

Scribbles & Giggles After School Program

Windemere Park Charter Academy Location

Parent Handbook

Updated July 5th, 2019

Welcome to Scribbles & Giggles Child Care's after school program located inside **Windemere Park Charter Academy**. To facilitate greater understanding between us, we have created this handbook. It covers our child care philosophies, business policies and expectations. Please read this handbook carefully, and feel free to discuss with us any questions that you may have.

CHILD CARE PHILOSOPHY

At Scribbles & Giggles Child Care we believe that children gain a sense of security from knowledge that there are consistent, responsible limits and that these limits are designed to nurture them and protect them. We recognize that each child is an individual. Scribbles & Giggles provide after school child care with developmentally appropriate experiences that stimulate learning in all developmental areas and focus on age appropriate learning environments and individual needs. Scribbles & Giggles Child Care will provide an atmosphere that will facilitate a balance between child-initiated, child-directed and teacher-supported interactions. All activities are geared around individual needs of all children participating in the program.

COMMUNICATION

Communication is very important to us. When we accept a new family into the program, we like to be sure that we can share openly any concerns or questions that may arise. It is important that there is a similar child care philosophy between us. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the children. Sensitive issues will be discussed in private.

ENROLLMENT POLICY

Hours of operation are Monday through Friday from 3:30 p.m. to 6:00 p.m.

There are several forms that we must have completed and in our possession before we can assume the responsibility of caring for your child. NO EXCEPTIONS. This is to ensure that your child will get the very best care possible. The forms are as follows:

**** Registration Form ** Information Card ** Good Health Statement**

When changes or updates need to be made to these forms, please inform us immediately.

PICK UP POLICY

It is your responsibility to have your child picked up on time. If you know you will be unavoidably late, it is your responsibility to have an authorized alternate person to pick up your child. Heavy traffic or weather (except in extreme situations) will not be excuses and you will be billed accordingly. Please remember that it is your responsibility to arrive to pick up your child on time. The late fee rate is \$2.00 per child per minute.

SCHOOL BREAKS, HOLIDAYS & SNOW DAYS POLICY

Scribbles & Giggles Child Care's after school program may offer a full day or half day of child care when Windemere is not in session due to teacher in services and or records day at Scribbles & Giggles Child Care's main location. Additional fees will apply. Please see our "RATES & PAYMENT POLICY" below.

Scribbles & Giggles Child Care's after school program will be closed at Windemere on MAJOR holidays and we will follow the Windemere Calendar. However, there will be space available at Scribbles & Giggles Child Care's main location for non-major holidays, snow days and week long breaks but spaces will be limited. We must have a schedule in writing/email at least 1 week prior to the break or a spot may not be guaranteed. Pre-paying is also required at least 1 week prior. In regards to any extra services, priority will be given to children already enrolled in the aftercare program and or children who are pre-registered and pre-paid. Whenever there is a public service announcement on the radio or television stating Windemere will be closed, Scribbles & Giggles Child Care's main location will be open. Please keep in mind that Scribbles & Giggles Child Care's main location has limited availability and you must call early.

PAYMENT POLICY

\$25.00 Registration Fee

\$14.00 per day for after school care

\$30.00 per day for half days at Scribbles & Giggles main location (you must provide transportation)

\$45.00 full days at Scribbles & Giggles main location

\$160.00 full week at Scribbles & Giggles main location

10% discount on 2nd & 3rd child

Payment must be made in advance and is due no later than drop off time on the first contracted day of each week. You may also pay bi-weekly or monthly. We accept cash, VISA, Master Card, checks and money orders. Checks must be made out to "Scribbles & Giggles". Tuition rates are set and will NOT be credited or adjusted for illness, vacations, etc. There is a \$5.00 per day late fee applied if payment is not paid on the due date. All non-sufficient fund checks will be charged a \$20.00 fee and will be due upon notification. We may cease child care services if payment is not made at the time.

DHS will be accepted however; co-payments do apply and you must be in the system for Scribbles & Giggles to bill DHS for child care hours. If Scribbles & Giggles is unable to bill DHS for your child, then you will be responsible for paying out of pocket until DHS is able to be billed and payment is received. Scribbles & Giggles will back bill DHS up to 4 weeks and apply any money received to co-payments.

