



Palatine
Park
District

CHILDREN'S ACTIVITY, RECREATION AND ENRICHMENT PROGRAM

Gray M Sanborn | Hunting Ridge | Jane Addams | Lake Louise | Lincoln | Marion Jordan
Pleasant Hill | Stuart R Paddock | Virginia Lake | Winston Campus Elementary



Parent Handbook

(UPDATED 07/17/24)

QUICK FAQs

- Before-school hours are from 7:00 a.m. until the start of school, and after-school hours are from the time of dismissal until 6:00 p.m.
- C.A.R.E. is closed on days when school is not in session.
- After-School C.A.R.E. on half days of school is not included in the annual C.A.R.E. fees. A half day option will be available for an additional fee.
- A photo ID may be required at pick up at any time during the year. Please make sure everyone picking up, including parents/guardians always brings a photo ID with them.
- While the Park District rents space from the School District for C.A.R.E., they are completely separate entities. Student information, including student attendance/absences and medical information/IEPs, is **not** shared between the School District and the Park District. Parents must report absences separately to C.A.R.E. staff and keep C.A.R.E. staff up to date about pertinent medical information.
- If a child has an EPI pen, inhaler or other medication that must be administered during C.A.R.E. hours, parents must supply C.A.R.E. with their own supply of medication. C.A.R.E. staff do not have access to the nurse's office after school hours.
- Children must attend school at the C.A.R.E. location they are applying to in order to be eligible to register for or attend the C.A.R.E. Program at that school. We are not able to accept transfers to a C.A.R.E. location if the student attends school at a different location in the district during the day.
- If your child will be absent from the afternoon portion of C.A.R.E., **YOU MUST INFORM THE SITE DIRECTOR AT YOUR CHILD'S C.A.R.E. SITE NO LATER THAN 30 MINUTES BEFORE THE END OF THE SCHOOL DAY.** A 'failure to report absence' fee of \$10.00 will be charged if the C.A.R.E. site is not notified on time. The fee will increase by \$5.00 for each subsequent occurrence. After five occurrences, the child will be dropped from the program.
- Payments will be automatically withdrawn on the first of every month August-May. If a payment is declined and we are unable to process the payment by the 15th of the month, participation in the program will be suspended until all payments and late fees have been paid. The late-payment fee is \$25.00 per occurrence.
- If we are unable to process the payment by the last business day of the month, the child will be dropped from the program and the family will need to re-apply for the program if C.A.R.E. is needed in the future.
- Schedule change requests must be submitted in writing to the Park District Office by the 25th of the month prior to the month that you would like the new schedule to begin. If we are able to accommodate the change being requested, changes will take effect in the next billing cycle.
- Children may not use personal electronics or cellular devices while at C.A.R.E, including cellular phones, smart watches, tablets, etc. Any personal electronic devices must be powered off and kept in the child's backpack.
- If a child becomes ill while at the C.A.R.E. Program, parents will be notified and required to pick up their child within 45 minutes from the time of notification.
- Special accommodations may be available if your child receives special services at school. Please let us know if you feel that your child may benefit from an aide, or an accommodation, to help him/her succeed in the C.A.R.E. setting. See page 9 for additional information.

FOREWORD

Welcome to the Children’s Activity, Recreation, and Enrichment (C.A.R.E.) Program. C.A.R.E. is a before- and after-school program provided by the Palatine Park District to families with children attending kindergarten through 5th grade at the following schools: Gray M Sanborn, Hunting Ridge, Jane Addams, Lake Louise, Lincoln, Marion Jordan, Pleasant Hill, Stuart R Paddock, Virginia Lake and Winston Campus Elementary. Children must attend school at the C.A.R.E. location they are applying to in order to be eligible to register for or attend the C.A.R.E. Program at that school. We are not able to accept transfers to a C.A.R.E. location if the student attends school at a different location in the district during the day.

While the Park District rents space from the School District for C.A.R.E., they are completely separate entities. Student information, including student attendance/absences and medical information/ IEPs, etc. is **not** shared between the School District and the Park District. Parents must report absences separately to C.A.R.E. staff and keep C.A.R.E. staff up to date about pertinent medical information. If a child has an EPI pen, inhaler or other medication that must be used during C.A.R.E. hours, parents must supply C.A.R.E. with their own supply of medication. C.A.R.E. does not have access to the nurse’s office after school hours.

