



**Before and After Quality School Age Child Care  
and  
Summer Camp Programs**

# Parent Handbook

(Available on-line and on-site)

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## Contents

Our Mission Statement.....	Page 4
Our Goals.....	Page 5
Our Objectives.....	Page 5
ABC Care, Inc. Organizational Chart.....	Page 6
Enrollment Requirements.....	Page 7
Telephone Directory.....	Page 8
<b>Policies:</b>	
Absenteeism.....	Page 9
Admission.....	Page 9
Arrivals and Departures.....	Page 10
Cell phone/Electronic/ScreenTime Policy.....	Page 10
Communication with Families: E-mail .....	Page 11
Communication with Families: Newsletter .....	Page 11
Communication with Families: Parent Advisory Meetings .....	Page 12
Communication with Families: Parent Conferences .....	Page 12
Communication with Families: Parent Mailboxes .....	Page 12
Confidentiality/Release of Confidential Information and/or Records.....	Page 12
Discipline.....	Page 13
Drop-in Policy.....	Page 13
Emergency/Accident Procedures.....	Page 13
Field Trips/Transporting Children.....	Page 13
Health & Wellness: Illness.....	Page 14
Health & Wellness: Medication.....	Page 14
Health & Wellness: Nutrition.....	Page 15
Health & Wellness: Physical Fitness.....	Page 15
Holiday Closings.....	Page 15
Inclement Weather Policy.....	Page 15
Lost or Stolen Items.....	Page 17
Pets.....	Page 17
Program Orientation .....	Page 17
Rights and Responsibilities .....	Page 18
Safety Regulations.....	Page 18
Schedule Changes.....	Page 19
Scheduled Early Dismissals.....	Page 19
School Closings.....	Page 19
Teaching and Learning .....	Page 20
Tuition.....	Page 20
Tuition Assistance.....	Page 21
Volunteers.....	Page 21
Withdrawal.....	Page 21
Sample Program Schedule .....	Page 22
Behavior Management Plan.....	Page 23



## **Our Mission Statement**

ABC Care, a nonprofit corporation, provides high quality school age childcare centers that are safe, secure, fun, recreational and enriching. We believe in providing an exceptional childcare program for children of varying school ages, Kindergarten through eighth grade.

By providing a variety of activities, our program offers enriching, relaxing, fun-oriented experiences.

We always keep in mind that children are unique and develop at varying intervals. We encourage each child to use his/her potential and we provide new experiences for growth.

It is our purpose to help each child develop to the best of his/her individual ability and to provide an atmosphere in which the child can learn to share and be a supportive member of a team. We also offer multiple opportunities for your child to develop into an effective leader of him/her self, and in the future, of others.



## Our Goals

To provide a childcare program that maintains quality standards by providing a variety of activities. Our programs are accessible and affordable to families needing our service. ABC's programs operate during the school year, both before and after school. We provide full day, school age child care programs on Teacher's Professional Days, Parent/Teacher Conference Days as well as days schools are closed for some State and Federal holidays.