"DROP IN" CARE POLICY

Drop in care will only be provided to parents who have completed necessary paperwork prior to Scribbles & Giggles providing care. The drop-in rate is \$20.00 per day. Payment MUST be paid at pick up or prior to care. Please keep in mind that Scribbles & Giggles Child Care will enforce the above payment policy if payment for drop in care is not paid by 3:00pm on the next school day. In the event payment is not made child care services may be refused. Also, Windemere Park Charter Academy may refuse to release library books, progress reports and or report cards.

SIGNING IN & OUT

All children must be signed in and out in the classroom every day. Teachers are required to sign the children in and parents are required to sign their child out every day at pick-up.

TYPICAL DAILY ROUTINE

** 3:30-4:00 Gym/Outside ** 4:00-4:10 Hand Washing ** 4:10-4:30 Snack ** 4:10-5:15 Table Games, Homework, etc.
** 5:15-5:45 Outside ** 5:45-6:00 Organize/Clean Up

SNACKS

Scribbles and Giggles Child Care's after school program WILL provide a nutritious snack. Some examples of the snacks that will be provided will be: bananas, apples, snack packs, pretzels, crackers, chex mix, pudding, chips & salsa etc. If your child has dietary restrictions and you would like to provide a snack for them it MUST be labeled with your child's first and last name, the date you are providing it. Also, if you provide a snack in a Ziploc bag or plastic container it also MUST be labeled with the items mentioned above as well as the contents.

**In accordance with Federal Law and U.S Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA Director, Office of Civil Rights, 1400 Independence Ave SW Washington D.C 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY) USDA is an equal opportunity provider and employer.

MEDICATIONS

Nonprescription and prescription medications, ointments, and creams can be given to your child if needed. Parents are required to fill out the proper forms and to supply all medications in their original containers. All written instructions shall be valid for no more than 30 days unless a shorter time period is designated by the physician, dentist, or parent. All medications, prescription & over the counter must be labeled with the child's name, physician's name (if applicable), date, instructions and strength of medication to be given. NO EXCEPTIONS! We may not exceed the manufacturer's recommended dosage unless with written physician's instructions when administering nonprescription medication.

HOMEWORK POLICY

Scribbles and Giggles Child Care's after school program will make every attempt possible to help with homework. Parents

are responsible for checking their child's homework. Scribbles and Giggles Child Care's after school program is not responsible for incomplete or inaccurate homework.

DISCIPLINE POLICY

Scribbles and Giggles Child Care Learning Center has established acceptable methods of guiding the behavior of children for their protection and growth. These techniques and approaches will be administered in a way that will help each child develop self-control and assume responsibility for his or her actions as well as help children solve problems through clear and consistent rules and limits appropriate to the ages and development of children in care.

These techniques and approaches include, but are not limited to, redirecting a child to an alternate activity, rewarding acceptable behavior, encouraging children to talk about their feelings and providing an example for children by speaking and interacting with children in a positive manner.

Scribbles and Giggles Staff will discipline children using the following steps:

#1. First the staff will listen to the details of the incident from the child's point of view. Then the staff will discuss how the behavior was inappropriate and what actions can and will be taken in the future to avoid the inappropriate behavior.

#2. If necessary, the staff will redirect the child after completing step #1.

#3. If necessary, a time out will be given based on the child's age (1 minute per year). It will be mentioned to the child that this is a time to relax, take some deep breaths, cool down, etc.

#4. If the behavior continues, a phone call to the child's parent/legal guardian may be necessary.

All discipline will relate to the child's action and will be handled without prolonged delay on the part of the staff, so that the child is aware of the relationship between his or her actions and the consequences. Scribbles and Giggles Child Care Learning Center can provide parents with the names of local services that may be contacted for guidance concerning inappropriate behavior in children. If the child's inappropriate behavior continues after exhausting all of the above possibilities and/or the behavior puts the child or other children in danger, the Director & Lead Teacher will have a conference with the child's parent/legal guardian to discuss possible dismissal from the Child Care Center.