C.A.R.E. provides safe, quality childcare in a recreational setting where children have the opportunity to engage in a variety of structured and non-structured activities including homework, arts and crafts, hands-on projects, music, outside play, board games, and more. Daily activities are planned and supervised by the C.A.R.E. Site Director and Program Staff. Each C.A.R.E. site is also supported by the C.A.R.E. Coordinator and C.A.R.E. Manager, who help oversee operations of the site. If you have any questions or concerns that you are not able to successfully resolve with the on-site supervisors, feel free to contact the C.A.R.E. Coordinator or the C.A.R.E. Manager.

Before-School C.A.R.E. begins on the first day of school and ends on the last day of school. **After-School C.A.R.E. begins on the first full day of school and ends on the last full day of school. After-School C.A.R.E. on half days of school is not included in the annual C.A.R.E. fees. A half day option will be available for an additional fee. The C.A.R.E. Program does not operate on days when school is not in session.**

This Family Handbook was designed to provide you with an overview of our policies and operational procedures as well as with important information about the C.A.R.E. Program. These guidelines were designed to make sure your child — along with all the children in our care — has the best experience possible. Please take a few minutes to become familiar with the information in this handbook. We encourage you to store this handbook for easy reference throughout the school year.

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C.A.R.E. CONTACT INFORMATION

LOCATION	PHONE	EMAIL
Gray M. Sanborn	(847) 963-7010 (C.A.R.E. room) (847) 521-6111 (mobile)	GMSCARE@palatineparks.org
Hunting Ridge	(847) 963-5319 (C.A.R.E. room) (847) 521-6122 (mobile)	HRCARE@palatineparks.org
Jane Addams	(847) 963-5060 (C.A.R.E. room) (847) 521-6135 (mobile)	JACARE@palatineparks.org
Lake Louise	(847) 963-5624 (C.A.R.E. room) (847) 521-6144 (mobile)	LLCARE@palatineparks.org
Lincoln School	(847) 963-5767 (C.A.R.E. room) (847) 521-6147 (mobile)	LSCARE@palatineparks.org
Marion Jordan	(847) 963-5556 (C.A.R.E. room) (847) 521-6149 (mobile)	MJCARE@palatineparks.org
Pleasant Hill	(847) 963-5924 (C.A.R.E. room) (847) 521-6158 (mobile)	PHCARE@palatineparks.org
Stuart R. Paddock	(847) 521-6160 (mobile)	SRPCARE@palatineparks.org
Virginia Lake	(847) 963-7159 (C.A.R.E. room) (847) 521-6164 (mobile)	VLCARE@palatineparks.org
Winston Campus – Door 3	(847) 521-6174 (mobile)	WCECARE@palatineparks.org
Donna Orr, C.A.R.E. Billing	(847) 496-6240	dorr@palatineparks.org
Heidi Linehan, C.A.R.E. Coordinator	(847) 496-6299	hlinehan@palatineparks.org
Cathi Fabjance, C.A.R.E. Manager	(847) 496-6298	cfabjance@palatineparks.org

PARENT CONTACT INFORMATION UPDATES

- Throughout your child's enrollment, please be sure to update all emergency information as needed, including your address, home / work / cell phone numbers, email address, any changes in your child's medical information, and changes of individuals authorized to pick up your child.
- Please verify with the Park District that they have your correct email address on file so that you do not miss out on any important information.
- If your contact information changes at any time during the school year, it is the parent's responsibility to update the information in ePACT and inform the C.A.R.E. Site Director and Park District Registrar.
- C.A.R.E. staff must be able to reach you within 30 minutes at all times while your child is in attendance at the C.A.R.E. Program.
- If we are repeatedly unable to reach a parent when needed during program hours at the numbers provided, parents will be notified, and an alternate phone number must be provided. Parents/guardians must return phone calls to C.A.R.E. staff within 30 minutes. Failure to do so may result in a suspension or termination of services.

TUITION, REGISTRATION AND FEES

ENROLLMENT PROCEDURES

- Once a child is admitted to the C.A.R.E. Program, families will be invited to re-enroll for the following year's C.A.R.E. Program during the pre-registration period (before enrollment is open to the public).
- Priority registration will also be extended to siblings entering the C.A.R.E. Program.

REFUND/WITHDRAWAL POLICY

- Notice of withdrawal from the C.A.R.E. Program submitted to the Park District by the 25th of the month will be effective the first of the next month. **PLEASE NOTE: In order for registration changes and drops to be effective on the first day of school, changes must be submitted no later than July 25, 2024.**
- All approved refunds will be applied as a household credit unless otherwise requested. If another form of refund is requested, a \$5.00 processing fee will be applied.
- Dropping a before or after school option from your child's schedule will not change the monthly installment for the month in which the schedule change form was submitted. Billing changes will take effect on the first day of the month following the written notice and the future monthly installments will be adjusted accordingly.
- You will be responsible for paying for all childcare days for which your child was registered, and expected to attend, prior to the cancellation date, whether the child attended or not.