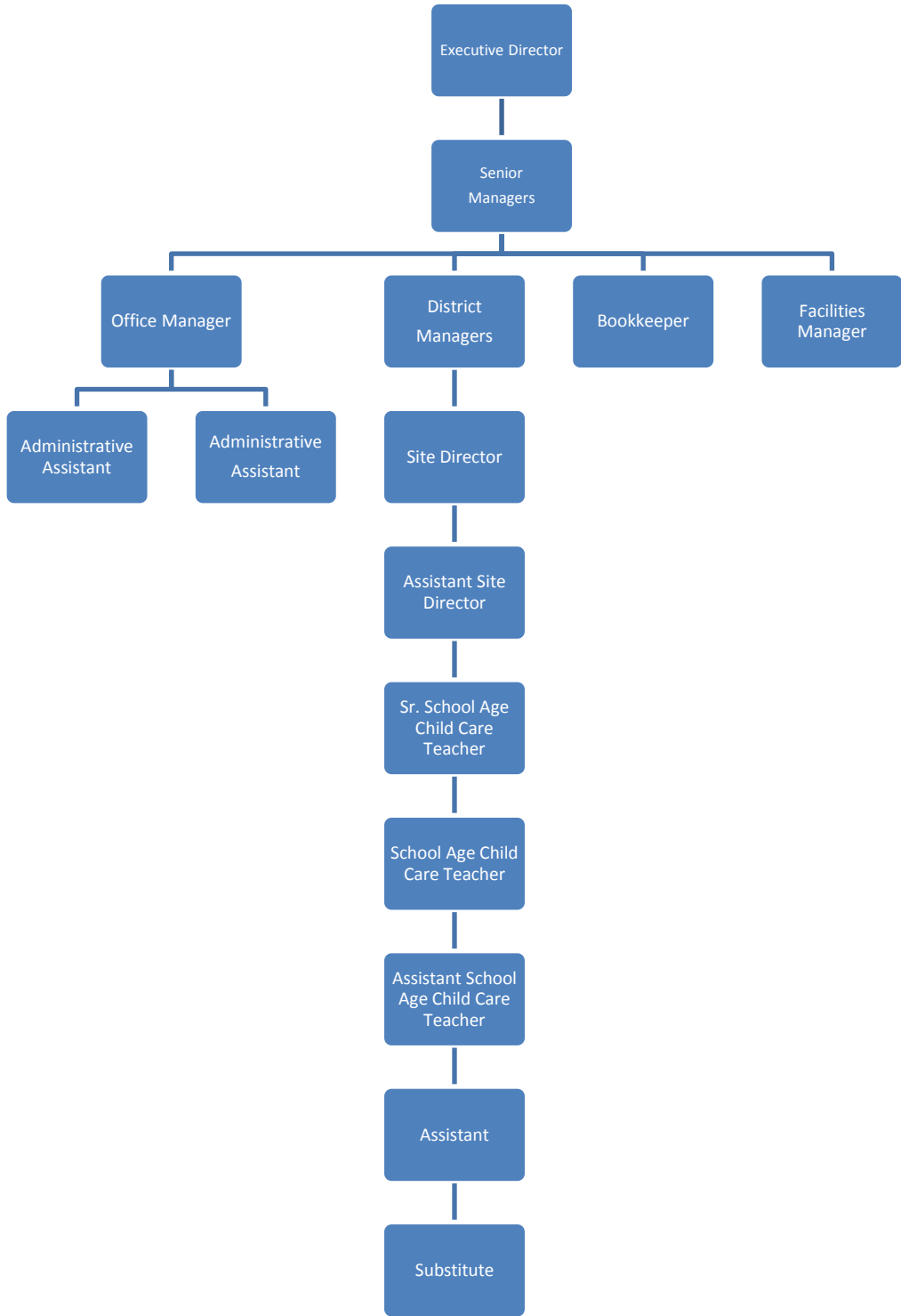
## Our Objectives

We will seek to provide opportunities for each child to:

- |                    |  |
|--------------------|--|
| <u>EXPRESS</u>     | Feelings, learn various social skills, including one important one conflict resolution.  |
| <u>HELP</u>        | Make new friends and successfully develop relationships with children and adults.  |
| <u>DISTINGUISH</u> | Between right and wrong through meaningful experiences.  |
| <u>USE</u>         | A wide variety of equipment and materials to both enhance known and new hobbies.   |
| <u>DEVELOP</u>     | A sense of responsibility, respectfulness and understanding of other's feelings as well as their own.  |
| <u>GROW</u>        | In an atmosphere in which he/she may learn to be both a supportive member of a team and a team leader. To grow in knowledge of new languages and other cultures. |



# ABC Care, Inc. Organizational Chart



## Enrollment Requirements

Welcome to ABC Care, Inc. a high quality school age child care program. We are required by the Maryland State Department of Education, Office of Child Care (OCC) to have the following information for all children in our centers on file. Within the files, we **MUST** have the following:

1. Enrollment Contract
2. Emergency Form
3. Health Inventory
4. Behavioral Management Plan
5. OCC All About \_\_\_\_\_ Form
6. Publicity/Photography/Video Recording
7. Transportation Permission Slip
8. Medication Authorization Form

Enrollment is a two step process, Step One: Enrollment Contract and payment, Step Two: Required paperwork.

To eliminate any confusion, we are including these forms as part of our registration process. The registration process is also as follows:

1. Complete the Enrollment Contract. This includes the Parent Signature of Agreement with ABC Care policies.
2. Include Registration Fee and first month's tuition. Please be sure it is in the form of a check or money order, or credit card, made payable to ABC Care.
3. Complete Emergency Form. Must be completed by the parents. Also, every line must be completely filled out. *If this form is not filled out correctly, childcare will be suspended until such time as form is filled out correctly and on file.*
4. Complete Health Inventory, Lead Testing Certificate, and Immunization Forms. Be sure a doctor signs them.
5. Review and sign ABC Care Behavioral Management Plan.
6. Complete "All About \_\_\_\_\_" form.
7. Review and sign Transportation Permission Slip
8. Review and sign Publicity/Photography/Video Recording Form.
9. Review and complete medication authorization form if applicable.
10. Return all forms with registration fee and first month's tuition to the Center's Site Director, or to the main office (located at 2815 Patapsco Road, Finksburg MD 21048) on or before the first day of your child's attendance at the ABC Care Program.

**Effective 10/16/2017** A \$25.00 charge must be paid if required health paperwork is not turned in within 20 calendar days of first day of attendance. After an additional 7 days paperwork is not received, there will be an additional charge of \$25.00 and every week thereafter up to 4 weeks totaling \$100.00. **After 28 days without completed health documents childcare will be suspended.** ABC Care would be in violation of State Licensing Regulations if the files are not complete and on file in the center. Should you have any questions, please do not hesitate to call our main office at (410)751-3700 or email us at [abccare@abccareinc.com](mailto:abccare@abccareinc.com).

