



# Parent Handbook

**Before & After Care / School Days Out**

**K4-8th grade**

**2023-2024**

**Play, Learn, and Grow... Together!**

Director - Mandy Schuyler

Crown Care Cell 443-235-0117

Crown Sports Center 410-742-6000

[www.crownsportscenter.com](http://www.crownsportscenter.com)

## **Crown Care Mission Statement**

Our mission at Crown Care is to foster the intellectual, social, emotional, and physical growth of our students and to inspire a lifelong commitment to learning. A caring, educational environment promotes cultural values and supports positive relationships and respectful interaction. We encourage children to learn by doing— moving from concrete, hands-on experience to more abstract concept development. Our priority is to provide a healthy balance of child-directed and counselor guided activities, as well as time for children to work individually, in small groups, and in large groups. Our program provides an integrated, comprehensive approach to learning for the children in our community.

## **For Parents/ Guardians**

### **Staff**

Our professional staff is dedicated to making Crown Care an exciting and safe place for your child(ren) to spend Before and After School as well as school days out. Each member of our staff is trained in child care policies, safety procedures, active and passive games, arts and crafts, and athletic activities. All staff have undergone fingerprinting and background checks, in addition to being CPR and First Aid Certified.

### **Hours of Operation**

- Crown Care will be open from 6:30am-5:30pm
- All children must be picked up **no later than 5:30pm**

### **Late Pickup Fee Policy**

Crown Care closes at 5:30pm. Please make arrangement to pick up your child on time.

- If you are late picking up your child, a late fee will be assessed at the rate of one dollar for each minute you are late. The fee will be assessed according to our clocks.
- Payment is due when you pick up your child or the morning following the occurrence. Your child will not be allowed to return to care unless the fee is paid in full.
- We recognize that emergencies arise and request that parents call Crown Care (443-235-0117) if you are delayed for any reason. However, the late fee will still be assessed.

### **Holiday Closings**

Crown will be open Monday-Friday during the regular Wicomico County school year. The following are paid holidays that Crown Care will be closed:

- Thanksgiving & the day after
- Christmas Eve and Christmas Day\*
- December 31st– closing at 2p.m.: New Year’s Eve\*
- January 1st: New Year’s Day\*
- Good Friday & the Monday after Easter
- Memorial Day

**\*\*If these days (Christmas Eve, Christmas Day, New Year’s Eve, and New Year’s Day) fall on a Saturday, we will be closed on Friday, or if they fall on a Sunday, we will be closed on Monday. )**

## **Emergency Closing Policy**

Crown Care will make every effort to be open during inclement weather provided the staff can arrive safely.

Please follow these guidelines:

- Delays and closings will be posted at the top of our website at [www.corwnsportscenter.com](http://www.corwnsportscenter.com)
- Delays and closings will be posted on WBOC
- Delays and closings will be posted on our Facebook page
- In the event that Crown Care will close early because of inclement weather, a power outage occurs that cannot be restored within 2 hours, or other emergencies occur, a mass email will be sent. Phone calls will be made if necessary.

## **School Closing Policy**

When Wicomico and/or Somerset County schools are to be closed for a half or full day, Crown Care children may attend our **SCHOOL & SNOW DAYS OFF** program at a DISCOUNTED RATE. The additional cost is:

- Before AND After Care: \$15 per full day/ \$10 per half day
- Before Care: \$25 per full day/ \$20 per half day
- After Care: \$25 per full day/ \$20 per half day

## **Required Forms**

All forms in the registration packet need to be completed and on file in the center before the first day of care. This includes the

- Emergency Form
- Health Inventory
- Parent Contract and the 5 pages of signed authorizations
- Updated copy of Child's Immunization records including the LEAD TESTING

\* Please make sure you provide the center a copy of any new immunizations that your child receives during the program year.

## **Sign-In/ Sign-Out Policy**

Children **MUST** be **signed in** by the person dropping them off and **signed out** each day by a parent/guardian or other authorized person listed on the Emergency Form using the Procure App:

- Children will **NOT** be allowed to sign themselves in and/or out.
- Child(ren) will only be released to parents/ guardians or any person listed on the Emergency Form.
- **ALL authorized persons are required to bring a photo ID and present it on demand.**
- In the event of an emergency, when you need a person who is not on the Emergency Form to pick up your child (ren), you may call the Center, speak with the director, and give verbal authorization for release.
- Always let your child's caregiver know that you are leaving with your child.
- If a parent/guardian or designated person arrives at the center impaired by any controlled substance, including prescription medication, the child(ren) **will NOT be released** and an alternate person will be called. Should this impaired individual become confrontational, the police will be called.

