



# **Willard Community Center**

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

[willard@willardcommunitycenter.org](mailto:willard@willardcommunitycenter.org)

[www.willardcommunitycenter.org](http://www.willardcommunitycenter.org)

Open Monday-Friday

After school is released until 6:00PM

The Center is administered by the Board of Directors

## **Child Care Parent Handbook**

A guide for families whose children are enrolled in our

**After School Program**

**Revised December 2019**

# Welcome to Willard Community Center

## Child Care Program

### **What the Agency Does**

The Willard Community Center is a non-profit agency. We are a licensed school age child care center. Our programming emphasis for the after school program is on early childhood development, educational enrichment, life skills, and community growth.

### **Mission Statement**

Willard Community Center has always been there to support the community that it serves.

“We help area residents grow, connect, and 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.

### **Willard Staff Information**

All Willard staff are trained in first aid, CPR, and transportation safety. Each full time staff member has 12 hours of in service training and part time staff have 6 hours of in service training annually. Each Willard staff member has been placed through a series of background checks through DHHS, the state patrol, and fingerprint testing.

### **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!

## **At Willard we always strive to....**

1. Be Kind
2. Be Safe
3. Be Neat

### **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**

Our redirection system for children is based on a series of checks. 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. After a check is given the child is given an opportunity to process with a staff member so that they can better understand the situation and learn how to grow from it. 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 parents 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 a time out for the rest of the day. 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, not following directions after repeated asking (NFD), bothering a child in time-out, being disrespectful to staff or other children, being off Willard/Roper grounds, refusing a time out, lying to staff, talking during group quiet times, destruction of Willard/Roper property = 2 checks, stealing = 2 checks, inappropriate touching = 2 checks, harassment or any form of discrimination = 2 checks, being violent towards themselves or others = 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 been listed as absent if they are to miss the afternoon's care at Willard. Communication can be made directly to Willard at 402-475-0805 or through Roper Elementary staff at 402-540-7515.



## **Holidays & Closings**

Willard is closed on the following holidays: New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day and the following day, Christmas Eve and Christmas Day, and Martin Luther King 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.

\*Willard's Board of Directors may choose to close based upon projected attendance the day before or after a holiday.

## **Emergency Closings**

- In the event of emergencies that could affect safety, health, or access to the Willard Community Center such as, but not limited to: (loss of water, power, gas leaks, or natural disasters) the program administration 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

## **Transportation Guideline**

The transportation van to Willard will take place at 2:55 each day from Roper Elementary. The vans will arrive at Willard as soon as traveling conditions allow.

If a child misses the van pickup time they will need alternative transportation to Willard if they are to attend that day. In order to ensure proper care for all the children in the program, staff will not be able to return to Roper after the scheduled pick up. If a child is to be brought to Willard separate from our van transportation communication to Willard (402-475-0805) must take place to explain when and with whom the child will be brought to Willard.

If a PLC day is planned at Roper van transportation to Willard will be provided to accommodate early release times.

**Willard will supply car and booster seats for each child during van transportation. Children will be given the proper seating based on the safety guidelines for their age.**

Children will only be released to authorized people as listed on their registration paperwork. If a non-registered person will be picking up a student it is the responsibility of a person that is registered to contact Willard staff to explain who that person is and their relationship to the student. A photo ID may be requested by staff prior to releasing the student.

## Health & Safety Practices

Field Trips: A permission slip to go to Schroder park located to the west of the Willard building is needed. All other field trips will require separate parent permission forms.

Cold Weather: Willard Community Center will continue to take the kids outside during the winter months as long as the temperature or the windchill is not below freezing. Please be sure to bring your children in the appropriate outdoor clothing. Clothing recommended for outdoor play: Winter coat, snowsuit, snow boots, scarves, mittens, and a hat is what is suitable for your child to get outdoor exercise. Willard Community Center will have extra hats and mittens on site if needed. The extra clothing items are limited and we cannot guarantee to have enough for every child. If your child accidentally takes any of Willards property home, please return it the following business day

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.

At this time state requirements do not require staff members to provide immunization records.

Sunscreen & Bug Spray: 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.

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 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(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: Children must be nit free and live bug free before returning to child care. If your child arrives to the after school program with nits discovered during the school day, you will be called to pick up your child immediately.

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 Program Director. Unpaid accounts, plus any interest accrued, will be turned over to a collection agency.

§ Extra fees of \$50 per week for winter break and spring break will be charged if your child attends, regardless of the number of days attended. The monthly fees for December, January, March, and May are not prorated.

§ Checks or money orders for payment need to be made out to "Willard Community Center". Cash is also accepted.

§ PayPal payments are also accepted through the web site. [www.willardcommunitycenter.org](http://www.willardcommunitycenter.org)

§ Payments may be made using Venmo. If you would like this option please speak to a Willard staff member on account information.

§ The month of August is the only month that is prorated and is half the monthly rate.

§ The month of May is not prorated due to early release. Parents are responsible for the monthly fee even if you do not utilize the service.

## Child Care Subsidy (Title XX) through the state is accepted for families who qualify:

Provider ID @ Folsom location for after school care - 33669472

- 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.
- DHHS may approve your Title XX, with a monthly family fee. The family fee 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.
- 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 attend.

### 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:

1 to 5 minutes	\$5.00
6 to 15 minutes	\$10.00
16 to 30 minutes	\$15.00
31 to 45 minutes	\$20.00
46 to 59 minutes	\$25.00

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 4<sup>th</sup>, 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.