## **Telephone Directory**

2815 Patapsco Road  
Finksburg, MD 21048  
Web site [www.abccareinc.com](http://www.abccareinc.com)  
Email: [abccare@abccareinc.com](mailto:abccare@abccareinc.com)

Main Office	410-751-3700
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Fax	410-751-3702
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Website: [www.abccareinc.com](http://www.abccareinc.com) E-mail: [abccare@abccareinc.com](mailto:abccare@abccareinc.com)

### **CENTERS:**

Deer Park United Methodist Church (All Day Care Location)	410-848-4350
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Eldersburg ABC Center	410-795-6110
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Friendship Valley ABC Center	410-857-1332
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Mt. Airy ABC Center	301-829-5370
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Mechanicsville ABC Center	410-549-0742
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Parr's Ridge ABC Center	301-829-3840
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Piney Ridge ABC Center	410-795-0731
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Sacred Heart ABC Center	410-833-9427
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St. John's ABC Center ( <i>Also serving Carroll Lutheran, Cranberry Station, East Middle, North Carroll Community School, West Middle and William Winchester Elementary</i> )	410-857-3984
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Westminster ABC Center	410-848-8702
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Winfield ABC Center	410-635-6985
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## Policies

These policies have been written to ensure the health and safety of your children and the well-being of our program. If a family repeatedly breaks any policy/policies, we will be forced to exclude that family from our program.

### **Absenteeism**

**There is no reduction in fees if a child is absent.** If your child will not be attending on a regular attendance day, a written note or phone call to the center is required.

### **Admission**

Enrollment is open to all children, regardless of race, religion, national origin, disability or special needs of the child. Children with disabilities or special needs will be evaluated on an individual basis upon application after the parent completes the All About \_\_\_\_ Form in the Registration Materials. The information provided on the All About \_\_\_\_ Form will allow the staff to make any reasonable modifications to the environment and/or curriculum in order to meet the needs of the child. ABC Care requests a copy of the IEP to be shared with the Site Director on our Enrollment Contract. ABC Care makes every attempt to provide the modifications stated in the child's IEP that apply to our child care program. ABC Care can hold a conference with the family either in person or via phone to discuss the needs of the child and modifications prior to beginning care in our program. ABC Care Site Directors meet with school administration on a monthly basis. Should ABC Care be invited to attend an IEP meeting for a child in our care we would send a representative, preferable the Site Director to provide input, observations and modifications appropriate for our child care program. Should there be a need to provide special education services during the course of the child care program, arrangements would be made between the school administration, special education staff and ABC Care staff.

**ALL registration materials/required forms must be given to the Site Director of the center by the first day your child attends our center. Effective 10/16/2017 A \$25.00 charge must be paid if required health paperwork is not turned in within 20 calendar days of first day of attendance. After an additional 7 days paperwork is not received, there will be an additional charge of \$25.00 and every week thereafter up to 4 weeks totaling \$100.00. After 28 days without completed health documents childcare will be suspended.**

The school age childcare program reserves the right to place a child in the group deemed appropriate to his/her age development.

At the time of registration, a non-refundable registration fee and first month's tuition is due per family registering for that school year. For summer camp, there is a non-refundable registration fee per child that is due.

Prior to the first day of attendance in our program, two (2) notes must be written by the parent to be given to the child/ren's teacher and school office, making them aware of

your child/ren's attendance schedule at ABC Care. Parents are responsible for notifying the school.

ABC Care child care centers are licensed by Maryland State Department of Education Office of Child Care. ABC Care's compliance history may be viewed at [www.CheckCCMD.org](http://www.CheckCCMD.org) . If there should ever be a problem that has not been resolved or addressed by onsite staff or management and you wish speak to our licensing specialist or to file a complaint, you may contact the Region 6 Howard/Carroll County Office at 410-549-6498.

### **Arrivals and Departures**

Parents **MUST** bring their children into the center each morning and sign them "in". When picking up your children from our center, parents **MUST** sign them "out". We are required by the State to keep these records on file. This policy is strictly enforced for the safety and well being of your children. Children will be released only to authorized persons 16 years or older and will be required to present identification.

Parents are encouraged to visit our program at any time. Please feel free to stop in and observe the various activities we provide.

If someone else, unknown to staff, will pick up your child/ren, you must notify us in writing in advance and they will need to present identification.

If a pick-up occurs after the center's closing time, a fee of \$1 per minute will be charged and is to be paid on the day it occurs to the staff person caring for your child. (Please do not pay this fee to ABC Care as you are reimbursing the staff member for his/her personal time.)

No overnight care will be provided in an ABC Care child care center.

### **Cell/Phone/Electronics/Screen Time Policy**

No cell phones, and/or handheld electronic devices (games, MP3 players, and iPods) from children's homes, will be allowed to be used at the center during before and after school child care. Electronic/ Media devices are allowed on All Day Care events for a limited time (from opening until 9:00 AM and again from 4:00 PM until center closing).

The types of screens available to children are: televisions, tablets, computers, etc. Before and After school age children may view no more than 30 minutes of age appropriate, educationally passive technology per week, such as a movie on the country/culture of the month, instruction in specialized subjects, or theme related educational material. Exceptions on occasion would be limited to special events, project components, rewards, and/or educational content related to lesson/activity plans.

Most movies shown will be rated "G". Movies with a "PG" rating will require prior parental approval.

ABC care will keep a written record of movies shown, along with title, length of program, and reason for exception. ABC care staff will interact and engage children in questions regarding the media both during use and during Team Time interactions.

Movies or screen time will not be allowed during snack time unless such viewing is included in the child's Individualized Family Service Plan, Individualized Education Plan, or similar document. Children may not view any media with brand placement or advertising for unhealthy or sugary food and beverages.