### **Non-Custodial Pick-up Policy**

Crown Care will assume that both parents have the right to pick up a child unless the custodial parent/guardian provides a written court order stating otherwise.

- This document will be placed in child's file. \*Without a court order we cannot refuse a parent.
- If a non-custodial parent arrives, we will tell them that Crown Care is not authorized to release the child(ren) to them.
- If a non-custodial parent leaves with the child(ren) we will immediately call the police and report the situation.
  - Next, we will attempt to contact the custodial parent/guardian.
  - The child's safety is always our top priority.

### **Attendance Policy**

- There will be NO financial credit of tuition for emergency closings, weather related closings, illness, holidays, suspensions/expulsions, unexpected withdrawal (for any reason), and/or family vacations or holidays.
- If your child is out of the center for an extended time (more than 2 weeks) due to illness/ hospitalization, each case will be addressed individually by the Center Director.
- In the event of a no-call/ no-show for a period of 2 weeks, a child's space will be considered abandoned and another child will be given that space.
- Attendance will be taken every day.
- A two week written notice is required to withdraw from the program.

### **Dress Code**

Children must have appropriate clothing and shoes for physical activities and daily weather conditions.

- Sandals and flip flops are not acceptable footwear, for safety reasons we ask that all children come to the center in shoes and socks.
- When weather is good, the children may go outside.

### **Personal Belongings**

- All items should be clearly labeled with first and last name.
- Children should not bring toys or personal items.
- Crown Care will not be held responsible for lost, stolen, or damaged items (for example: MP3 players, Ipods, handheld video games, cell phones, clothing, toys, blankets, lunch, drink containers, etc.).

### **Snacks**

- An afternoon snack will be offered daily by our facility to school age children.
- Children are not required to eat the snack offered.
- Please notify the staff of **ANY FOOD ALLERGIES**.

## Medications

- Crown Care has a certified staff member trained for distributing medication.
- Administered medication must be prescribed by a physician.
- A physician's signature is required on the Medication Authorization Form for both prescription and non-prescription medication.
- All medication, including over the counter medication, must be in the original manufacturers container and labeled with the child's first and last name.
- All medications will be stored in a locked box in the Crown Care office.
- Children and/or staff may not carry medication on their person, or keep it in backpacks, cubbies, and/or lunch boxes.
- All medications must be given directly to a staff member by the parent/guardian upon arrival at Crown Care.
- Parents must provide proper measuring device for medication if needed.
- Sunscreen must be supplied by the parent and will be treated like medication.
- At least one dose of any medication must be given at home before the child arrives at the Center.

## Health Policy

We strive to provide an environment that supports good health. In an effort to prevent the spread of disease and infection, Crown Care will adhere to the following policies:

- Staff and children are asked to follow established guidelines for when and how to wash hands.
- Toys, equipment, materials, and furniture will be sanitized on a regular basis.
- Children are NOT permitted to attend if they have had any of the following symptoms
  - \*Fever of 100.4° or above
  - \*Diarrhea and/or vomiting
  - \*Any skin rash that has not been identified by a phone call or note from a physician
  - \*Evidence of head lice or other parasites
  - \*Conjunctivitis
  - \*Evidence of infection
  - \*A moist or open cold sore
  - \*Anything that interferes with a child's participation in regular activities, including outdoor play

## **SPECIAL PRECAUTIONS**

- ⇒ **Fever**— child must be fever free, without medication, for 24 hours before returning to Crown Care
- ⇒ **Diarrhea or Vomiting**— child must be free from these symptoms, without medication, for 24 hours before returning to Crown Care
- ⇒ **Eye Infections**—physician's note will be required for the child to return to Crown Care
- ⇒ **Head Lice/ Parasites**—no evidence
- ⇒ **Strep Throat**—exclusion period is a minimum of 24 hours after the child has started an antibiotic
- ⇒ **Chicken Pox**—exclusion period is at least 6 days from rash onset and all wounds must be scabbed over
- \*If you know your child is sick, please do not bring them to Crown Care.
- \*Make firm arrangements with a relative or friend for backup when your child is ill.
- \*When you are called to pick up a sick child, you or your back-up care provider must pick-up within 1 hour.

### **Payment Policy**

- Full tuition payments are expected regardless of your child's attendance. There will be no financial credit of tuition for emergency closings, weather related closings, illness, holidays, suspensions/expulsions, unexpected withdrawal (for any reason), and/or family vacations. If your child is out of the center for an extended time (more than 2 weeks) due to illness/hospitalization, those cases will be addressed individually by the Center Director.
- Parents/guardians are required to participate in an automatic payment program which will automatically withdraw the tuition from your bank account or credit card on Mondays.
- Payment on your tuition can be made by the following: **MasterCard, Visa, Discover, checking, or savings account.**
- Payments returned for uncollected and/or insufficient funds will be assessed a \$35 fee; in addition to your bank charges. Returned payments must be satisfied by a cash payment, including fee, before your child may return to care.
- If early contract termination and/or a change to the contract is required, parent/guardian must provide a written statement to Crown Care giving 2 week advance notice.
- The advance notice will begin the date the WRITTEN STATEMENT IS SUBMITTED to the Crown Care Director.
- **If no early notice is given, parent/guardian will be responsible for payment for the next 2 weeks.**
- Contract will remain in effect for the entire Before & After Care calendar year.

