

Hawthorne the of the Community

2017-2018 SCHOOL AGE CHILDCARE POLICIES



HAWTHORNE COMMUNITY CENTER
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United Way
of Central Indiana

CHILDCARE POLICIES

ELIGIBILITY: Youth participants must be at least 5 years old through 12 years old and attending school.

*Staff will not provide youth with toileting assistance or diapering.

PURPOSE: To provide quality childcare for children throughout the school year and during school recesses. The program provides developmentally appropriate activities for children. Weekly lesson plans are written and available for parents to review. Children are provided time to choose their own activities and work independently in learning centers. Caregivers serve as facilitators to enhance the children's choices.

GOALS: To give parents the opportunity to be gainfully employed and/or attend school. To provide a safe and pleasant environment with age appropriate structured activities, free interaction and positive experiences for each child. To give each child the opportunity to participate to his/her potential. To make the programs and activities available to all members.

EQUAL OPPORTUNITY: Hawthorne Community Center ("Center") does not discriminate, deny benefits to or exclude anyone from participation on the basis of sex, race, national origin, religion, handicap, sexual preference or color of skin. Income/economic status of a child's family shall not hinder enrollment; deferred fees will be arranged. Parent and/or guardians must be employed, enrolled in an accredited school and/or a training program.

SPECIAL NEEDS: The Center will make every effort to accommodate children with special needs. The safety/well-being of the individual child and that of other children in the program or activity will determine each child's level of participation. Each case will be considered independently with consultation between Center management staff and the child's parent/guardian. Behavior shall be maintained among the children in a safe, respectful manner that promotes healthy social interaction, appreciation for others and personal self-worth. Discipline and constraint shall be done in the least restrictive manner that will establish minimum control, yet ensures safety and mutual respect. Every effort will be made to accommodate residents within the primary service area for childcare services. Persons residing outside the primary service area may receive services based on the availability of vacancies in the program.

ENROLLMENT REQUIREMENTS: The following forms must be completed and kept current for proper enrollment: Center Membership, Childcare Service Contract, Intake Agreement, Registration, Medical History, Medical Release and other releases (including photo release).

PERSONAL ITEMS: All clothing items are to be clearly marked with your child's name. Please do not allow children to bring toys and other items from home. Hawthorne will not be responsible for any personal items lost or stolen. Hawthorne staff will not be responsible for any money.

ENROLLMENT PROCEDURES: Enrollment is to be completed in the administrative office. The center reserves the right to limit the days and hours of enrollment. Center membership and all of the required forms must be completed for a proper enrollment before any child may participate in a childcare program. It is the responsibility of the parent/guardian to inform the Center of any changes regarding information submitted on the registration form. Hawthorne Community Center reserves the right to terminate any childcare contract due to continued severe discipline problems and/or violation of contract.

SIGN IN/OUT: Hawthorne has begun using a computerized sign in and out system. Parents will be responsible for signing their child in and out on the Touch Screen Monitor in the front office.

CLIENT COMPLAINT PROCEDURES: Any service recipient who feels that he/she has been discriminated against or treated unfairly shall be provided a copy and explanation of the Hawthorne Client complaint Procedures.

FEES: All fees are based on a sliding fee scale adjusted to the family's member income. All fees are to be paid according to terms agreed upon at time of enrollment. Payment is expected the week prior for that week's program participation. Accounts must be paid in full on a regular basis. Hawthorne reserves the right to deny families access to its programs and services until the account is current. ANY RETURNED CHECK offered for fee payment will result in a \$25.00 service charge assessed to that account. Further payments may be required as Cash Only.

FEE COLLECTION: Past due accounts are subject to legal action. Arrangement must be made with the Center's management staff and properly fulfilled to avoid legal action. The Center will attempt to recoup expenses for childcare provisions through written correspondence. At least three written attempts will be made to collect fees. The Center will then attempt to contact the parents/guardians by telephone or in person. If these efforts prove futile, the account will be submitted to Small Claims Court for possible judgment. Parents/guardians will also be held responsible for the payment of any court costs associated with the above mentioned action. NO REFUNDS will be issued for services rendered.

ENROLLMENT: Maximum enrollment for the Center's childcare program is 150 youth.

