Parent Handbook

Ages 2-12 years

Play, Learn and Grow...Together!

Director Crown Care 443-235-0117

410-742-6000
www.crownsportscenter.com

Crown Care Mission Statement

Our mission at Crown Care is to foster the intellectual, creative, social, emotional, and physical growth and development 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 experiences to more abstract concept development. Our priority is to provide a healthy balance of child-directed and teacher-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 Care as well as our learning center. 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 un-dergone fingerprinting and background checks, in addi- tion to being CPR and First Aid Certified.

Hours of Operation

- Crown Care will open from 6:30am-6:00pm
- All children must be picked up **no later than 6:00pm**
- Elementary & Middle school bus approximate pick-up time: 8:40am
- Pre-kindergarten school bus approximate drop-off/pickup time: 12:00pm

Late Pickup Fee Policy

Crown Care closes at 6pm. Please make arrangements 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. This fee will be assed 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.

Your children will love our

FREE ARCADE DAYS!

Holiday Closings

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

- September 2nd Labor Day
- November 28th Thanksgiving
- December 24th AND 25th Christmas
- May 25th Memorial Day

EMERGENCY CLOSING POLICY:

Crown Care will make every effort to be open during in-clement weather provided the staff can arrive safely. Please follow theses guidelines:

- Delays and Closing will be posted at the top of our website at www.crowsportscenter.com
- Delays and Closings will be posted on WBOC
- Delays and closing 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 emergency occurs, a mass email will be sent. Phone calls will be made if nec-essary.

SCHOOL CLOSING POLICY: *school age only*

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 for a DISCOUNTED RATE. The additional cost:

- Before **AND** After Care: $10 per full day
- Before Care: $20 per full day
- After Care:$20 per full day
- Before **AND** After Care: $5 per half day
- Before Care: $10 per half day
- After Care:$10 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.

- Emergency Form
- Health Inventory
- Medication Authorization Form: For all medications to be administered by Crown staff (if applicable)
- Contract
- Consumer pamphlet
- Updated copy of the Child's Immunization records including LEAD TESTING
    - Please make sure you provide the center a copy of any new immunizations that your child received during the program year.

Sign- In/Sign- Out Policy

- Child(ren) **MUST** be **signed in** by the person/s dropping them off and **signed out** each day by a parent/guardian or other authorized person listed on the Emergency Form.
- Children will **NOT** be allowed to sign themselves in and/or out.
- Child(ren) will only be released to Parent/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(ren)'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 the child/(ens)'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/expulsion, 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.

Dress Code

- Child(ren) 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.
- Parents of younger children need to supply a change of clothing to be stored in children's cubbies in case of an accident.
    - Children should have at least 2 extra sets of clothes
    - All items should be marked with the child's name and placed inside a plastic shoebox size container with a lid

Personal Belongings

- All items should be clearly labeled with full first and last name.
- Child/ren should not bring toys or personal items.
- Crown Care will not be held responsible for lost, stolen or damaged items (example: mp3 players, I-pods, hand-held video games, cell phones, clothing, toys, sheets, blankets, lunch and/or drink containers, etc).

Rest Time Policy

- Children ages 2-5 years, in compliance with state regulations, will be scheduled a rest period every afternoon.
- Children will sleep on a rest cot or mat, and parents must provide a cot sheet, 1 small size blanket, travel size pillow with removable pillowcase and security item if used.
    - All Items must be stored in a plastic container with a lid.
    - Pillowcase and sheet must be taken home every Friday to be laundered and returned the first day your child attends the next week.

