

Roper

Before & After Program

Parent Handbook

*A guide for families whose children are enrolled in our Roper Before & After School Program,
and our Summer Program at Willard Community Center.*

Administered by the Willard Community Center Board of Directors and staff.

Revised March 2020



Willard Community Center



1245 S. Folsom, Lincoln, Nebraska 68522 Telephone: 402-475-0805

willard@willardcommunitycenter.org

www.willardcommunitycenter.org

Roper Before & After School- Location & Hours of Operation

2323 S.Coddington Ave, Lincoln, NE 68522 Roper Child Care: 402-540-7515

Open Monday-Friday

6:30AM-9:00AM & 2:53 PM-6:00 pm

Summer/Scheduled Non-School Days

6:30 AM-6:00 pm

Willard Community Center Offers

Neighborhood-based services which include licensed child care for preschool through 8th-grade children: Full and part-time preschool and Pre-K for ages 3-5, before and after school care for Roper Elementary School, as well as being the lead agency for the Lakeview Community Learning Center at Lakeview Elementary, and all-day summer and evening programming. Self-help groups, scout groups, aerobics, licensed Bingo, neighborhood Assoc., volunteer opportunities, and services for adults and senior citizens bring all ages into the Center. Agency goals include continuing to demonstrate excellence in youth in youth programming, identify the needs of specific ethnic groups, and form partnerships with other organizations.

Mission Statement

We help area residents grow, connect & contribute to our community.

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 yourself and others.
- ❖ To accept responsibility for your own behavior.
- ❖ To follow directions.
- ❖ To make good choices.
- ❖ To resolve problems.
- ❖ To have FUN!

Notifying Willard Staff of Changes

It is important to notify the teachers of any changes that may affect your child's temperament or emotional states, such as a move to a new home, a new baby, divorce, marriage, or death in the family. Also, please be sure to notify the teachers of any changes in the child's records, such as a change of address, phone number, immunizations, etc.

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 ourselves 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 checks 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 or 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 the program permanently.

Checks will be given for: Swearing, hitting, not following directions after repeated asking and redirection(NFD), bothering a child in time-out, disrespectful to staff or other children, off Willard or Roper grounds, refusing a time out, lying to staff, talking during group quiet times, destruction of Willard or 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.)

Finding Solutions:

While we will try to work with each family and child, we are not always the best fit. Our staff is college students and while they receive annual training we are not teachers with the same resources. We cannot be one-on-one with children because of the number of children we serve. It is our goal 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

Health & Safety Practices

Handwashing

Willard Community Center does its best at eliminating contagious diseases. Although illness cannot be avoided entirely, it can be minimized. Handwashing is extremely important in our daily routines. To prevent the spreading of illness, Willard's administrators and staff require that your children wash their hands when they are dropped off at our program and before any other activity is performed.

Immunizations: Health and Human Services have determined that up-to-date proof of immunization is required for all children attending Willard's program. Immunization records must be on file within the first 30 days of each new school year. Willard Community Center does not have access to the records on file with LPS due to HIPPA regulations. Therefore cannot obtain a copy from their offices. If your child is enrolled in the After School Program for consecutive years, the previous year's immunization record will still be on file with Willard Community Center. It is the responsibility of the parent/caregiver to update records with Willard Community Center every time a new immunization is administered.

Medications: The health and safety of your child are our first concerns. 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 the parent's permission for dispensing 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.

Emergency Medicine: If your child has a life-threatening illness, such as but not limited to Asthma, Epilepsy, severe allergies & COPD, it is required that your child has their medication on them at all times. If your child is dropped off and does not have their emergency medication available to them, a parent/guardian will be contacted to bring in the medication immediately. If there is no medication available for your child, during a time of need, Willard Community Center is not liable for health risks or damages. Willard Community Center does not have access to your healthcare professional to get medication. It is the responsibility of the parent/caregiver to provide any medication that is needed for Willard Community Center to administer. If a child runs out of medication we will not provide care until additional medication is provided. If the medication is expired, we will not administer the medication or provide care until the new medication is provided.

Illness: Your child should be kept at home and not attend Roper before or after school 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 changes or other signs or symptoms of illness such as unusually tired, irritability, uncontrolled coughing, persistent crying, difficulty 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 degrees 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 before & after or summer hours, that child must be taken home for the remainder of the day or excluded until a medical exam indicates the child may return.

