

# ACPC Parent Policies—School-Age Programs 2017-18

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 ACPC Office is located in their center at 920 Carroll Avenue. 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. Elizabeth Miner is the Executive Director and Sandee Bodholdt is the Assistant Director. Allison Brennan is the School-Age Coordinator for all sites. Sue Wuhs is retiring at the end of September.

Iowa State students comprise most of the staff in the Before and After School and summer camps. The students are typically enrolled in college programs involving children, such as Elementary Education.

“In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices and employees and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age or reprisal or retaliation for prior civil rights activity in any program or activity conducted on funded by USDA.

## Hours

ACPC is open five days per week, 12 months a year. School-age sites open at 7:00 am and close by 6:00 pm during the school year. We follow the ISU holiday schedule. Closings for the 2017/18 year are Labor Day, Thanksgiving and the day after, December 25, 26 and January 1, January 15 for Martin Luther King, Memorial Day and July 4<sup>th</sup>.

The sites are:

Edwards School	820 Miller Avenue	460-3463	
Fellows School (only after)	1235 20 <sup>th</sup> Street	460-1433	Fellow’s children 3 <sup>rd</sup> -5 <sup>th</sup>
Meeker School	300 20 <sup>th</sup> Street	460-0700	
Mitchell School	3521 Jewell Drive	460-3628	
Northminster Presbyterian	1416 20th Street	460-8850	Fellow’s children K-2 <sup>nd</sup>
Sawyer School	4316 Ontario Street	460-1228	
St. Cecilia School	2900 Hoover Avenue	460-3116	

## Parent Communication via e-mail

School-age parents will be asked to provide ACPC with an email that we will use to send out all correspondence including monthly fees. We will send emails for full day sign-ups and also provide you access to the parent portion of our website to see photos of events. Please tell us if you do not have email. In addition, **check our website at [www.acpc-childcare.org](http://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 \$30 additional 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 via 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.

## **Tuition Fees**

Tuition fees will be sent out via email at the beginning of each month to one email that you provided to us. Tuition fees are billed in advance of the month. **Tuition payments are due in the ACPC office by the 10<sup>th</sup> of the month.**

### **Please review the options for making payments:**

- Checks: You may mail your checks to the ACPC Office at 920 Carroll Avenue or bring them there.
- Cash: All cash payments **MUST** be made in person at the ACPC Office at 920 Carroll Avenue.
- Bill Pay through your bank
- Auto Pay through our bank

Please ask and we will provide you with a form to enroll in Auto Pay.

- If payment is not received by the 10<sup>th</sup> you will receive a reminder. If payment is still not received by the 25<sup>th</sup> you will be sent a second reminder.
- If checks or auto payments are returned to ACPC for any reason, we will charge \$ 20 and expect full payment to be processed again.
- Childcare will be suspended at the end of the month if payment is not received before the end of the month.
- If tuition checks or Auto Pay payments are returned for any reason, ACPC will add a fee of \$ 20 to your bill—and still expect full payment for the NSF check.
- School-age fees are 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.

## **Tuition Discounts**

- The center has a **sliding fee scale** for all families to receive a reduction on their fees. Reduction in your fees may occur because of being an **ISU student** OR because your income falls below our suggested guidelines or because you have **multiple children enrolled**. Tuition rates are on our website under the About Us tab.
- You must submit income verification by giving us your federal income tax information. Students will need to document their ISU student status as well.
- Second child discounts will apply to families who have two children enrolled for both Before and After School, After School 5 days or Full-time for summer. The discount is \$ 25 off.

## **Late Pick-Up Policy**

A late fee (\$15 for every portion of 15 minutes per child) is assessed for parents who do not arrive in time to be off the premises by 6:00 PM. 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.

### **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.

### **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, and cell phones.

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.

It is ACPC policy that we do not “friend” staff/parents on Facebook. This policy is intended to keep work and personal lives separate. We also ask our staff to not post any child photos on their phones or computers.

## **Discipline**

Children are entitled to a pleasant and harmonious atmosphere. Unacceptable behavior may be cause for dismissal from ACPC. Most potential behavior issues will be warded off with keeping the children busy, redirection or a change in activity. ACPC staff will complete an **Incident Report** to describe more major misbehaviors. Steps we will follow for misbehaviors are:

1. The ACPC staff will talk with the child and parents.
2. If misbehavior continues, the child will be removed from the group and if warranted, we will set up a conference with the parents.
3. Any child who physically attacks a child or staff will be sent home for the remainder of the day.
4. Any child who runs away from the group will be sent home for the remainder of the day (police may be called if we need help locating a child).
5. Repeated misbehaviors may result in the discontinuation of care at ACPC.

We ask parents or other adults to talk with ACPC staff rather than confront another child with any discipline issues. Please do not confront a child directly.

## **Suspension/Termination of Care**

When the severity of a problem is great enough that it could endanger the safety and welfare of a child, staff or the other children in the program, suspension or termination may be the result. Suspension may be effective immediately after the staff have consulted with the School Age Coordinator, Assistant Director or Director. Fees continue during the time of suspension (1 to 5 days) in order to keep your child enrolled at ACPC.

An Incident Report will be written and a 1 day suspension from ACPC will occur if a child causes serious harm to himself/herself, other children or adults participating/working in the ACPC Program.

A 5 day suspension from ACPC will occur if the child has received three behavior reports within a 6 week period or if the child is involved in a second incident resulting in serious harm to himself/herself, other children or adults participating/working in the ACPC Program.

If a child's behavior is severely or chronically disruptive to the functioning of the program, his/her enrollment may be terminated. The following summarizes situations that might result in termination of a child from the ACPC program:

If the child returns to ACPC after being suspended from the program and then receives another Incident Report, the ACPC staff will consult with the School Age Coordinator/Assistant Director/Director about the need to terminate the child's enrollment in the ACPC program.

If the severity of a problem is great enough that it endangers the safety and welfare of the child, staff or other children in the program, the ACPC staff will consult with the School Age Coordinator/Assistant Director/Director to determine if termination of service should occur immediately.

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.

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.

### **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](http://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 end up calling parents since we couldn't staff six places all day). If it is announced that school will be held, after school care will be provided as usual.