

Willard Community Center

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willard@willardcommunitycenter.org

www.willardcommunitycenter.org

Lakeview CLC: 402-525-2528

Roper Child Care: 402-441-6929

Open Monday-Friday

6:30AM-6:00PM

The Center is administrated by the Board of Directors

Child Care Parent Handbook

A guide for families whose children are enrolled in
our Before & After School Program, and our
Summer Program.

Revised

Welcome to Willard Community Center's Child Care Program

What the Agency Does

The Willard Community Center is a non-profit agency receiving funding from United Way and Program Service Fees. Currently our programming emphasis is on educational enrichment, school-age child care, youth teen programming, and adult services.

Mission Statement

Willard Community Center provides lifelong learning opportunities to our diverse community through social, educational, and recreational programming. We will achieve self sufficiency through continuous improvements and return on investments.

Child Care Program Statement

Willard Community Center's Child Care Program policies are non-discriminatory in regard to race, color, national origin, religion, or sex. Handicapped children are served according to the Program's ability to meet their special needs. Willard Community Center is concerned with the child's strong relationship with his or her family. We encourage parents to visit our child care sites during our hours of operation.

Child Care Program's Expectations

- To respect self and others.
- To accept responsibility for your own behavior.
- To follow directions.
- To make good choices.
- To resolve problems.

- To have FUN!

Discipline Philosophy

It is our goal of the Willard Community Center Child Care Program to guide children into becoming happy, responsible, cooperative participants in this program through positive, non-threatening techniques. We strive to increase RESPECT for themselves by guiding them to become RESPONSIBLE for their own actions, and to help them grow in their respect for the rights and feelings of other people. Our main objective is to promote the safety and welfare of all children in our program.

Discipline Policy

Checks are given for unacceptable behavior. A check is recorded on the daily attendance sheets with the staff's initials and the reason for the check. In the course of a day, the first and second check each require a 15-minute time out per check. If the child continues to misbehave, and he/she receives a third check, the child is removed from the program for the rest of the day. The staff person who gave the third and final check is responsible for calling the child's parents and explaining how all three checks were received, and informing that parent that their child is out of our program for the rest of the day. At that time, the parent may either choose to come and pick their child up, or leave their child to sit in time out for the rest of the day. If 3 checks are received in the morning before school, that child may not attend the after school program. If 3 checks are received after school, the child may not attend the next day.

A child is only allowed 3 days of 3 checks per school year before a parent conference is called. After the third day of 3 checks, that child is denied care until a conference is held. At that conference, with the child's parent, Child Care Director, and Site Supervisor an alternative behavior plan will be set. The child is then re-admitted to care; however, if that child has another day of 3 checks, then he/she is out of program permanently.

Checks will be given for:

swearing, hitting, not following directions after repeated asking (NFD), bothering a child in time-out, disrespectful to staff or other children, off Willard/Lakeview/Roper grounds, refusing a time out, lying to staff, talking during group quiet times, destruction of Willard/Lakeview/Roper property = 2 checks, stealing = 2 checks, fighting = 3 checks. (This list is

continually updated per specific site needs. Please check with your Site Supervisor for an updated list.)

Drop-Off and Pick-Up Policy

Parents/Guardians are responsible for making sure that their child has arrived safely at child care. Parents must check with the staff member in charge of the attendance notebook for any needed information. Children will only be released to authorized people as listed on their registration paperwork. No telephone authorization will be allowed.

Health & Safety Practices

Immunizations: Health and Human Services has determined that school age children enrolled in a child care program need only to have up-to-date immunization records on file at school.

Medications: The health and safety of your child is our first concern. In order to maintain the highest standard of health and safety, we are asking that you assist us by observing the following guidelines concerning the dispensation of medication to your child. In order for our staff to administer medication to a child, it is necessary to have a doctor's authorization and parent's permission for dispensing of the same.

- Medication should be given at home if possible.
- No medication will be administered to a child unless the medication has a current prescription label, which includes the date, child's name, physician's name and directions for administration.
- Non-prescription medication (i.e. Tylenol, cough medications, etc.) will be given only with written parental permission.