School absences: If your child is kept home from school or leaves mid-day due to an appointment, your child will not be permitted to be present at the Roper after-school program unless they have returned to the school prior to the school day ending at 3:00 pm. If your child was kept home due to illness or contagious disease, they may not return until he/she is symptom-free for 24 hours without the use of Tylenol or other medication that is used as a temporary solution.

Disinfecting Protocol: In any circumstance that 50% of the children enrolled are absent due to a contagious disease, Roper's before and after school program will be closed for the entire next business day (24 hours) for the purpose of disinfecting and sanitizing all toys, surfaces, appliances, restrooms, and laundry. Willard Community Center staff and administration will attempt to advise all families no later than 7 pm the evening prior to closing.

Shut Down: If Lincoln Public Schools shut down due to a pandemic, Willard Community Center will also close. Thereafter, the administration and the Board of Directors will collaborate on a plan to reopen as soon as possible. Willard Community Center reserves the right to close at any time if state regulations cannot be met due to illness or due to Board of Director discretion on all other matters.

Head Lice or Nits: Children must be nit-free and live bug-free before returning to child care. Upon return to the program, your child will be checked immediately. If nits or live lice are still present you will be called to pick up your child immediately.

Accident Reports: Accidents or injuries that a child receives during care are reported on the accident/incident form and every effort is made to make the parent aware of the nature and extent of the injury. Reports will be signed by a Director and filed. If a child hits their head, regardless of the severity, a parent will be notified via a phone call.

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 numbers 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.

Emergency Closings/Disaster preparedness

- In the event of emergencies that could affect safety, health, or access to Roper or the Willard Community Center such as, but not limited to: (loss of water, power, gas leaks, or natural disasters) the program administrator will have the final authority to make the decision to close. If the decision to close is made, the administration will make every attempt to get hold of families in the most timely manner possible. In the event that a Willard program needs to evacuate due to a state of emergency, we will follow the Emergency Closing procedure and relocate the staff and children in our care to the following locations until the children are picked up.

Willard Community Center: Ray's Lawn and Homecare; 503 West J street

Roper Fire Station # 13, 1700 S. Coddington

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.

Your child will only be released to a parent/guardian or individuals you have designated on your child's enrollment sheet. Non-custodial caregivers will have their identification verified by Willard Community Center Staff. Your child will not be released to a non-custodial caregiver until appropriate photo identification is provided. When new staff is brought into the program and are learning to identify you as the parent/guardian, they will be checking ID. Please be sure to always have your identification on hand for these occurrences. During pick-up, a parent or authorized person will be required to come to the door. Willard Community Center staff will not release any child without certainty of the child's safety; and will not allow them to walk to a vehicle alone. Parents who do not follow these policies will be subject to losing their spot in the program. These regulations are in place for the safety of every child.

Willard will not release a child to anyone who cannot safely care for the child. This includes an abusive/aggressive person or anyone suspected of being under the influence of drugs/alcohol. Willard staff reserves the right to notify the Lincoln Police Department for assistance if it deems the person attempting to pick up a child is unable to safely care for the child.

If a child is left after hours, and Willard has not received notification of an authorized adult coming to pick up the child, and a parent/guardian cannot be reached after 1 hour, Willard will contact the Lincoln Police Department for assistance.

Emergency Information Policy

For the safety and wellbeing of your child, Willard must be able to reach you or an authorized person in the case of an emergency or if your child becomes ill.

- Willard requests emergency contact phone numbers in addition to the Parent/Guardian's phone number.
- You will be asked to provide names and phone numbers for individuals who can pick up and drop off your child along with emergency contact names and numbers. Listing an individual as an emergency contact does not give us permission to release to that individual also, they must be listed on the drop-off/pick-up consent also.
- Please let your emergency contacts know that you have placed them on your emergency contact list.
- Please notify Willard immediately of any changes in your phone numbers and address or your emergency contacts. Willard Community Center does not have access to child files through Lincoln Public Schools.

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

Payments must be paid in full 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”.
- Online payments can be accepted through Venmo or Paypal through the website. www.willardcommunitycenter.com
- Child care weekly/monthly fees may increase annually by a percentage approved by the Board of Directors
- If your family has two separate parents/caregivers paying for the care of a child(ren) enrolled, it is your responsibility to make sure the account is paid in full. While we will do our best to work with families, we cannot provide care if the account is not up to date.
- Any check that is returned will also result in a \$5 fee on their account for the returned check.