- C.A.R.E. will not deduct fees for missed days. C.A.R.E. fees pay for direct operating costs, such as staff, facility rental, and craft and program supplies. All of these things must be available for the number of children who are scheduled to attend the program. When a child is enrolled in the C.A.R.E. Program, families are reserving the time, space, and provisions for their child. Should you have an unusual circumstance arise regarding payment, please discuss this with the C.A.R.E. Manager.
- There is no refund for days missed due to a suspension from C.A.R.E.

SCHEDULE CHANGES

- To request a change to your child's schedule, you must complete a schedule change form (available online or at the Park District). There is a \$10.00 processing fee for all schedule changes.
- Schedule changes must be approved if you are requesting to add before- or after-school hours to your child's schedule. Although every effort will be made to accommodate schedule change requests, any changes in a child's attendance at the C.A.R.E. Program are subject to space availability.
- The Site Director cannot approve or process schedule change requests. Schedule change requests must be submitted to the Park District and the registrar will notify you as to whether we are able to accommodate the schedule being requested.
- Schedule change requests received by the 25th of the month will be effective the first of the next month, if we are able to accommodate the schedule change being requested. **PLEASE NOTE: In order for registration changes and drops to be effective on the first day of school, changes must be submitted no later than July 25, 2024.**
- Dropping a before or after school option will not change the monthly installment for the month in which the schedule change request was received. Billing changes will take effect on the first day of the month following the written notice and the future monthly installments will be adjusted accordingly.
- If you need to add an occasional morning or afternoon onto your child's C.A.R.E. schedule, you may make arrangements to do so with your C.A.R.E. Site Director. You will be billed the '*Additional Day Fee*' by the Park District.

PAYMENTS

- The C.A.R.E. Program's tuition is based on 172 before-school C.A.R.E. attendance days and 169 after-school C.A.R.E. attendance days. After-School C.A.R.E. on half days of school are not included in the annual tuition. Annual tuition is divided into ten equal payments.
- The installment amount is based on the schedule for which your child is registered.
- EFT auto payment is required. Payments will be withdrawn on the first of each month, August through May.

LATE PAYMENTS

- If an auto-payment is declined for any reason, it is the payer's responsibility to contact the Park District with an alternate credit card to reconcile the past due balance in a timely manner.
- If payment is not reconciled by the 15th of the month, the child's participation in the program will be suspended until all payments and late fees have been paid and the account is up to date.
- If payment is not reconciled by the last day of the month in which it is due, the child will be dropped from the program. Families will need to re-apply for the program if childcare is needed in the future.
- All payments received after the payment deadline due to a declined payment will incur a \$25.00 late payment fee.
- If a family reaches five late payments in one school year, the child will be dropped from the program.

TAX STATEMENTS/DEPENDENT CARE FORMS

- If you need an account statement or have dependent care claim forms that need verification, please contact the Park District registrar.
- Palatine Park District Tax ID Number: **36-6008763**

JOINT CUSTODY AGREEMENTS

- If your family has legal custodial orders that address whether an individual is permitted to pick up or visit a child, a copy must be provided to the C.A.R.E. Manager to be reviewed and included in your child's file. This information is confidential and solely for the safety and well-being of your child.
- Families must update C.A.R.E. when custody orders change or expire.
- If an individual has court-ordered legal custody, employees must release the child to that legal custodian regardless of visitation schedules. Please discuss questions about custody arrangements with the C.A.R.E. Manager.

EMERGENCY CONTACT INFORMATION

- An invitation will be sent to parents to set up an account and provide emergency information on the ePACT Network. The ePACT profile must be submitted in full before a child will be allowed to attend the C.A.R.E. Program.
- The emergency information profile must include phone numbers where we can reach a parent/guardian while the child is at our program, as well as the phone number of someone in the area who can pick up your child in case you cannot.
- It is the parent's responsibility to inform the Site Director and update the emergency

information in ePACT if information changes.

- If we are repeatedly unable to reach parents/guardians during program hours using the telephone numbers provided, your child may be suspended from participating in the program until alternative phone numbers are made available.

EMERGENCY CONTACTS / AUTHORIZED PICK-UP LIST

- **Emergency Contacts** are authorized to act on your behalf in the event of an emergency, including making emergency medical decisions when a parent cannot be reached. Emergency contacts are automatically authorized to pick up your children. Emergency contacts must present a picture ID each time they pick your child up from C.A.R.E.
- Persons listed on your **Authorized Pick-Up** list may pick up your child from C.A.R.E. with your verbal or written permission. Parents must let the sites know in advance that someone from their authorized pick-up list will be picking their child up from C.A.R.E. Persons authorized to pick up your child must present a picture ID each time they pick your child up from C.A.R.E.