Media is available to all school-age children in our program, however there will always be additional choices available, including, but not limited to: construction materials; blocks, Legos (and other such materials), hands-on science projects with hypotheses and conclusions, math games, interactive globes, numerous other science, technology, engineering and math materials, games and projects offered throughout the day. Social and emotional developmental games and projects are a key aspect of ABC Care programming throughout the day as well. ABC Care also provides numerous indoor and outdoor large muscle activities on playgrounds, black tops, fields, in cafeterias, and gymnasiums. Technology in our program will support, but not replace, these types of interactions and activities.

## **Communication with Families**

### **E-Mail**

**ABC Care has e-mail ([abccare@abccareinc.com](mailto:abccare@abccareinc.com)) for your convenience. You may send billing inquiries, comments, concerns, or questions to us via our e-mail system. We ask that you please follow these basic procedures:**

- 1. Give your child's name.**
- 2. Give your name as it appears on your statement.**
- 3. Give the name of the ABC Care center your child attends.**
- 4. Leave a daytime phone number where you can be reached.**
- 5. Be prepared for a two-day (48 hours) response time.**

### **Newsletter**

**During the last part of every other month, the Director will post a Parent Newsletter explaining the activities that have taken place in the center and the events to come.**

**September/October  
November/December  
January/February  
March/April**

**Also, there will be information about upcoming field trips, holidays, All Day Care situations, special events, parent tips and policy reminders. For all families that**

have submitted an email address, they will receive the Newsletter electronically via an email blast.

### **Parent Advisory Meetings**

A Parent Advisory meeting is held regularly during the school year. A Regional meeting will be held in the Deer Park Methodist Church Site. We ask center staff in the same region as the meeting location to attend when possible. We provide transportation for children to the site so that families can meet them directly there. All parents are invited to attend. Parents that attend receive a credit on their account (one per family). We prepare an agenda that covers important aspects of our school-age childcare organization. We ask for parental input on our policies, procedures and programming. The meeting is held at one of our centers or the main office. A light dinner is also served. Childcare is always available. Invitations and agendas are sent to all parents several weeks prior to the meeting date with an RSVP date.

### **Parent Conferences**

Parent Conferences are offered each Fall and Spring. This is an opportunity for communication between the Director and the family to work collaboratively to meet the needs of the child. Open communication and an exchange of ideas on areas of strength and weakness within our program will be shared during the conference. In addition the parent manual will be reviewed with families. The Director will meet with families on an individual basis to review the Conference Checklist. Families of children who have received 2 or more Incident Reports , or 3 or more Accident Reports within 2 months are required to attend a conference to review any patterns of behavior and ways to jointly address the child's needs. ABC Care reserves the right to request parent conferences on an as needed basis.

### **Parent Mailboxes**

Each family has a mail folder on site at their designated center. This is the primary way to receive communications. The Parent Mailboxes are located on the parent table near the Sign In/Out Book. Please check your mailbox daily for news and information, also for paper billing for ABC Care fees on or around the 1st of every month.

### **Confidentiality/Release of Confidential Information and/or Records**

When ABC Care receives a request for the release of confidential information about a child, we will determine if the reason is valid. We obtain written authorization from the parents/guardians using the form *Permission to Send or Receive Student Records*, provide the parent with a copy of the authorization and keep a copy in the child's file. When ABC Care has received a court ordered subpoena, we are legally required to release information without parental consent.

## **Discipline**

Our staff uses a “Positive Approach” to discipline, constant verbal praise, individual and group behavioral incentive charts. We also use “Peace Table” areas, which place the angry or upset child away from the other children. There we complete problem-solving reports, or conflict resolution sheets, with the child to teach him/her a positive way to approach the situation that just occurred.

Each center maintains its own rules and consequences to guide children’s behavior and is supported by the ABC Care Behavioral Management Plan, which is part of the Registration Materials attached. The Behavioral Management Plan is re-distributed at the beginning of each school year.

## **Drop-In Policy**

ABC Care provides drop-in childcare for registered children who need service on an unscheduled day, and for children who are registered for drop-in service only. Any child who is enrolled in ABC Care is able to use this service. Please contact your center Director at least 24 hours in advance of the date of service. Payment is due at the time of “sign-in” or “sign-out” of your child and a late fee will be charged for any drop-in services that are not paid in full at the time of service. Drop-in service may be denied if space is not available for your child.

EMERGENCY DROP-IN SERVICE is available. If you have an emergency and are unable to give the Site Director 24 hours notice, we will do our best to accommodate your child as a drop-in, but we cannot **guarantee** we will have a space.

## **Emergency/Accident Procedures**

In the event of a serious accident, we will administer first aid, contact emergency services, call parents or guardians and complete an accident report for parents to review, sign and take with them to their child’s emergency healthcare provider. It is the parent’s responsibility to keep telephone numbers and emergency contact people up to date on the Emergency Information Card. It is a State regulation that parents must update their children’s Emergency Information Cards, Health Records and All About \_\_\_\_\_ Form on a yearly basis.

For less serious accidents that do not require emergency health professionals, ABC Care will administer first aid, and complete an accident report for parents to review and sign.

## **Field Trips/Transporting Children**

Before a child may attend a field trip, a parent or guardian needs to sign the child’s permission slip and return it to the center’s Director.

In an effort to provide the highest possible quality school age child care, ABC Care uses a fifteen-passenger van to transport children to community trips at various times. The van trips provide opportunities for children to experience a variety of community resources.

