Taylor: theaftermath088@gmail.com (PCA Southeast/PCA Middle Hickory Hill)
- Theaftermath087@gmail.com (Memphis Merit Academy/Grahamwood Elementary
- Camille Oliver: theaftermath089@gmail.com (St. George's Independent/PCA Elementary Hickory Hill)