### **Confidentiality Policy**

Children's records containing identifiable information will be stored in a locked file cabinet, accessible to authorized persons and provided to them on a "need to know" basis.

- Parents of enrolled children have the right to review their children's and family records, and to request an explanation for information in those records, as well as how the information will be used.
- Children's names might be visible at the Center (cubbies, cots, artwork, etc.). Only the first name and last initial will be used.

### **Parents Right To Know**

Parents are entitled to inspect, at any time, the active complaint files of any licensed child care facility under Maryland law. To review a child care facility, contact:

Suzanne Ruark  
Regional Manager  
Division of Early Childhood Development  
Office of Child Care 410-713-3430

Teresa Handy  
Licensing Specialist  
Division of Early Childhood Development  
Office of Child Care 410-713-3430

## **Safety**

- We ask that parents/guardians closely supervise their children in the driveway, parking lot, and elsewhere at Crown Center.
- Our responsibility begins when you leave your child in the care of a Crown Care staff member and ends when you arrive back at our facility for pick-up.
- We will notify a parent/guardian immediately should your child become injured or sick. If we are unable to contact the parent/guardian, we will notify the individual listed as the emergency contact on the Emergency Form.
- Parents will need to complete an authorization form before sunscreen can be applied.
- Special needs requests should be in writing.

## **Incidents/Injury Policy**

- Staff members have First Aid, AED, and CPR Certifications. All incidents/accidents other than minor bumps and/or scrapes will be reported to parents and an injury and/or incident report will be completed.
- If any injury serious enough to require a doctor's attention, the parent/guardian will be called and either the Crown Care director, or a Crown Sports Center staff member will accompany the child to the hospital via medical transport.

## **Conduct and Discipline**

The word discipline is derived from the word disciple, which means to guide or teach. Positive guidance is meant to help the child develop self-control, self direction, social competence, and good self esteem.

- Crown Sports Center and Crown Care are committed to providing a safe and positive environment for all children. To ensure this, children and parents are expected to immediately report any personally offenses or threatening situations to the Crown Care Director or Crown Sports Center office.

## **Code of Conduct**

The code of conduct is included in this packet so that children and their families are informed of the behavior of all participants for the safety, health, and happiness of the children and staff.

- Children are to be respectful to others
- Children are expected to conduct themselves in a manner which does not jeopardize themselves, other children, staff, or the facility.

### **Disciplinary measures may include:**

- \*Time out
- \*Loss of privilege
- \*Phone call to parent
- \*Parent conference
- \*Suspension
- \*15 day probation period after suspension
- \*Immediate dismissal without a refund

Crown Care and Crown Sports Center will use the following procedures to address disciplinary problems for children who fail to abide by the rules and regulation on a continual basis, or commit a very serious infraction.

- **1st Infraction:** Verbal warning by staff. Parent/ guardian will receive verbal and written notification of the incident.
- **2nd Infraction:** Verbal and written warning to parent/guardian of the incident. Child may be denied right to participate in special event (i.e. arcade, trip attendance, etc.).
- **3rd Infraction:** Parent/guardian conference will be scheduled immediately to identify problem and discuss solutions. Suspension or expulsion from care may result immediately or after several days if no improvement in behavior is shown.
- No refund will be issued if your child is suspended/ expelled from care due to behavior.
- Note: serious infractions may warrant immediate expulsion from program.

### **Appropriate Positive Guidance Techniques**

At Crown Care, we believe the focus of the guidance should be on the behavior, not the child. Behaviors are good or bad, not children. The following positive guidance techniques will be utilized within Crown Care's programs:

- Staff will be accepting and understanding to age appropriate behavior (crying, messiness, resistance, and/or assertiveness).
- Crown Care's environment is designed to encourage self discipline, thus eliminating potential problems (shelves will be labeled with descriptions and/ or pictures of toys to encourage children to put toys and items where they belong).
- Staff will present themselves as a positive role model by using appropriate language in an appropriate tone, as well as, behavior and proper use of materials (children imitate what they see and hear).
- Staff will acknowledge children for appropriate behaviors, thus sending a clear message that correct behaviors are worthy of praise (this helps the child distinguish between right and wrong).