

ACPC Parent Policies—School-Age Programs 2011/2012

Welcome to the ACPC family. Please take a moment to read the following information to become acquainted with our policies. If you have any questions or would like further information, feel free to call or stop in the office. The phone is 233-2901.

Background

ACPC was established in 1968 as the first nonprofit daycare center in the community and initially served only preschoolers from three to five years of age. Over the years our programs have expanded. ACPC now provides care at six school-age sites in Ames in addition to the Main and Toddler centers.

ACPC is governed by a volunteer Board of Directors which must include a majority of parents of children enrolled in the center at large. The Board members serve a three-year term and are involved in all facets of center life. The Board appoints an Executive Director to administer the center. Sue Wuhs is the Executive Director and Sandee Bodholdt is the Assistant Director. Allison Brennan is the School-Age Coordinator for all sites.

Iowa State students comprise most of the staff in the Before and After School and summer Day Camps. The students are typically enrolled in college programs involving children, such as Elementary Education. The part-time nature of the before/after school programs works well with their schedules. We will also have Lab Students at each site on a volunteer basis most days.

ACPC will not discriminate against its clients, employees or volunteers on the basis of race, color, creed, national origin, age, disability, gender, religion, sexual orientation or any other factor protected by any applicable laws. ACPC will follow the appropriate Federal, state and local nondiscrimination laws and encourage diversity in the selection of all people involved with the center.

Hours

ACPC is open five days per week, 12 months a year. We are closed for major holidays including Thursday and Friday of Thanksgiving week. Christmas closings vary each year but agree with the ISU closings. **This year we will close December 23, 26 and 30.**

School-age sites open at 7:00 am and close by 6:00 pm during the school year. We close at 5:30 in the summer. The sites are:

Edwards School	3622 Woodland Street	460-3463	
Fellows School	1400 McKinley Drive	460-1433	Fellow's children 3 rd -5 th
Meeker School	300 20 th Street	460-0700	
Mitchell School	3521 Jewell Drive	460-3628	
Northminster Presbyterian	1416 20th Street	460-8850	Fellow's children K-2 nd
Sawyer School	4316 Ontario	460-1228	

Parent Communication via e-mail

We plan to have school-age parents on our email system to help ensure that all of you receive information from ACPC. We all know what can happen with the many papers in the backpack. Please make sure we have a correct email for you. We plan to have sign-ups for full days off conducted via email. Please tell us if you do not have email. In addition, check our website at www.acpc-childcare.org for important dates and school closing announcements.

Licensing

All ACPC sites are licensed by the Department of Human Services. There are state standards that must be adhered to, and yearly inspections are conducted at each location. Copies of these standards are

available in the ACPC office. Each center is licensed for a specific number of children based on the space and staffing patterns. In addition, some of the regulations that we ask parents to observe are part of the state standards. We thank you for your assistance in doing your part.

Out of School Hours Care

Full days of care are provided for school-age children (for \$ 25 per day) when there is no school except holiday closings. Conference weeks, holiday breaks, spring break and weather closings are some of the times that care will be provided. **We combine sites on all non-school days with two or three sites open**

Parents will be asked to sign-up for the full days of care on email. Information will be given out several weeks ahead of all days off. Enrollment will be accepted on a first come-first serve basis and limited space may be available. If your child is not signed up, we cannot provide care. We will bill you according to the care that you sign up to use. We regret that we cannot do refunds for changes that occur due to illness or changing plans, but we plan staff according to the numbers signed up.

Billing for School-Age Care

The school-age billing is determined by the number of days that the elementary children have school in a year. We then divide that cost equally from September to May. You are charged the same amount each month for regular care. The full days off are reserved and charged in addition. If parents choose to withdraw their child, a reduction of fees for the month will be given if a two week notice is given.

Bills are prepared at the beginning of the month and are charged for the month ahead. Payment is due by the 10th of the month. Bills will be placed in the file folders at each site. You may give the staff your check for them to deposit in their bank bag to bring to the ACPC office.

Receipts

If you need a receipt to show payment for Flex reimbursement, you can send a stamped envelope along or a note requesting a receipt. We can email a receipt if you give us your email address.

Partial Tuition Reduction

If parents choose to withdraw their child, a reduction in fees for the month will be given if a two week notice is given.

Emergency Closings

ACPC attempts to be open for all of our scheduled days, but emergency closings can happen due to snow, water leaks, etc. In that event, we will not reduce tuition for parents. Thank you for understanding.

Late Childcare Bill Payment

A reminder notice of late payment will be given to parents by the 15th of the month stating that the account is past due. If payment is not received or arrangements made, care will be suspended at **the end of the month**. Your outstanding account will then be turned over to a collection agency.

Sliding Fee Scale

The center has a sliding fee scale to allow families to receive a reduction on their fees for child care. Reduction in your fees may occur because of being an ISU student OR because your income falls below our suggested guidelines. Inquire at the ACPC office for further details. We will ask for verification.

Late Pick-Up Policy

A late fee (of \$ 15 for every 15 minutes per child) is assessed for parents who arrive after closing time. The late fee applies per site—not per child at the same site. If a parent is late, a late-fee notice will be completed with the minutes late and the amount due. Payment is due in the ACPC office within 5

working days—payable to ACPC. If payment is not received, the amount will be added to the childcare bill with expected payment by the end of the month.

If a parent is late more than three times in one school year, the fee will be \$30 for every 15 minutes. Discussions will then ensue about continued or suspended childcare—depending on the circumstances that caused the infraction.