Late Payment Policy

The formal policy for Willard Community Center regarding the payment for child care services will continue to require advance payment due on the first of each month before services are performed. Delinquent accounts will be provided notice of deficiency. Accounts remaining delinquent in excess of four weeks without Executive Director (or Board of Director approval) will be turned over to collections at the Board of Director discretion.

In recognition of our organization's mission, the Board of Directors has authorized the Executive Director or her appointee to approve individualized payment plans for families in rare instances of financial distress or emergency situations. Any family may request a temporary exception to the policy in writing which should detail the reason(s) for the exception and proposed plan of payment. The Executive Director and her appointee may only approve deviations up to a maximum of an aggregate \$500.00 carrying balance per family.

The Executive Director and or her representative will report directly to the Board of Directors each month regarding all carrying balances, the payment plan, and circumstances requiring the deviation from the policy. Any deviation from the advance payment policy exceeding \$500.00 will require the Board of Director's written approval. Accounts appearing uncollectable may be turned over to collections which may result in additional legal and financial consequences. THE BOARD OF DIRECTORS AUTHORIZES THE EXECUTIVE DIRECTOR TO REFUSE SERVICES TO ANY CHILD DUE TO DELINQUENCY OF THE ACCOUNT THAT IS NOT IN COMPLIANCE WITH THIS POLICY.

Late (Pick Up) Fees

Willard Community Center charges parents who are late in picking up their children. 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 your child is picked up, or before the next day of care. Failure to pay this late fee will result in a 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. If you are running late, call the program to make the staff aware of the late pick-up, and that you are on your way.

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

Child Care Subsidy (Title XX) accepted:

Roper Provider ID Number: 22293820

- If you are approved to receive state assistance through DHHS, Willard Community Center must receive the authorization before your child's first day of care in Willard's programs.
- The Registration fee will not be covered by state subsidy. Each family registration fee is required to be paid by the parent/caregiver upon enrollment.
- DHHS may approve your Title XX, with a monthly family fee. The family fee must be paid in full to Willard on a monthly basis. Failure to pay will result in child care being denied unless special arrangements are made with the child care Director. Unpaid accounts, plus any fees accrued, will be turned over to a collection agency.
- If you are paying your Title XX family fee to another provider; you will need to have that child care center's director provide a letter to Willard Community Center. The letter must state the total amount that is collected each month; and must be signed and dated by the child care program director. If there are any changes regarding your family fee payment arrangement, you will need to keep Willard Community Center updated for billing purposes.
- If your authorization dates have expired YOU must contact your DHHS caseworker for reauthorization to cover your child's attendance, or you will be billed privately.

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, Martin Luther King Junior 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 preceding Friday or the following Monday. *Willard's Board of Directors may choose to close additional days surrounding a holiday based upon projected attendance or for staff training purposes.

Child Care Weather Watch

The time that children spend outdoors is an important part of their learning. All children will engage in outdoor play when the weather permits. In cold weather, please bring your children with a warm coat, hat, & gloves. On snowy days, the children will play in the snow, please bring snow boots and snow pants. During the summer months, in hot weather, please send a water bottle so the kids have access to drinks when playing, please also provide Willard with your child's swimsuit and a towel for water play.

GREEN: All children will be outside.

YELLOW: All children will be outside, staff will pay close attention to children becoming too hot/cold and adjust time outdoors if necessary.

RED: All children may go outdoors for a very short time period.

Understand the Weather

Wind-Chill



- 30° is *chilly* and generally uncomfortable
- 15° to 30° is *cold*
- 0° to 15° is *very cold*
- 32° to 0° is *bitter cold* with significant risk of *frostbite*
- -20° to -60° is *extreme cold* and *frostbite* is likely
- -60° is *frigid* and exposed *skin will freeze* in 1 minute

Heat Index



- 80° or below is considered *comfortable*
- 90° beginning to feel *uncomfortable*
- 100° *uncomfortable* and may be *hazardous*
- 110° considered *dangerous*

All temperatures are in degrees Fahrenheit

Child Care Weather Watch

		Wind Speed in mph								
		Calm	5	10	15	20	25	30	35	40
Air Temperature	40	40	36	34	32	30	29	28	28	27
	30	30	25	21	19	17	16	15	14	13
	20	20	13	9	6	4	3	1	0	-1
	10	10	-1	-4	-7	-9	-11	-12	-14	-15
	0	0	-11	-16	-19	-22	-24	-26	-27	-29
	-10	-10	-22	-28	-32	-35	-37	-39	-41	-43
	-20	-20	-34	-41	-45	-48	-51	-53	-55	-57
-30	-30	-46	-53	-58	-61	-64	-67	-69	-71	