STAFF RATIOS:	<u>AGE OF CHILD</u>	<u>STAFF:CHILD RATIO</u>
	5 YEARS	1:15
	6 YEARS & UP	1:20

HOURS OF OPERATION: The childcare program is available for children at Hawthorne from 6:30 AM in the morning until 5:45 PM in the evening. CHILDREN MAY NOT BE LEFT BEFORE THIS TIME AND LATE FEES MAY BE ASSESSED FOR CHILDREN LEFT AFTER 5:45 PM. HABITUAL LATE PICK-UP WILL RESULT IN A CHILD BEING TERMINATED FROM THE CHILDCARE PROGRAM. A 15 minute grace period will be given (5:45-6:00 PM). After 6:00 PM, your child will be charged \$5 per child. After an additional 15 minute period (6:15 PM), you will be charged an additional \$10 per child.

ABSENTEEISM: If a child does not attend for two consecutive weeks they may be removed from enrollment. If a child will be absent more than 2 consecutive weeks, parent/guardian should notify the Center to retain the child's childcare slot.

ATTENDANCE: School age children are not allowed to remain at the Center during days school is in session. This includes days children are ill or are suspended from school.

OUTSIDE PLAY: The State Department of Public Welfare requires your child to go outside every day (including winter). Please dress your child accordingly (hats, gloves, etc.). Your child must have a coat at the center at all times. Failure to leave adequate clothing for your child to go outside CAN result in your child being terminated from our program. If the weather is severe (temperature below 25 degrees or wind child below 25 degrees) the children will not go out. These guidelines are established by the state licensing rules and the Center must adhere to them. All children are required to participate in outside activities. We

can accept a note to leave your child inside for a maximum of three days only if requested. If your child must stay inside for longer than three days, we must have a doctor's statement stating the child's medical condition which requires the child to stay inside and the exact dates this action is effective and any conditions that may apply.

DISCIPLINE: To permit Hawthorne to function and carry out its task in providing quality childcare, certain rules must be established and enforced. Children who display disruptive behavior, use profane language and/or gestures, physically abuse staff and/or other children, deface or destroy public or private property, exhibit rude and disrespectful behavior to other children, volunteers, and/or staff will be subject to disciplinary measures. Discipline techniques include time-outs, written punishments, detentions, withholding certain privileges, suspension from special events and trips, parent conferences and other similar punishments. Children who repeatedly violate rules may be suspended temporarily or in extreme cases permanently for behavior. Only in extreme cases would physical force be used to restrain your child from hurting themselves or others. For an example of the Center's Discipline Policy and Behavior Management Procedures please see page 9 of the Parent Handbook.

It is very important a child's development is nurtured through caring, patience and understanding. However, while caring for your children, we may have to respond to your child's misbehavior. Hitting, kicking, spitting, hostile verbal behavior and other behaviors which will hurt another child are not permitted.

In response to these behaviors, we will not use:

- Threats or bribes
- Physical punishment, even if requested by the parent
- Deprive your child of food or other basic needs
- Humiliation or isolation

In response to misbehavior, we will:

- Respect your child
- Establish clear rules
- Be consistent in enforcing rules
- Use positive language to explain desired behavior
- Speak calmly while bending down to your child's eye level
- Give clear choices
- Redirect your child to a new activity
- Move your child to a time-out chair for no longer than one minute per year of your child's age, if necessary

If your child's behavior is very disruptive or harmful to himself or other children, we will discuss the issue with you privately. If the situation can be resolved, the child may remain enrolled. If we are unable to resolve the issue, you may be asked to make other child care arrangements.

DRESS CODE: Youth are asked to dress with discretion. Examples of unacceptable dress include shirts that are very tight or low cut, shorts that are very short, or pants that droop or sag below the waist. Additionally, any clothing on which messages or advertisements relating to alcohol, tobacco, drugs, or explicit sexual material is considered unacceptable. Anyone wearing clothing deemed too revealing or inappropriate by the Youth Program Director will be given clothes to wear by Hawthorne program staff. Hawthorne staff will also adhere to the above expectations.

MEAL SERVICE: Hawthorne provides meal service according to the requirements of the Bureau of Child Development, the Indiana State Board of Health, and the USDA. Our menus are based on their guidelines and reviewed by these sources for nutritional content and compliance. We cannot allow any food that is not prepared by a licensed facility into the building due to State Board of Health regulations. We do allow birthday parties but all cakes and other goodies must be store-bought, in the original packages and unopened. Such parties must be arranged with the Staff.