Snacks

- An afternoon snack with milk, juice or water will be offered daily by our facility to school age children.
- Toddlers and preschoolers will need to bring a complete lunch and snacks every day that comply with Crown Care requirements: Crown care will provide milk and water.
    - If your child needs a sippy cup, please send one in their lunch box.
    - Staff can warm food: however, we ask that all lunches be prepared at home and only need to be heated.
    - Please do not send candy or soda with your child to school.
    - Please keep frozen/heat up meals to 3 minutes or less of heat up time.
- Children are not required to eat the snack offered.
- Please notify 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 manufacture's 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 sanitizes on a regular basis
- Children with
    - Fever of 101° 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 and physician's note will be required for the child to return to Crown Care
- ⇒ ***Strep Throat*** — exclusion period is a minimum of 24 hours after the child has started on 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 care 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.

Crown Care
Before and After Care

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.
- Crown Care Early Learning Center tuition payments are due on Monday.
- Parents/Guardians are required to participate in a cash management program which will automatically debit the tuition from your bank account or credit card on Mondays.
- Payment on your tuition can be made by the following:

  MasterCard, Visa or Discover Debit
- 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 complete and submit a **WITHDRAW/CARE CHANGE REQUEST FORM** to Crown Care giving 30 days advance notice.
- The thirty day advance notice will begin the date the *WITHDRAW/CARE CHANGE REQUEST FORM* IS SUBMITTED to the Crown Care Director.
- **If no early notice is given parent/guardian WILL BE RESPONSIBLE FOR PAYMENT for the next 30 days.**
- Contract will remain in effect for the entire school for Before & After Care and/or calendar year for Early Learning Care.

Sibling Discount

A sibling discount will be issued when siblings contract for Crown Care.

- Discount is applied at the rate $10 per week after one full price tuition.
- **Each sibling** must be registered for both Before **AND** After Care and/or full day child care.

Supply Policy

Before & After Care: The first week of care please provide your child's center with 2 boxes of tissues, 1 12oz. bottle of hand sanitizer, 2 containers of 75 count disinfecting wipes, 12 pencils for general use.
Early Learning Center: Parents must supply wipes, diapers, pull-ups and any other items necessary for care their child. Your daily report will list any items needed. Blankets for rest time and food items for lunch must be provided daily. Each child will be given a supply list for their child's classroom.

Refund Policy

No refunds will be issued if your child is suspended/ expelled from care.
Refunds will be issued only when the prepaid amount exceeds the thirty day written notice.

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 Dev.
Office Of Child Care
410-713-3430

Patricia Woodard
Licensing Specialist
Division of Early Childhood Development
Office Of Child Care
410-713-3430

Safety

- We ask that Parents/Guardians closely supervise their child(ren) in the driveway, parking lot and elsewhere at the 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 adult and child/infant 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 for 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 personal 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 expected 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 regulations on a continual basis, or commit a very serious infraction.

- **1st Infraction:** Verbal warning by staff. Parent/Guardian will receive verbal and written notification to Parent/Guardian 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. (ie-arcade, trip attendance)
- **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.

Unacceptable Discipline Techniques

At no time shall any child be subjected to the following discipline methods by staff:

- Physical Punishment: defined as but not limited to, spanking, hitting, slapping, shaking, pinching, kicking, hair pulling, non-verbal intimidation, etc.
- Verbal Punishment: defined as but not limited to, teasing, insulting, intimidating, threatening, screaming, frightening, or discussing a child's behavior in the presence of the child, other children, staff or parents, etc.
- Isolation: defined as but not limited to, confining the child to a small area or confined structure, restricting the child from eating with his/her classmates, etc.
- At no time will staff punish a child for toilet training accidents, or punish a child for not sleeping during rest time, use food as a punishment, withdrawal their affection

Appropriate Positive Guidance Techniques

At Crown Care we believe that 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 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).

Appropriate Positive Guidance Techniques

At Crown Care we believe that 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 age-appropriate behavior (crying, messiness, resistance and/or assertiveness).
- Crown Care's environment is designed to encourage self-discipline, thus eliminating potential problems
- 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.
- Staff will acknowledge children for appropriate behaviors, thus sending a clear message that correct behaviors are worthy of praise .