PROGRAM OPERATION

DROP-OFF/PICK-UP PARENT EXPECTATIONS

Any parent/guardian or authorized person picking up or dropping off a child must refrain from:

- Physical abuse, shaking, grabbing, hitting, pushing, etc.
- Verbal abuse including inappropriate language or threats to the child, other parents/guardians, other children or C.A.R.E. staff.
- Use or possession of alcohol or illegal substances.
- Smoking on the premises.
- Bringing pets onto school grounds during arrival or dismissal.

BEFORE-SCHOOL C.A.R.E. DROP-OFF PROCEDURES

- Children can be dropped off beginning at 7:00 a.m., up until the time school begins.
- When dropping off, parents/guardians must accompany children to the C.A.R.E. door and check them in with the C.A.R.E. staff.
- If your child will not be at before-school C.A.R.E., you do not need to notify the C.A.R.E. site.

AFTER-SCHOOL C.A.R.E. PICK-UP PROCEDURES

- If your child will be absent from the afternoon portion of C.A.R.E., you must inform the Site Director at your child's C.A.R.E. site **NO LATER THAN 30 MINUTES BEFORE THE END OF THE SCHOOL DAY.**

- Parents must notify the C.A.R.E. site in advance when an authorized person other than a parent is picking up their child.
- The after-school program and facilities close promptly at 6:00 p.m.
 - It is strongly recommended that parents arrive a few minutes early to ensure a rush-free and timely exit. Parents are asked to plan sufficient time to dress their child, collect the child's belongings, speak to a staff (if necessary) and leave the C.A.R.E. site by 6:00 p.m.
 - If arriving right at 6:00 p.m. is unavoidable, the C.A.R.E. staff will help your child gather their belongings so that children are picked up, signed out and exiting the building no later than 6:00 p.m.
 - If you need to speak with a C.A.R.E. staff and you are unable to arrive early to pick up your child, staff will be happy to set up a time to speak over the telephone or at a meeting scheduled during program hours. **Staff are unable to remain on-site after 6:00 p.m.**
- For the safety and privacy of all participants, C.A.R.E. limits the amount of time persons picking up children from C.A.R.E. are allowed to remain at the C.A.R.E. site. When you or any person authorized to pick up your child arrives, we ask that you please sign your child out of the program and depart from school grounds in a timely manner. Extended visits are not allowed due to safety and privacy policies.
- Staff will not release a child to an individual whose name is not listed as an emergency contact or as a person authorized to pick up your child. Parents must give advance verbal or written notice whenever an emergency contact or a person on the authorized pick-up list will be picking up their child from afternoon C.A.R.E.
- Please inform anyone listed as an emergency contact or a person authorized to pick up your child that they will be asked to verify their identity **each time** they pick up your child from C.A.R.E. Staff members will ask for a government-issued photo ID for anyone who is not positively known to them. We know you will feel more secure and confident when we are aware of who may and may not pick up your child. Children will not be allowed to leave the program unescorted.
- If a parent or legal guardian does not have permission to pick up a child from the program, legal documentation must be submitted to the C.A.R.E. site or to the Park District.
- C.A.R.E. staff cannot release a child to a person who is under the influence of drugs or alcohol. If the parent/guardian does not cooperate and insists on removing a child from the program, the C.A.R.E. staff will contact local authorities.

LATE PICK-UP

C.A.R.E. staff are counting on you to be on time to pick up your child at the end of the day so that they can meet their personal and family obligations. We do understand that weather and traffic accidents happen, however; due to the operational and staffing costs incurred when a parent/guardian is late, a late fee will be charged each time a parent/guardian is late, regardless

of the reason. C.A.R.E. late fees will be determined by the clock at your child's school.

- Parents/guardians must contact the C.A.R.E. Site Director by calling the C.A.R.E. phone at the child's school as soon as they know that they may be arriving after 6:00 p.m.
- Parents are strongly encouraged to make arrangements for an alternate adult to pick up their child if they are unable to arrive by 6:00 p.m.
- If your child is not picked up and it is after 6:00 p.m. and you have not contacted the center:
 - We will attempt to contact you or emergency contacts (if you cannot be reached).
 - If we cannot reach you or another authorized person within 30 minutes after closing, the Site Director will determine whether and when Child Protective Services or the appropriate authorities should be contacted.
 - In the event of a late pick-up, please note that C.A.R.E. staff can never transport your child from the program under any circumstances.
- Late pickups will be charged a penalty of \$5.00 at 6:01 p.m. and \$1.00 for every minute thereafter. Fees will double after the third late pick-up.
- If the household reaches five late pick-ups in one school year, the family will be notified, and the child will be dropped from the program.
- We adhere to the clock at your child's school and late fees will be determined by that clock.
- '*Late pick-up*' fees will be charged to your credit or debit card on file.