VISITING & CONFERENCES: Parents are free to make unscheduled visits to Hawthorne during program hours. In addition, Hawthorne encourages parents to arrange conferences with the Youth Programs Director.

TRANSPORTATION: As part of our services, Hawthorne provides transportation for periodic field trips, special events and general programming for preschool and school age youth. Hawthorne staff will make parents aware of all travel. Hawthorne properly plates, maintains and expects all vehicles. In addition, qualified drivers that have met all CCDF provider eligibility standards drive vehicles.

CENTER CLOSING: The Center will be closed for major holidays throughout the year. Staff will make every effort to adequately inform parents/guardians about such closing in order for parents/guardians to make alternative arrangements for childcare.

EMERGENCY CLOSINGS: It may become necessary to close the Center due to an emergency situation. If the Center is shutdown during the day parents/guardians will be notified as soon as possible. If the Center must close due to weather conditions please listen to local radio and television situations.

EMERGENCY AND CHILD RELEASE INFORMATION: At the time of enrollment, each parent will be given an Emergency and Student Release Form. On this form, any person that is authorized to pick up your child must be listed. We will release your child only to those persons listed on the form. You must have a minimum of 3 persons other than yourself listed. You must also have people with different phone numbers for emergency purposes. We will NOT release any child to anyone whose name is not on the form. Staff may require a photo ID such as a driver's license before they release the child. If an authorized intoxicated or impaired person insists on removing children from the center, the center shall immediately report the incident to the local police agency. *If you need to make any changes to the list of authorized persons, you must complete a new form at each and every change.* Parents listed on the child's birth certificate may NOT be denied access to the children unless a current, signed court order is on our file at the Center stating specifically that the parent cannot pick up or be near the child. *For the safety of your child, the phone numbers provided must be kept current. This information is also used in case of accident or illness. We must be able, at all times, to contact someone who can be responsible for your child.* Your child may be terminated if we are unable to contact you or someone on your list because of incorrect information.

RISK OF PERSONAL INJURY: Hawthorne Community Center will not be held responsible for any injuries while participating in any program.

UNIVERSAL PRECAUTIONS PROCEDURES: Hawthorne Community Center will adhere to the Universal Precautions in the treatment of any blood borne pathogens.

DISCLOSURE OF INFORMATION: Hawthorne staff will not disclose any information regarding any child enrolled in Center programs. All records will remain in the main office.

PHOTO RELEASE: Children enrolled in this program occasionally may be photographed for promotional or other considerations. If your child is a participant in any of the Center's programs you were asked to sign a photograph waiver granting permission for your child to be photographed.

PHONE CALLS: Children are required to bring a note stating they are allowed to phone parents. In case of any emergency, the Center will contact you immediately.

SAFETY POLICY: The Center has established the following precautions to help ensure your child's safety:

- No child will ever be left alone or unsupervised
- Emergency exit plans are posted in each room.
- Monthly fire drills are held during which staff members lead children to the nearest fire exit and take attendance.
- Tornado drills are held in season.
- During times of emergency, all staff will remain at the Center until the danger passed.
- Staff members have immediate access to a telephone in case of an emergency.
- Each staff member is familiar with emergency evacuation plans for weather and fire alerts. Procedures for these events are posted in the class room.
- All staff are certified in CPR and First Aid.

DANGEROUS AND ILLEGAL SUBSTANCES: The use of tobacco, and use of or possession of alcohol, illegal substances and firearms is prohibited on Hawthorne's property.

HEALTH REQUIREMENTS

ANNUAL HEALTH FORM: A completed health form is required before any child can be enrolled. Immunizations must be up-to-date and according to the schedule required by the Board of Health. Physicals and health forms may then be required on an annual basis thereafter. We will provide you with the proper form and notify you when it is due. Failure to complete the required form and/or return it by the designated date can result in termination of child care services.

SICKNESS: Do not send your child when they are not feeling well. In the event that your child becomes ill while at the Center, the parent/guardian will be called with the expectation that arrangements will be made to pick the ill child up as soon as possible. **THE CENTER DOES NOT PROVIDE NURSING CARE.** The Center will make every attempt to make a child comfortable until the parent arrives. The Board of Health and licensing regulations **DO NOT** allow for children to be at the Center if they are ill. Your child must be free from the following conditions or be on appropriate medications for 24 hours before returning to the program.