Some trips are recreational in nature such as: bowling, ice cream shops, Mexican/Chinese restaurants, putt-putt golf... Other types are enrichment activities, but also fun, such as: Humane Society, Piney Run/Bear Branch Nature Center, and tours of various business establishments.

It is necessary to charge for all trips to cover costs for: gas, van maintenance, insurance and additional staff. Children and staff are required to wear safety belts on all van trips, and if applicable, sit in booster seats. Parents are required to provide booster seats or agree to use ABC Care provided booster seats for necessary ages/weights.

On days that we provide All Day Child Care, we may utilize licensed school buses for our field trip or our ABC Care vans.

## **Health & Wellness**

### **Illness**

Children who are ill and arrive at the center will not be accepted. If the school nurse requests your child be picked up because of illness, you must pick your child up before school closes. If a child becomes ill at the center, and we must contact you, your child must be picked up within one (1) hour.

Childcare regulations require a doctor's statement verifying that your child is healthy enough to return to the center after he/she has been absent for five (5) consecutive days due to illness. After any illness lasting less than three (3) consecutive days, the State Regulation requires a parent statement verifying that the child is healthy enough to return to the center. Children are required to be fever free for 24 hours without medication.

### **Medication**

**Medication will be given on All Day Care situations or in the event of an emergency situation, such as Asthma or Allergic Reactions (i.e. bee stings, etc.). The giving of medication in an All Day Care situation is allowed due to the School Health Nurse being unavailable. All Directors and Assistant Directors have taken a Medication Administration Training as required by the State regulations.**

**We, at ABC Care, Inc. recommend the use of the School Health Nurse. Timing medication in such a way that dosages are not needed during ABC Care's Before and After School Program time periods is strongly advised.**

**The proper OCC Medication Authorization Form must be completed in full by the parent and doctor if medication is needed during an All Day Care situation. This form must be given to the Director in charge. If you are in need of a Medication Authorization Form, please see the Site Director of your child's center.**

### **Nutrition**

Snack bars are available to the children in both the morning and afternoon programs. ABC Care complies with the guidelines of the Child and Adult Care Food Program of the US Department of Agriculture. A minimum of two food groups are provided for the children along with milk or fruit juice and water each AM and PM session. The snack bars are available to the children for approximately 30 minutes in the mornings and an hour and a half in the afternoons. Snack menus are posted on our Parent Bulletin Boards. Families are permitted to send in food from home. ABC Care is sensitive to children with special diet and/or allergies. Children must eat at the snack table and the staff will be aware of any allergies at the location taking appropriate precautions. The staff reserve the right to limit and/or not permit children to eat or drink unhealthy snacks or drinks brought from home (i.e. a soda or several Twinkies) during our program.

### **Physical Fitness**

It is a Maryland State regulation that every day each child must go outside to play, weather permitting (**over 30° and not raining or snowing at that moment**). We cannot leave a child indoors alone. If a child is not well enough to go outdoors, he/she is not well enough to attend the center. Large muscle activity is a part of our regular programming activities. We may utilize the gym, cafeteria or outdoor space to meet this requirement.

### **Holiday Closings**

Centers will be closed for the following holidays:

New Year's Day	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Eve
Labor Day	Christmas Day

### **Inclement Weather Policy**

Please utilize our voice mail and website services in the case of inclement weather or other emergency situations. By 6:15 AM ABC Care's main office and each individual center will have a recorded message, indicating any plans or changes that will occur for that day.

**IF CARROLL COUNTY PUBLIC SCHOOLS AND CARROLL COUNTY PUBLIC SCHOOLS  
CENTRAL OFFICES ARE CLOSED, ABC CARE WILL ALSO BE CLOSED.**

### **Inclement Weather Delays:**

**When Carroll County Public Schools delay opening by two (2) hours, ABC Care will open inclement weather facilities at 7:00 AM if possible. The inclement weather facilities will be announced by 6:15 AM on ABC Care's main office, web site and each individual center's voice mail. ABC Care will then transport children from the inclement weather sites to their appropriate schools beginning at approximately 8:00 AM. If road conditions do not support transportation by van prior to 8:15 a.m. OR Carroll County Public Schools have announced a delayed start with a reevaluation, it may be necessary to open on site at delayed start time.**

### **Inclement Weather School Closings:**

If the conditions are not extreme and Carroll County Public Schools Central Offices are open, but Carroll County Public Schools are closed for the day due to snow/ice conditions, ABC Care may open one or both inclement weather sites. Start times will be on voicemail and website as well.

The site locations are:

**Deer Park United Methodist Church**

2205 Sykesville Road  
Westminster, MD 21157  
Phone: 410-848-4350

**Sykesville Freedom District Fire Department**

6680 Sykesville Road  
Sykesville, MD 21784  
Phone: 410-984-0807

\*\*Should other sites be added, parents will be notified through their centers.

If the conditions worsen, it is possible ABC Care will close early; you will receive a phone call if this should occur.

**After we have announced a delayed opening, please continue to monitor conditions. If you are unsure of the status, it is suggested that you call our office (410-751-3700) or your center before leaving home. Please refer to our Telephone Directory for needed phone numbers. Messages will be recorded indicating any changes that may occur.**

### **Early Dismissal:**

If the school system dismisses school early due to weather conditions, we are notified and will be in the center when the children are dismissed. It should be understood that if the weather is bad enough to close schools, you should do your best to pick your child up as soon as possible for the safety of your child and to allow our staff to also get home safely.