REPORTING ABSENCES

- If your child will not be at the morning portion of the program, you do not need to notify the C.A.R.E. site.
- **If your child will not be attending the after-school portion of C.A.R.E. on a day that he/she is scheduled to attend, notification is MANDATORY! Notification must be given no later than 30 minutes prior to the end of the school day.**
- The site can be contacted by calling the C.A.R.E. phone at your child's site at any time. You may leave a voicemail message on the C.A.R.E. site phone. You may also send an email to the C.A.R.E. site.
- For children in the Morning Kindergarten Add-On Program, parents/guardians must leave a message at the Kindergarten C.A.R.E. site in addition to the C.A.R.E. school site.
- When a child who is scheduled to attend the after-school program does not arrive, and the C.A.R.E. site has not received notice from the child's parents, we will institute an immediate search. The afternoon program will be delayed from starting and all the children in the program must wait while staff attempt to locate the missing child. This takes the site director and staff away from regular duties and supervision of the program and takes activity time away from all the children at the site. An unreported absence will initiate the following

actions:

- The front office will be contacted to see if the child was absent or picked up early from school.
 - Transportation will be contacted, and all buses are delayed from leaving to make sure the child was not accidentally put on a bus to go home.
 - Parents will be called to verify the location of the child.
 - If a child's parents cannot be reached, staff will attempt to call emergency contacts.
 - If we cannot reach the parents or emergency contacts, the Police Department will be sent to the child's home.
- Failure to report absences will carry a fine of \$10.00 for the first occurrence and will increase incrementally by \$5.00 for each subsequent occurrence due to the disruption caused to the afternoon program.
 - If a family reaches five occurrences during a school year, the family will be notified, and the child will be dropped from the program.

NON-SOLICITATION POLICY

- C.A.R.E. strictly prohibits both employees and others from soliciting and/or distributing literature on school or park district premises during business hours.
- For purposes of the Non-Solicitation Policy, "Solicitation" shall include but is not limited to:
 - canvassing.
 - seeking to obtain membership in or support for any organization.
 - requesting contributions or signatures.
 - offering to sell merchandise or services.
 - distributing handbills, pamphlets, petitions, and the like of any kind ("materials").
 - engaging in any other conduct relating to any outside business interests or for profit or personal economic benefit or similar activity.

MANDATED REPORTING REQUIREMENTS

- It is our goal to ensure all children in the C.A.R.E. Program are safe and well cared for — not only while they are at C.A.R.E., but at all times. The law requires everyone who works directly with children to report suspicions or evidence of child neglect or abuse to individual state childcare licensing agencies or law enforcement agencies.
- Those who fail to report according to individual state childcare licensing regulations can be held accountable under the law. The law prohibits interference with an individual's attempt to report child abuse or neglect.

STUDENT ATTIRE

Children must be dressed appropriately for the weather and C.A.R.E. activities in order to fully participate in C.A.R.E. activities.

- Gym shoes or closed-toe shoes must be worn in order to participate in active games and gym play.
- Children will not be allowed to climb on playground equipment if they are wearing flip-flops.
- Children must be dressed appropriately for inclement weather as we do go outside to the playground during the fall and winter months.
- When there is snow on the ground, children are required to have boots, gloves, snow pants and hats in order to play in the snow. Children without boots or snow pants will be asked to stay on shoveled areas of the playground.

ADHERENCE TO THE AMERICANS WITH DISABILITIES ACT

- The C.A.R.E. Program is in compliance with the Americans with Disabilities Act, its regulations, and any other applicable local, state or federal laws pertaining to the provision of services to individuals with disabilities. We review each child's needs on a case-by-case basis and make reasonable accommodations for any child who can safely participate in a group care environment.
- If your child has any special medical, physical, psychological, emotional and/or behavioral needs or receives special services at school, please discuss your child's needs with the Park District C.A.R.E. staff at the time of registration. Let us know if you feel that an accommodation may be helpful to your child while at the C.A.R.E. Program.
- Our goal is to help all children in our program succeed in the C.A.R.E. setting. If you would like to share any information from your child's 504 Plan, IEP, or if there is something that he/she is doing in the classroom or at home that you think would be helpful for our staff to know, please let us know.
- Your child may be eligible for additional assistance if needed in order to successfully participate in the C.A.R.E. Program. We work with Northwest Special Recreation Association (NWSRA) to provide accommodations if needed. Assistance varies depending on the needs of the individual and can range from working with program staff to implement different strategies or ideas on how to adjust the program to meet the needs of all participants, it may involve using adaptive equipment, or it may be adding an extra staff (inclusion support staff) into the program to work more closely with the individual enrolled in the program.
- When registering for the C.A.R.E. Program, please list in detail any information regarding accommodations that may be needed. Lack of information may adversely affect the staff's ability to accommodate the needs of your child. Having it helps us to provide the best possible care for your child.