Comfortable for out door play
 Caution
 Danger

		Relative Humidity (Percent)												
		40	45	50	55	60	65	70	75	80	85	90	95	100
Temperature (F)	80	80	80	81	81	82	82	83	84	84	85	86	86	87
	84	83	84	85	86	88	89	90	92	94	96	98	100	103
	90	91	93	95	97	100	103	106	109	113	117	122	127	132
	94	97	100	102	106	110	114	119	124	129	135			
	100	109	114	118	124	129	136							
	104	119	124	131	137									
	110	136												

Inclement Weather

- In the event of inclement weather/natural disaster, listen to the radio or watch TV for the news of school closing. **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.

Fire/Tornado:

An emergency plan is in place and practice drills are conducted in accordance with licensing standards. Parents are encouraged to review that information with center staff. In the event that the children are in their safe place during a tornado warning,

Parents/caregivers need to call the site's phone number. Children may be released to parents or an authorized person, or parents can wait in our safe area until the immediate threat is gone.

Air Quality

If the Lincoln Weather Service has issued an air quality warning. Willard Community Center will remain open, but children will not be engaging in any outdoor activities until the warning has cleared.

Sunscreen & Bugspray

Willard Community Center will provide sunscreen with an SPF of 30 or higher. You must indicate on the enrollment form if you are opting for your child to use Willard's sunscreen. If you choose, you may bring in another brand with a specific SPH of your choice. Willard Community Center does not provide any bug sprays. If you choose to provide a bug spray, we will make sure to label it with your child's name and keep it locked up when it is not being used.

Playground

The playground used by Willard Community Center for before and after school is at Roper Elementary, except during nonschool days/summer when kids are at Willard. Upon your child's first day in his/her program the staff will ask you to sign a permission slip so your child can participate in outdoor activities at the designated playground.

- Willard: Schroder Park (Maintained by City Parks & Rec)
- Roper Elementary School (Maintained by Lincoln Public Schools)

Non-school Days/Summer

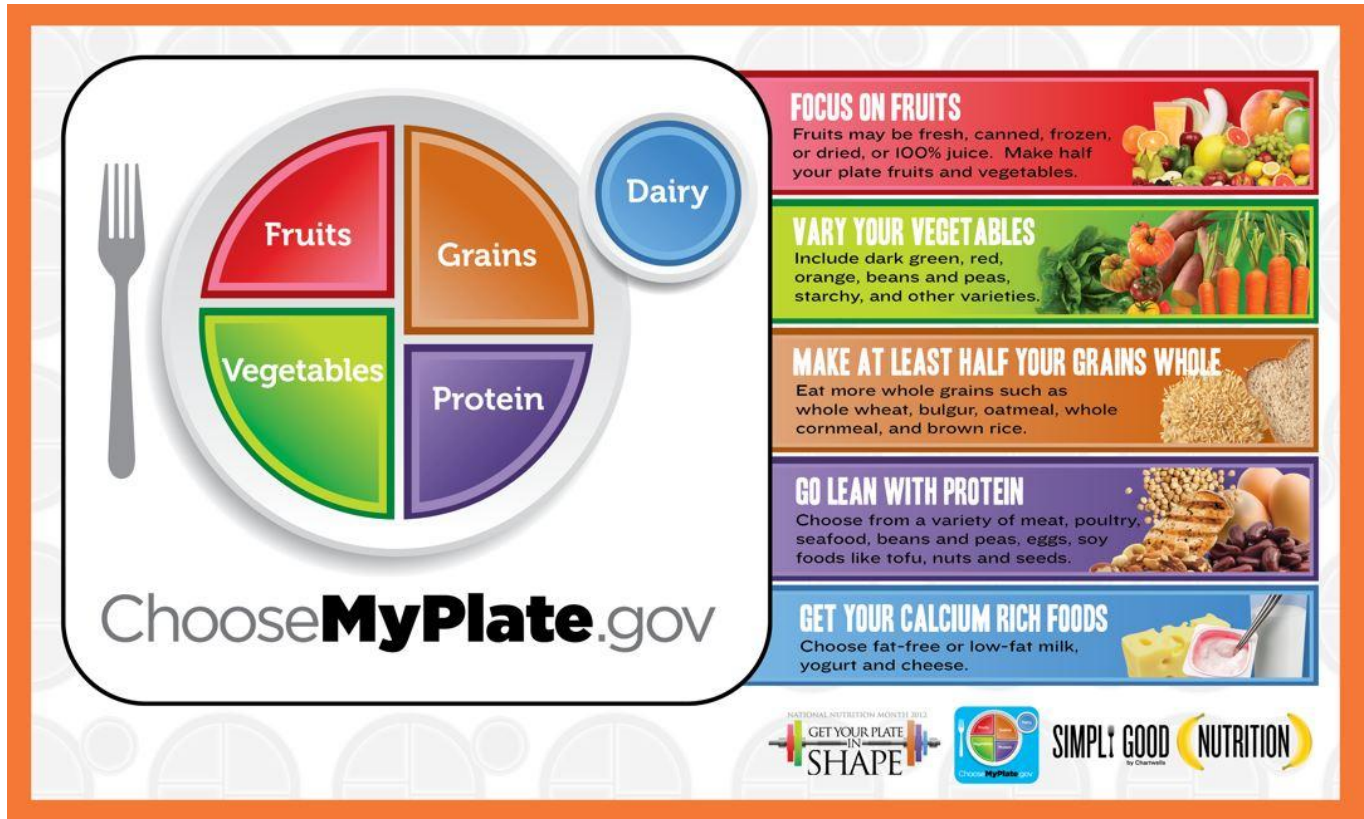
Willard Community Center provides all daycare for the children enrolled in the Roper before and after school program for the days that LPS schedules as teacher plan days, and seasonal breaks. All daycare will be at the Willard Community Center located at 1245 S. Folsom Street from 6:30 am to 6:00 pm. Willard's administration will have a sign-up at Roper 1 week prior. For staffing purposes, If your child(ren) are not on the sign-up sheet, they will not be allowed to attend during those nonschool days. In addition, we ask that if they are signed up to attend, that all children are in our attendance no later than 9:00 am. If you know that your child(ren) will be absent or late to the program, we ask that you place a courtesy call with Willard for the purpose of health related issues and staffing.