HEALTH, ACCIDENT & INJURY POLICY (excluding children, staff & volunteer's due to illness)

At Scribbles and Giggles After School Program we only want what is best for all the children and staff within the school. This policy is to protect other children, teachers and volunteers in the child care program. A child who is not feeling well is typically miserable and therefore requires more attention which results in an unbalanced setting. Furthermore, we do not want to get other children and or teachers sick. If we believe a child may not be feeling well, their parents will be notified via a phone call. If the child's symptoms meet the criteria for being sent home, we respectfully ask that parents pick their child up within 30 minutes. If for any reason the parents are unavailable, we will refer to the emergency contact page of the Registration Form. If necessary, we will call 911 in the event of an emergency.

Children, teachers & volunteers will be sent home for the following reason(s):

- **Fever of 100 degrees or higher. **Experiencing pain & is uncomfortable. **Vomiting – 1 instance of vomiting.
- **Diarrhea **Rash (anywhere on the body). **Pink eye. **Head lice AND/OR eggs present in the hair.

Children, teachers & volunteers are well enough to return to the child care program when:

- **The individual has been seen by a doctor & a doctor note is provided. **A contagious disease is no longer communicable. **Fever free for 24 hours WITHOUT medication. **If the individual returns & develops a fever they will be sent home. **Pink eye (MUST be on medication 24 hours with no drainage). **The individual feels well enough to participate in the child care program. ** The individual has been on an antibiotic for at least 24 hours & has no fever.
- **Vomiting, diarrhea and rashes have not been present for 24 hours. **Lice and their eggs have been completely removed.

ACCIDENT, INCIDENT, INJURY POLICY CONTINUED

Anytime there is a (minor) accident, incident or injury you will be notified at the end of the day via a hurts-n-hugs report or your child's daily report. The hurts-n-hugs reports have a carbon copy which will allow both the center and your family

to have a record of the accident, incident or injury. When it comes to any accident, incident or injury we will use our best judgment to determine if we need to call the child's parent/guardian. At that time, we will call the mother and or father's work and cell phones to notify the parents. If for any reason, they are unavailable we will refer to the emergency contact page of the Registration Form.

TAXES

At the end of the school year you will be provided with a statement of your payment history. This payment history can also be requested anytime throughout the year. If your child has left the program during the school year, it will be your responsibility as the parent to request a copy of the payment history.

LICENSING NOTEBOOK

All child care centers must maintain a licensing notebook which includes all licensing inspections reports, special investigation reports and all related corrective action plans (CAP). The notebook must include all reports issued and CAP's developed on and after May 27, 2010 until the license is closed.

**This center maintains a licensing notebook of all licensing inspection reports, special investigation reports and all related corrective action plans since May 28th, 2010.

**The notebook will be available to parents for review during regular business hours.

**Licensing inspection and special investigation reports from at least the last two years are available on the Bureau of Children and Adult Licensing website at www.michigan.gov/michildcare

TERMINATION POLICY

We reserve the right to terminate for the following reasons (but not limited to):

** Failure to pay ** Failure to complete the required forms ** Lack of parental cooperation ** Failure of child to adjust to the child care after a reasonable amount of time ** Physical or verbal abuse of any person or property

** Lack of compliance with handbook regulations ** False information given by parent either verbally or in writing

We appreciate as much advance notice as possible when terminating. You are required to give two-week's written notice when you decide to terminate child care. The two weeks must be paid in full either at the time the notice is given or at the start of the final 2 weeks, regardless of whether or not your child is in attendance. Scribbles & Giggles Child Care's after school program will give two-week's written notice of termination for which full tuition is due, whether or not your child is in attendance. We reserve the right to give written notice of immediate termination where there are extreme circumstances that affect the well being of staff or other children in attendance. In this situation, the two-week's payment is not required.

REVISIONS TO HANDBOOK AND CONTRACT

There will be a yearly revision to this handbook and the accompanying contract. All families will sign a new contract each year. We reserve the right to make changes in rates and policies, as we deem necessary. You will be notified in writing of any changes that may occur. Every attempt will be made to give at least two-week's notice of changes.

Non-Discrimination Statement

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.