TOILET TRAINING

- All C.A.R.E. participants must be toilet trained.
- If a child has a bathroom accident, parents/guardians will be called to bring a change of clothes within 45 minutes from the time they were called. If the child has a change of clothes with them, they must change and clean themselves without assistance from staff. Staff are not allowed to be in the stall with the child while they are changing their clothes.
- If a child has frequent or recurring accidents, we may have to pause childcare services until the issue is resolved.

EXTRACURRICULAR AFTER-SCHOOL ACTIVITIES

- Children are allowed to participate in extracurricular activities that are held on the school campus.
- Parents must notify the C.A.R.E. Site Director that the child will be participating in the extracurricular activity before the first day of the program, club, or class so that the child will not be expected at the program those days.
- The staff in charge of the extracurricular activity is responsible for bringing the child back to C.A.R.E. after the activity is over.
- C.A.R.E. staff are not able to leave the program to escort children to or from after-school activities.
- Once a child is signed out and leaves school grounds, he/she is unable to return to C.A.R.E. unless he/she is signed back in by a parent or adult on the approved pick-up list.

PERSONAL ITEMS/ELECTRONICS AT C.A.R.E.

- Please DO NOT send personal items including, but not limited to phones, smart watches, tablets, toys, electronic games or devices, dolls, sports equipment, etc., to C.A.R.E.
- C.A.R.E. and its employees cannot assume responsibility for loss of, or damage to personal belongings.
- Cell phones and other electronics including smart watches should be left at home whenever possible. All electronics brought to C.A.R.E. must be stored in the "off" position in the child's backpack during C.A.R.E. program hours. Only in the event of an emergency or with the permission of the Site Director may a student use a cellular device during C.A.R.E. operating hours.
- Children will only be allowed to use their Chromebooks during C.A.R.E. hours if they have a homework assignment that they need to complete that requires a Chromebook.

EMERGENCY SCHOOL CLOSING

- C.A.R.E. will be closed whenever school is closed due to inclement weather or in the event of an emergency school closing.
- No credits will be issued for cancelled days if they will be made up at the end of the school year.
- If the School District calls for a delayed-start day, After-School C.A.R.E. will operate as usual, however Before-School C.A.R.E. will not run on delayed-start days.

EMERGENCY FACILITY CLOSING

- On occasion, C.A.R.E. may need to close due to an unforeseen emergency at the site including, but not limited to, power outage, water outage, heating system failure, water main break, gas leak, etc.
- Parents will be notified and required to make arrangements for their child to be picked up within 45 minutes of notification. Recurring failure to pick up your child in a timely manner may result in suspension or termination of services.

PARENT COMMUNICATION

- Information that is handed out at your child's C.A.R.E. site will be delivered to the person signing your child out of the program. This includes disciplinary notices, late pick-up notices, and correspondence from the site, park district or C.A.R.E. administrative office.
- Important information will also be sent out to the email address on file with the Park District. Please make sure that the correct email address is in our system so that you do not miss out on important information.

HOMEWORK

- C.A.R.E. sets aside time in the afternoon for children to work on homework.
- Because of the number of children who require assistance during homework time, the staff members are unable to check each child's homework for accuracy or provide one-to-one homework help.
- We provide guidance while allowing your child to complete his or her own assignments. Please note that we do not replace your role in the homework process; instead, we support it.
- Upon request, the C.A.R.E. staff will remind and encourage children to complete their homework; however, using the time set aside to complete homework is the responsibility of the child. C.A.R.E. staff will not force a child to complete their homework.

SNACKS

- Children can bring snacks from home to enjoy while they are at the C.A.R.E. Program.
- If your child has a dietary restriction, please provide detailed information to the C.A.R.E. Site Director.

PHOTOGRAPHY

- Photographs/videos may be taken during the C.A.R.E. Program and used for marketing purposes.