Willard Community Center: 402-475-0805.

- For Administration press 1, and follow prompts for Janelle Soferlong, Sarah Reinke, or Tabitha Love
- For the reception, press 3 for general information.

Non-School Day Meals: Willard Community Center offers morning and afternoon snacks to the children in our care. Lunch is not provided. We require that all children bring a sack lunch. Willard Community Center has microwaves available to cook

various food items. Please make every attempt to ensure that your child's lunch is temperature protected with either an ice pack or thermos container.



Nutrition: We encourage our families to pack a nutritional meal to include all food groups from the My Plate chart.

Electronic Devices: Willard Community Center administration has the right to confiscate cellular phones, tablets, and other electronic devices. Electronics may be held in a Director's office if: at any time we see the device is being used inappropriately or is causing conflict with others. Children must have permission to use their device or wait until their designated free-choice time. Willard Community Center, employees & volunteers are not responsible for any lost, broken, or stolen items.

Field Trips: Should the field trip take place during the summer, you will be provided ahead of time with a calendar to show each week's outing. There will be a section on your child's enrollment form that you must sign at the beginning of summer authorizing the field trips as a whole. All field trips, scheduled during the year, or during the summer, are on a strict time schedule. If your child is not in attendance when we are scheduled to leave for the field trip, your child will not be able to attend. For liability purposes, you will not be able to drop your child off at the field trip location.

Willard's staff have taken the Safe Kids Transportation training. Children will be transported in Willard Community Center vans, or in an employee's approved vehicle. Car seats and/or booster seats will be provided by Willard. If your own child's car seat is preferred, you are welcome to bring it to the center.

If a parent/guardian or family member, 18 years of age or older, would like to volunteer their time to support and help during any field trip, please see an administrator fill out the appropriate paperwork and complete background checks.

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 Willard Community Center's Executive Director, Janelle Soderling, Program Director, Sarah Reinke, or Program Assistant Director, Tabitha Love at 402-475-0805.

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.

Executive Director, Janelle Soderling: 402-475-0805, Option 1 for administration, Option 1 for Janelle

janelles@willardcommunitycenter.org

Program Director, Sarah Reinke: 402-475-0805, Option 1 for administration, Option 2 for Sarah

sarahr@willardcommunitycenter.org

Program Assistant Director, Tabitha Love: 402-475-0805, Option 1 for administration, Option 3 for Tabitha

tabithal@willardcommunitycenter.org