### **Center Closings:**

If the weather is severe enough, it will be necessary for the centers to delay openings or possibly even close altogether. These decisions are never easy to make and are based primarily on whether or not the staff can safely get to the centers.

**If Carroll County Public Schools Central Offices and/or Custodial Staff are requested to shut down, we will then be required to close our centers. In this event, you will be notified and asked to have your child picked up as soon as possible, by yourself or a person of your choice.**

**We would like to emphasize that we do our best to get the center open on time or as soon as possible. In extreme cases such as ice covered roads, 3 inches of snow with weather predictions of additional snow that day, WE WILL BE CLOSED.**

### **Additional Charges:**

Additional charges do apply in the event of an All Day Care, Snow Day or Delayed Start due to public school closings. Please refer to the Tuition Fee Schedule.

### **Lost or Stolen Items**

Children are discouraged from bringing expensive or cherished toys to the center. ABC Care is not responsible for lost or stolen items.

### **Pets**

ABC Care Inc.'s centers do not have pet animals within the center. If we invite children to "share" their pet within our center, a written notice would be sent out to all the centers families at least 48 hours prior to the pet "sharing" day.

### **Program Orientation**

Parents may request an orientation to the center at any time. Formal orientations will take place twice a year. Parent orientations are held by the Center Director at each center in September/October and again in April for new registrants. Families enrolling other months of the year may schedule an individual orientation with the Director. A tour of the center is given, the daily schedule reviewed and any questions will be addressed. Children will be oriented on their first day to procedures in the center, i.e. where to put their belongings, the daily schedule, staff member's names, etc. Families are encouraged to get to know the staff through our Staff Bio Boards/Books. Parents can also contact the office for names/contact information of families currently using our services for a reference.

## **Children's Rights and Responsibilities**

**Children have a right to a safe environment.**

**Children have the right to be treated with respect.**

**Children have the right to be listened to and their comments taken seriously.**

**Children have the right to be responded to with acceptance and appreciation in a culturally respectful perspective.**

**Children have the right to pursue their interests, improve their skills, and learn to make positive choices.**

**Children have the right to have their personal space and items respected.**

**Children have a right to show leadership and responsibility to the extent they are able.**

**Children have the right to tell their side of the story and express their feelings.**

**Children have the right to share concerns with staff members.**

**Children are responsible for helping to make and to follow site rules and procedures.**

**Children are responsible for respecting their peers and adult leaders and are responsible for respecting the different abilities and interests of others.**

**Children are responsible for their own possessions.**

**Children are responsible for cleaning up after their activities and programs.**

**Children are responsible for their use of site materials.**

**Children are responsible for their own choices, whether positive or negative, and their own decisions.**

## **Safety Regulations**

No smoking or bringing lighted tobacco into any area of the building.

Fire drills are practiced once a month within each center.

Each center has a written Emergency Preparedness Plan. These emergency disaster drills are practiced twice a year within each center. In the event of a local or national emergency, the staff and children will follow the details of the emergency plan until advised it is safe to resume activities by the county police, local sheriff, state police, or civil defense. The director and staff are responsible for the safety of children, and will coordinate actions and/or requirements with community public safety officials and parents/guardians. After an emergency ABC Care will help manage the response to the emergency by helping children to cope with their feelings, fears and needs during and after the emergency. By respecting the child's feelings and involving them where possible in recovery activities, staff can reduce their stress and anxiety.

## Schedule Changes

**A Schedule Change Form must be submitted in order to request any change** in your child's schedule. Such changes are defined as: deleting days, adding days, switching days of the week, or changing to Flex, Drop-In, or Withdrawal status. The form is available at the ABC Care office or your center. A **30 day notice** is required before the change date is effective. During this period current tuition fees remain due. This policy applies to **all** changes, including any anticipated changes made known at time of registration.

Each year, from the beginning of the school year enrollment period until July 31<sup>st</sup>, changes may be made to the school year schedule with no fee. Beginning August 1, 2017 there will be a \$30.00 change fee for the first change and a \$50 fee for all changes thereafter. Change fee does not apply to an increase in the number of days of attendance and 30 day period may be waived (contingent on space available). There is no fee for withdrawal. The change fee is charged due to extensive administrative time required and is payable at the time the request is submitted.

## Scheduled Early Dismissals

On days when schools have late openings or early dismissals due to scheduled professional time for County teachers, ABC Care will offer extended care to those students enrolled for that day. There are no registration forms for these days. If your child attends extended care and is not registered for this day in his/her regular schedule, a drop-in fee will be charged.

## School Closings

### Scheduled School Closings (All Day Care Days)

On days schools are scheduled to be closed (excluding ABC Care Holidays) ABC Care will offer All Day Care from 6:45 a.m. to 6:15 p.m., at certain sites only (see Holiday Closings, p.15 Parent Manual ). Separate All Day Care Registration Forms are required to attend and are available at all ABC Care Centers.

Registration forms are due to your center by the date indicated on the form and **MUST be accompanied with payment**. Payments may also be made by phone by calling the ABC Care main office (410-751-3700).