BEHAVIOR POLICY

In order to provide the best possible program for our participants; children, parents and staff are asked to treat each other with respect, tolerance, kindness, and consideration through their words and actions. Children are expected to respect the staff, the facilities, the equipment, and one another. We welcome families as partners in helping children practice appropriate behaviors. As your child's most influential teacher, we may occasionally ask you to work with us to help extinguish undesired behaviors. We understand these issues are sensitive and many different parenting styles are reflected among our families.

Children must be able to participate within our program ratio of one staff per ten children. We will make every effort to work with parents/guardians to ensure a cooperative approach for children having behavioral challenges; however, if a child demonstrates a persistent need for staff intervention due to undesired behavior, and the child does not respond to verbal redirection, we may suspend or terminate participation in the program.

If you feel that your child may benefit from additional behavioral support, or that your child may be eligible for additional assistance if needed in order to successfully participate in the C.A.R.E. Program, please see the ADA/Special Accommodations section.

CODE OF CONDUCT

The CARE code of conduct has been developed to keep the program safe and enjoyable for all participants. Additional rules may be developed as deemed necessary by staff.

Children exhibiting the following behavior are subject to disciplinary action, up to and including expulsion from the program:

- Behavior that is bullying, threatening, obscene, disrespectful, insubordinate, consistently uncooperative, physical, or verbal abuse or assault, to staff, other participants or anyone involved with the CARE program.
- Inappropriate language including profanity, abusive, or sexual content.
- Misuse or damage of property or equipment belonging to the program, program site, staff, or participants.

- Behavior that puts themselves or others at risk for health, safety, or their welfare.
- Threat to use and/or possession of weapons (real or look alike) to the program site or vicinity.
- Lying
- Theft
- Elopement from the program site or area.
- Possession of illegal or controlled substances.
- Uncontrolled/unmanageable tantrums or outbursts.
- Failure to adjust behavior after a reasonable amount of time.
- Habitual disregard of C.A.R.E. policies.

DISCIPLINARY ACTION

The procedures for handling disciplinary action will depend on the severity and/or the repetition of unacceptable behaviors. C.A.R.E. staff will intervene when a child's behavior threatens his/her safety or the safety or well-being of others, is causing destruction of property, or is disrupting the activities of others.

C.A.R.E. reserves the right to review each situation on an individual basis and apply the appropriate consequence depending on the severity of the incident and the circumstances surrounding the incident.

Any of the following consequences may be applied for rule violations:

- **Verbal Warnings** - Depending on the severity, several warnings may be given.
- **Written Warnings** - A conduct report will be filled out. The parents will be required to sign the report, which will remain in the participant's file. Multiple written warnings may result in the student being suspended or terminated from participating in the program.
- **Suspension** - A participant may be suspended from participating in the program for up to three days, depending on the severity of the situation. The suspension will be in effect on the first program day following the offense. There is no refund for days missed due to a suspension from C.A.R.E.
- **Child sent home early from the program** - Behavior requiring significant redirection or behavior that poses an immediate threat to the safety or emotional well-being of himself/herself or others will result in a phone call to parents/guardians of the child. Parents/guardians may be required to pick up their child up early from C.A.R.E. Parents are expected to pick their child up from C.A.R.E. within 45 minutes of notification. **Recurring failure to pick up your child within 45 minutes of notification may result in suspension or termination of services.**
- **Expulsion from the C.A.R.E. Program** – Termination of participation in the C.A.R.E. Program.

C.A.R.E. reserves the right to suspend a child or terminate services if a child's behavior endangers the safety of himself/herself or others, and/or if undesired behavior is repetitive, and/or if the behavior negatively affects the experience of other participants on a continual basis.

TERMINATION OF PARTICIPATION IN THE PROGRAM

Depending on the situation and the degree of the offense or repetitive undesired behavior, C.A.R.E. may terminate services for a child at any time, with or without prior warning.

The following situations may result in a termination of services:

- If, after attempts have been made to meet the child's individual needs, we feel that the program cannot accommodate the needs of the child, or if the child demonstrates the inability to benefit from the type of care offered.
- If a child's participation in the program is detrimental to the group.
- If a child demonstrates a persistent need for staff intervention due to undesired behavior, and the child does not respond to verbal redirection and is therefore not able to participate within our program ratio of one staff per ten children, the child may be asked to discontinue participation in the program.
- If a parent displays inappropriate or disrespectful behavior, including verbal abuse of a child or staff member, or confrontations with a staff member. Profanity, threats, or disruptive behavior will not be tolerated.
- If a family reaches 5 late pick-ups from the after-school program during one school-year.
- If a family reaches 5 incidents of failure to report a child's absence from C.A.R.E. during one school-year.