- Fever at 100 degrees or more
- Cold with fever, respiratory
- Vomiting (one or more episodes) or Diarrhea (two or more episodes)
- Communicable and/or contagious diseases (i.e. chicken pox, pink eye, rashes, measles, etc.)
- Parasitic conditions (i.e. lice, scabies, ringworm or pinworm)

ACCIDENTS: We make every attempt to watch for and prevent situations that are potentially dangerous to the child; however, accidents do happen. If they do, the staff will complete an accident report that will be placed in the student's file. If the accident is critical, we will immediately notify you and have your child transported to the hospital stated on the Center's enrollment form per your instructions.

MEDICATION: A participant medication permit must be completed by a parent or guardian in order for Center staff to administer any medication. Medication bearing the prescription label may be administered by Center staff only as the physician's directions for use are indicated on the label. Over-the-counter medications will be administered as directed on medication permit. Any outdated medication not picked up by the parent will be discarded immediately by the center. All medication must be stored in a locked container. At no time should a parent place medication in the child's book bag. This includes asthma medication and accompanying liquids.

CONTAGIOUS DISEASES: Should your child come in contact with a contagious disease, you need to notify the staff. The Center will make every effort to inform parents of any potentially dangerous situations regarding contagious diseases. Any child who is identified at the Center with a potentially contagious disease will be isolated from the rest of the children until a parent/guardian can be notified to pick-up the child.

HEAD LICE: Staff will conduct periodic lice checks on all children to prevent the spread of lice within the program. Any child found having live lice infestation or nits (2 inches or closer to scalp) will be excluded until nits are removed and treatment is applied as necessary. Upon the child's arrival back at the Center, the child must be lice free and any remaining nits must be at least 2 inches away from the scalp. The child must be checked by a staff member prior to being readmitted.

TERMINATION OF SERVICES

Your child may be discharged from our program for any of the following reasons:

A. Non-Payment of Fees

- Failure to abide by the participant fee policy and service contract.
- Failure to pay late fees.

B. Agency Policies and Procedures (may include but is not limited to):

- Failure to abide by policies in the Intake Agreement or Parent Handbook.
- Failure to return any required enrollment or student record material as sent by the required date.
- Failure to make appropriate changes of emergency contacts and employment status.

C. Inability to function within the Center

- If the interaction of the Parent and the school results in a situation where the parent will not cooperate with the school in what is believed to be in the best interest of the child, the child may be discharged.
- Persistent behavior problems with a child either in the Center or on the bus.
- Parents who show abusive behavior (including swearing) directed at any staff member, other parent, other children or their own children.

DISCIPLINE POLICY AND BEHAVIOR MANAGEMENT PROCEDURES

Level 1 - Green

Youth action: Youth exhibits a good attitude, but experiences a loss of control, disobeys a staff direction or fails to follow Hawthorne's core values.

Staff response: Intervention method: issue a warning to the youth using "if...then..." statement (e.g. "If you get out of your seat without permission again, you will have to turn your card to Yellow and will be unable to earn stamps/sticker/etc.)

Level 2 - Yellow

Youth action: Youth continues to experience a loss of control, disobey a staff direction or fails to follow Hawthorne's core values. (e.g. disturbing another youth, not doing assignment).

Staff response: Direct youth to change his/her card to Yellow. A yellow card is OKAY, however improvement is needed. Offer instruction on what they can do to get back to Green: "If you follow all the ground rules for the next ___ minutes, you can change your card back to green."

Level 3 - Red

Youth action: Youth consistently violates rules, fails to follow Hawthorne's core values or disobeys staff direction. Youth has received several warnings to correct behavior.

Staff response: Direct youth to change his/her card to Red and have him/her complete a behavior journal (if youth refuses to complete the journal then staff completes an incident report).

Level 4 - Black

Youth action: Youth consistently violates rules, defies authority and has already completed one behavior journal for that specific day. Also for major offenses (fighting, stealing and harassment). Parental involvement and administrative action is imperative at this stage.

Staff response: Staff complete incident report and bring the incident report to Youth Programs Director. The Director will summon the youth and/or meet with parent or guardian.

Progression of Discipline for major offenses (fighting, stealing and harassment)

1. One-day suspension
2. Three-day suspension
3. Expulsion

Director Progression of Discipline for youth who fail to live out Hawthorne's core values)

1. Parent Conference (after third incident report)
2. One-day suspension (after fourth incident report)
3. three-day suspension (after fifth incident report)
4. expulsion (after sixth incident report)