If payment is not received at the time of registration, office staff will attempt to contact you by phone and/or email, however, if payment is not received by the deadline, your child will **NOT** be registered and will **NOT** be allowed to attend All Day Care.

## Teaching and Learning

Our staff plan and create weekly theme based activities including: STEM (Science, Technology, Engineering, and Math), Arts & Crafts, Higher Level Thinking, Sign Language, a Country of the Month with cultural emphasis, and a Character Trait of the

Month. In addition we focus on Life Skills including problem solving, conflict resolution, leadership, communication and manners. See Sample Program Schedule for detailed information concerning when daily activities take place.

### **Tuition/Billing Policy**

ABC Care operates with a 10 month billing contract. Monthly rates are based upon the total tuition amount for the school year. For parent convenience and consistency, the annual tuition is divided into 10 equal payments. Payment #1 begins August 15<sup>th</sup> ; payment #10 is due by May 15<sup>th</sup> . With registration in August and September there is no billing for June. Families registering after September will have a payment due on June 15<sup>th</sup> . Payments do not coincide with dates of service.

Families using automatic recurring credit card or bank payments will have funds withdrawn 7 days prior to the due date of the fifteenth of the month. Families paying by check or money order must have payments delivered to the center or main office by the fifteenth of the month.

Please be advised that as of August 28, 2014 we have a new billing policy. We have implemented a new policy in order to give you several options.

### **ALL FAMILIES MUST EITHER PROVIDE CHECKING, SAVINGS, OR CREDIT CARD INFORMATION, REGARDLESS OF THE PAYMENT OPTION CHOSEN.**

We have three (3) great billing options:

- **Option #1:** Preferably the easiest method is for our customers to set up recurring ACH withdrawals to be made directly from their bank account. (Due date is the 15<sup>th</sup> of each month.) There will be **no** fees for this option.
- **Option #2:** Payment by check to be received **on or before the fifteenth of each month.** Once again **no** fees involved.
- **Option #3:** Monthly recurring automatic credit card payments (pulled 7 business days prior to the 15<sup>th</sup> of each month). This procedure will be assessed a fee of 2%.  
**(Example: \$100 due x 2% = \$102)**

**In order to continue to receive our services please be advised that late payments (meaning it was not received by the 15<sup>th</sup> ) will incur an additional fee of \$40.00. (NO EXCEPTIONS)**

In the situation we receive **two** late payments in one school year or summer camp session, late fees will be implemented **AND ONLY AUTOMATIC (ACH) WITHDRAWALS OR AUTOMATIC CREDIT CARD PAYMENTS WILL BE ACCEPTED.**

**All non-sufficient funds (bad checks) will be assessed a penalty fee of \$75.00. To avoid criminal charges with the Sheriff's Office and Court System, families must pay the insufficient funds and returned check fee within 3 days (72 hours) via cash,**

**money order or credit card. All further payments must be paid with (ACH) withdrawals directly from your bank account.**

SHOULD ALL EFFORTS BE IGNORED AND WE HAVE ARRIVED AT THE 1<sup>ST</sup> OF THE MONTH AND WE HAVE NO PAYMENT, YOUR CHILDCARE SERVICE WILL BE SUSPENDED. ALL LEGAL CHANNELS WILL BE PURSUED TO COLLECT OPEN BALANCES INCLUSIVE OF ATTORNEY'S FEES.

### **Tuition Assistance**

**Tuition assistance is available for eligible Carroll County residents by contacting the Carroll County Department of Social Services, Child Care Assistance Fund, 1232 Tech Drive, Westminster, MD 21157, 410-386-3300. Families receiving assistance through this program are required to pay the difference between ABC Care, Inc. tuition charges and the assistance provided by MD-Child Care Subsidy Program. A minimum co-payment amount may be required by MD-Child Care Subsidy.**

**ABC Care is proud to offer the Child Care Tuition Assistance Fund which has been established to provide temporary assistance to families who are struggling to make their payments due to loss of job, family illness, etc. If you are in need of assistance and would like to fill-out an application for consideration, please talk to your Director or contact the main office at 410-751-3700.**

### **Volunteers**

Volunteers are sometimes present within ABC Care Inc. centers, including new hires completing a required "working" interview.

### **Withdrawal**

It is required you give a four (4) week written notice of intent to withdraw from the program. This notice is to be submitted to the Site Director by completing the Schedule Change form.



**SAMPLE BEFORE SCHOOL PROGRAM SCHEDULE**

6:45 - 7:40	Jrs/Srs	<u>Self selected activities:</u> table games, puzzles, reading center, construction, creative arts, etc.
7:00 - 7:40	Jrs/Srs	<u>Snack bar</u> open and available.
7:40 - 7:55	Jrs/Srs	Gym games- Large muscle activities such as baseball, soccer, kick ball, team building games, jump rope, relay races, etc.
7:55 - 8:00	Jrs/Srs	<u>Prepare for a day of learning:</u> final bathroom break and clean up. Dismissal: staff escort children to class.