MEDICATION, ILLNESS, ACCIDENTS & INJURIES

ACCIDENTS / MEDICAL EMERGENCY

- In the event your child is injured while attending the C.A.R.E. Program, the staff will perform basic first aid and parents will be notified when they arrive.
- If the child requires additional care, the C.A.R.E. staff are required to:
 - administer first aid.
 - attempt to contact the parent/guardian or emergency contacts so that they can determine whether further treatment is required.
 - if in the staff's opinion, the injury needs more than basic first aid, and a parent cannot be reached, the staff will call emergency services and the child may be transported to the nearest hospital by ambulance.
- **Parents/guardians will be responsible for all charges for emergency medical services rendered.**

INSURANCE FOR ACCIDENTS & INJURIES

The Park District does not provide accident insurance or medical insurance for participants in the C.A.R.E. Program. Please be sure that your family insurance policy is adequate for your needs.

MEDICATION

We recommend that you administer medications prior to arriving or after leaving the C.A.R.E. Program. The administration of medication to students during C.A.R.E. hours is discouraged unless it is necessary for the well-being of the student. If medication must be administered while at the C.A.R.E. Program, please see the requirements below:

- A *Medication Administration* form must be filled out and provided to us.
- Arrangements must be made with the Site Director.
- There must be a copy of the doctor's prescription on file in ePact or at the C.A.R.E. site.
- Medication is to be brought to the C.A.R.E. site in its original container or one properly labeled by the pharmacy or physician.
- Please provide us with all printed information about the medication's possible side effects.
- The parent must provide clear and concise written directions for administration of medication.
- C.A.R.E. staff are not allowed to calculate the amount of dosages participants must take.
- If an injection is required, the child must be able to self-administer the medication. Staff can supervise but they are not authorized to give the injection to the child.
- C.A.R.E. does not have access to any medication, inhalers or epinephrine injectors stored in the nurse's office. **Parents must bring a separate supply to be stored at C.A.R.E.**

ILLNESS

We value your child's health and recognize that preventing the spread of infectious diseases is a very important part of quality childcare. The C.A.R.E. Program has developed the following Illness Policy in order to assure parents of children registered in our program that their children's health and well-being are of paramount importance to our staff. Our priority is to prevent the spread of disease.

- Any child diagnosed with a communicable infection, or a fever may not attend C.A.R.E. in order to limit exposure of other children.
- If your child has or has been exposed to a contagious disease, parents must notify the C.A.R.E. staff so that we can notify parents/guardians at the site of exposure to the contagious disease as soon as possible.
- To reduce the spread of illness and maintain the health of all children in the program, we may temporarily exclude your child from attending C.A.R.E.

- We will ask that your child remain home from C.A.R.E. if he or she has an illness or symptom that is considered a communicable disease, or if your child has an illness that requires more individual care than C.A.R.E. staff members can provide without compromising the health, safety, and activities of the other children.
- If a child becomes ill while attending the before/after-school program, parents will be contacted so that early pick-up arrangements can be made. Parents are required to either pick up their child or make arrangements to have their child picked up within 45 minutes of being notified.
- There is no nurse available during C.A.R.E. hours and C.A.R.E. staff are not licensed to provide care for sick children. Therefore, parents or emergency contacts must come promptly to pick up their child.
- If we are unable to reach a parent, emergency contacts will be called.
- Recurring failure to pick your child promptly may result in a termination of services for the remainder of the school year.
- Late fees may be applied if the child is not picked up within 45 minutes.

COMMUNICABLE DISEASES

If a child has certain communicable diseases, our health and safety policies could require:

- Sending the child home
- Documented evaluation and treatment by the child’s health care provider
- Notification of the families of other children in our center and staff members
- Notification of local health authorities (e.g., Health Department)

C.A.R.E. follows the school district policy for Communicable Disease Management. Following are a few of the most commonly seen symptoms/diseases. Students observed with any of the following symptoms at C.A.R.E. will be sent home:

DISEASE/SYMPTOM	EXCLUSION FROM C.A.R.E. UNTIL
A fever of 100 or greater	24 hours fever free
Vomiting	24 hours symptom free
Diarrhea	
Undiagnosed rash	
Communicable diseases (i.e., chicken	See School District Policy

pox, measles, etc.)	
Strep infections	Completion of 24 hours of antibiotic treatment
Pink eye	

C.A.R.E. PROGRAM DATES

C.A.R.E. NON-ATTENDANCE DAYS

- C.A.R.E. does not operate when school is not in session.
- After-School C.A.R.E. on half days of school is not included in the annual C.A.R.E. fees. A half day option will be available for an additional fee.