Illness: Your child should be kept at home and not attend child care when he/she has a sore throat, diarrhea, fever, skin rash, eye drainage, or any other contagious disease which may be accompanied by behavior change or other signs or symptoms of illness such as unusually tired, irritability, uncontrolled coughing, persistent crying, difficult breathing, wheezing, seizures, and or severe stomach pain. We have an obligation to protect all of our enrolled children from unnecessary exposure to illness. Any child who is determined by the staff to be ill or who has a fever of 100(oral) will need to be taken home and he/she will need to be kept home for 24 hours; longer if the fever remains. Any time that a child exhibits any of the above symptoms during child care hours, that

child must be taken home for the remainder of the day or excluded until a medical exam indicates the child may return.

Head Lice or Nits: In line with LPS policy children must be nit free and live bug free before returning to child care.

Accident Reports: Accident or injuries that a child receives during care is reported on the accident/incident form and every effort is made to make the parent aware of the nature and extent of the injury.

Emergencies: We must have a number where we can reach you AT ALL TIMES. In an emergency we will contact you immediately. If we are unable to contact you, we will call the emergency number given on the child's registration form. If we are unable to contact either parent or the emergency numbers and immediate medical attention is necessary, 911 will be called.

Child Neglect/Abuse: We are required by state regulations to report any and all suspected cases of abuse or neglect to the proper authorities. A child will not be released to any person suspected of being under the influence of drugs and/or alcohol and proper authorities will be notified.

Fees and Payment Procedures

- Child Care payments are due prior to receiving child care. Failure to pay will result in child care being denied unless special arrangements are made with the Child Care Director. Unpaid accounts, plus any interest accrued, will be turned over to a collection agency.
- Checks or money orders for payment need to be made out to "Willard Community Center".
- Pay pal payments are also accepted through the web site.
www.willardcommunitycenter.com
- Title XX Families are accepted.

Late Fees

Willard Community Center charges parents who are late in picking up their child. As a reminder the child care program closes at 6:00 p.m.

The following fee schedule applies:

0 to 5 minutes \$5.00

\$5.00 for every additional full or partial quarter hour

This fee is PER CHILD and is to be paid directly to the staff - in cash - when the child is picked up, or before the next day of care. Failure to pay this late fee will result in denial of care. This is not to be included in your monthly bill as this money goes directly to the staff that had to wait on your arrival.

NOTE: If parents do not call and fail to pick up their child within one hour, the police will be notified.

Holidays and Absences

- Parents are responsible for paying their full school-year monthly fee regardless of holidays or illness. Willard is closed on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and the following day, Christmas Eve and Christmas Day. In the event that the holiday falls on a Saturday or Sunday, the Center will be closed on the proceeding Friday or the following Monday.
- In the event of inclement weather/natural disaster, listen to the radio or watch TV for the news of school closings. WE CLOSE WHEN LINCOLN PUBLIC SCHOOLS CLOSE. IF A SNOW DAY OCCURS DURING A SCHOOL BREAK, WILLARD WILL CLOSE IF PAROCHIAL, UNIVERSITIES OR OTHER PUBLIC OFFICES CLOSE.

Confidentiality

Children's records are open only to authorized employees of Willard Community Center, or to the child's parents or legal guardians.

Parent Responsibilities

To allow us to provide the best care possible, communication between home and center must be ongoing. Notes, phone calls, and daily contacts are encouraged to keep all of us attuned to what is going on in your child's life. Please take time to read any notes that we may send home with your child.

If a misunderstanding should ever occur, please talk first with the staff member involved, who will do his/her part to resolve any problems. If your concern remains unresolved, please contact the Program Director, Sarah Reinke or the Executive Director, Janelle Soderling.

Conferences will be scheduled as needed, as every effort will be made to resolve your difficulty. If conferences and meetings have been held and no improvement has been seen, care may be denied or suspended as

determined by Sarah or Janelle. Depending on the severity of the matter, the board of directors may be asked to intervene.

Thank you for including Willard Community Center in your child's school-age experience.