**SAMPLE AFTER SCHOOL PROGRAM SCHEDULE**

2:55 – 3:10	Juniors	<u>Arrival:</u> the staff warmly greets Children.
3:10 – 3:45	Juniors	<u>Outside/Gym Games:</u> Large muscle activities such as baseball, soccer, kick ball, team building games, jump rope, relay races, etc.
3:45 – 4:00	Juniors	<u>Team Time:</u> The group will meet to discuss upcoming events and/or fundraisers, assist in planning activities, meet with club representatives on designated days, team building activities, brain teasers or do enrichment activities such as science, art history, math, literature, social studies, etc.
4:00 – 4:20	Juniors	<u>Homework/Quiet Choice Activities:</u> Children can begin their homework or choose to read quietly, use the higher level thinking activity center, creative arts activity center or play a table game.
4:20 – 5:15	Juniors	<u>Self-Selected Activities:</u> Table games, reading center, construction, creative arts puzzles, etc. At this time children can take part in the Specials Activity center, which focuses on enrichment areas of cooking, drama, math, science, social studies, literature and woodworking.
3:10 – 4:30	Jrs /Srs	<u>Snack bar</u> open and available.
2:55 – 3:10	Seniors	<u>Arrival:</u> the staff warmly greets Children.
3:10 – 3:40	Seniors	<u>Homework/Quiet Choice Activities:</u> Children can begin their homework or choose to read quietly, use the higher level thinking activity center, creative arts activity center or play a table game.
3:40 – 4:00	Seniors	<u>Team Time:</u> The group will meet to discuss upcoming events and/or fundraisers, assist in planning activities, meet with club representatives on designated days, team building activities, brain teasers or do enrichment activities such as science, art history, math, literature, social studies, etc.
4:00 – 4:45	Seniors	<u>Outside/Gym Games:</u> Large muscle activities such as baseball, soccer, kick ball, team building games, jump rope, relay races, etc.
4:45 – 5:15	Seniors	<u>Self-Selected Activities:</u> Table games, reading center, construction, creative arts puzzles, etc. At this time children can take part in the Specials Activity center, which focuses on enrichment areas of cooking, drama, math, science, social studies, literature and woodworking.
5:15 – 5:30	Jrs/Sr	<u>Clean Up:</u> Children at various times are assigned to specific jobs and assist in the clean up of the center.
5:30 – 6:15	Jrs/Sr	<u>Outside/Gym Games:</u> Large muscle activities such as baseball, soccer, kick ball, team building games, jump rope, relay races, etc.



## **Behavioral Management Plan**

Minor behavioral problems will be handled by the center's Site Director through verbal warnings, peace table discussions, Problem Solving Sheets and Incident Reports. Both the Problem Solving Sheets and Incident Reports must be reviewed with the parent and the parent is required to sign the incident report, so the parent is aware of the behaviors we are working on with their child.

### **Parent Conferences**

Three (3) Incident Reports within a two (2) week period constitutes a parent conference to be held within one (1) week of the last Incident Report. These parent conferences will be held between the hours of 7:45am and 4:45pm and will be held either at the child's ABC Center or at the main office located at 2815 Patapsco Road, Finksburg, MD 21048.

### **Procedures Regarding Inappropriate Behavior**

A child who is involved in any type of behavior that is determined by the Site Director and Executive Director or Senior Managers of ABC Care, Inc. to be conduct unacceptable for a child attending an ABC Care Before and After School Program, can be suspended or expelled. The Executive Director or Senior Managers have the authority to determine the length of the suspension, which can range from one (1) to five (5) days.

ABC Care Inc. reserves the right to employ the following procedures in dealing with instances of inappropriate behavior:

1. The Site Director of the center may confiscate inappropriate and/or objectionable materials and/or objects that may be used for inappropriate behavior.
2. The Site Director of the center, with the Senior Manager's guidance, reserves the right to determine the degree of punishment (i.e. Incident Reports, suspension, expulsion).
3. The Executive Director or Senior Managers have the right to request full payment for total replacement and/or monetary reimbursement for repairs and/or replacement of broken/destroyed objects resulting from a deliberate or accidental breakage. This includes center equipment, school items, and children/staff personal belongings.
4. Field trips are a privilege. The Site Director of the center reserves the right to withhold a child from attending a field trip.
5. The Site Director of the center reserves the right to request that a child's parent accompany him/her while attending a field trip.
6. The Executive Director or Senior Managers reserves the right to require counseling and/or psychological testing.



## **Offenses**

The following lists are examples of *SOME* of the offenses for which a child may receive an Incident Report, suspension, or expulsion, depending on the circumstances and severity surrounding the offense.

## **Incident Reports**

- Leaving the designated area that ABC Care is utilizing at that time.
- Throwing rocks or snowballs, etc .....
- Failure to refrain from hurting another (pinching, pushing, punching, biting, kicking, etc...)
- Using vulgar language, verbally or in written form
- Showing disrespect to another person (child or staff member)
- Improper use of equipment, materials, or furniture

## **Suspensions which may result in expulsion**

- Failure of parent(s) to attend a parent conference or adhere to its recommendations
- Theft/Robbery
- Use or possession of tobacco or firearms
- Arson/lighting matches
- Assault and battery of a staff member
- Violent behavior which creates a substantial danger to persons or property
- Possession of a real or look-a-like weapon
- Destruction and vandalism of school or personal property
- Fire alarm misuse
- Harassment
- Insubordination (disobeying a directive from a Director or School Age Child Care Teacher)
- Gambling for money
- Lack of required immunizations or health inventories
- Sexual activity or indecent exposure