Health and Safety Policies

Forms

The enrollment forms that you completed prior to the start of care at ACPC give health and safety information about and for your child. The state of Iowa requires yearly updates on all forms. We will also double check more frequently to ensure we have current phones and pick-up people.

Special Medical Conditions

We will ask parents and physicians to complete different forms in the case of any special medical condition—including allergies, asthma or other chronic conditions. These are required for the protection of your child, and we appreciate your assistance. Sample forms are:

Asthma Action Plan Epi Pen Treatment Plan

Accidents/Incidents

Accidents can happen with children, despite our efforts to prevent them. ACPC staff is trained in First Aid and will treat minor injuries. On all outings, the staff is required to take lists of children, emergency numbers for the children, First Aid kits, cell phones and money for phone calls.

If a child is injured in more than a simple way, parents will be notified on Injury/Incident Forms. One copy is given to the parent-- one copy is placed in the child's file. Should a serious accident or illness arise, we will first try to contact a parent. If a parent is not reached, then we will try the emergency person provided for us on your enrollment forms. Should time be of the essence, we will proceed with the information provided on the release that you signed. We will take the child to get medical help or call 911 depending on the severity of the problem. You may be assured that we will always have someone with your child going to the nearest hospital or until you arrive.

Illness

Please call into ACPC if your child is not coming in due to illness—or for any other reason. If a child was too sick to attend school, please do not bring them to us after school either.

Children in attendance are expected to take part in all routine activities, including outdoor time. On occasion, ACPC is able to keep a mildly ill child indoors, but the usual staffing pattern does not allow for that. If your child becomes sick after school, we will contact you for an early pick-up.

Parents must sign a medication form to authorize ACPC staff to give prescription medicine. Medicine must be in the original container with the prescribed directions. In addition, you will be required to also send along a copy of the patient information form that comes with the prescription that describes possible side effects of a medicine. ACPC staff will not administer over the counter medications except in very limited situations. Parents will still need to sign authorization forms prior to dispensing the medication. If your child is on a regular medication, it is best to have it given by school staff before the end of the day due to our limited locked storage at school sites.

Safety

The information you provided on the main enrollment form will help us ensure the safety of your child. You gave us information about people who are authorized to pick up your child, names and numbers to call in an emergency and described your custodial arrangements if this applies to your child. Only people

with written authorization are allowed to pick up your child. Classroom teachers will recheck with parents quarterly to ensure that the emergency information is still current.

To ensure the safety and well being of your child, it is imperative that you call your ACPC site if your child is not attending after school. If we are missing a child, we first check with the school office for absences. Then we try to call parents or others on the sheet. Time can create delays should there be an emergency. A phone call ahead of time prevents that.

Please bring your child in the school in the morning and sign in. Make sure we see you at the end of the day when you sign out as well.

Discipline Policy

The ACPC staff work with parents and other staff to ensure that all children have a positive experience while at ACPC. We plan activities geared to the appropriate age level that are fun enough to keep a child's attention, as well as keep them busy. If children are engaged, we find discipline issues may not arise.

Techniques that we use to keep the children in hand include:

1. Interact positively with the children. Tell the child what we want him/her to do, not what we don't want him/her to do. We have better results saying "Ride around the table", instead of "Don't bump the table."
2. Speak in a quiet tone of voice. Raised voice and commanding tones do not increase compliance. They frighten some children and detract from the atmosphere of the room.
3. Praise the children for appropriate behaviors. "I like the way you share the blocks, Mark."
4. Redirect children to other activities if necessary. "Running is for outside. Let's go jump on the trampoline now."
5. Focus on the behavior, not the child. "I don't like it when you push people, Tammy," not, "You're naughty to push."

At times we may have calm down period for a child. Other times we will separate the child in a time-out situation if appropriate—usually for hitting or biting problems. It is not used as a frequent discipline technique.

All employees of daycare centers are designated, by law, as mandatory child abuse reporters. We must report any suspicion of abuse or neglect to the proper authorities who will then conduct an investigation as warranted.

Parent Concerns/Behaviors

We have established a procedure for staff, parents and administrators of ACPC to follow in the event of friction caused by repeated misbehaviors by children and/or inappropriate behavior of parents which cause harm or threaten the safety of others. If a situation arises, we suggest you first speak to the staff at your site. If necessary, you can then discuss concerns with the ACPC office staff. Additional personnel will be involved in the process as needed. We reserve the right to suggest alternate placement of a child but will do so only with prior discussions with a parent unless it is a major violation.

Should your child be unlucky enough to be expelled from school for any portion of time, he/she may not attend the ACPC before/after programs as well. It is important that we support the school personnel in their disciplinary efforts.

Weather

Check out our website first and then listen to the local radio station (KASI-1430 AM or KCCQ FM-105.1) in times of bad weather for announcements about school closings. We are a small organization and do

not advertise on all media. The ACPC website will have a running announcement of our plans. That site is www.acpc-childcare.org. We handle school closings in different ways:

1. Early Dismissals

In the event of early dismissal, ACPC staff is asked to report to the sites early to care for the children. If sufficient staff is able to report, care will be provided as usual.

2. School Cancellations

If it is announced that school will not open, care will be provided by ACPC at one of our locations provided that sufficient staff are able to make it to the site. We will ask parents ahead of time who will typically need care and assign the students to a particular site.

3. School Delays

If school is delayed in the morning, parents will need to keep their child with them. If it is then announced that school is canceled, parents will have to continue to keep their children at home. (It is not possible to staff five sites on the delay day since there is a good possibility that a delay would become a cancel, and we would be stuck with five sites open all day. If it is announced that school will be held, after school care will be provided as usual.