

Frequently Asked Questions (FAQs)

Is School Age Child Care (SACC) a licensed program?

Yes, the Anne Arundel County Department of Recreation and Parks School Age Child Care/Middle School Teen Group programs are licensed through the Maryland State Department of Education Office of Child Care.

What ages does the program serve?

The elementary school program (SACC) is for children who are 5 years old by September 1st and in Kindergarten, through 5th grade. (Limited locations will accept children who are in Pre-K and 4 years of age.) The middle school program (MSTG) is for children entering 6th grade through 8th grade. All children must be toilet trained.

Is there a manual for the parents that outline the SACC/MSTG policies and procedures?

Yes. You will receive the *Parent's Manual* on your child's first day at SACC/MSTG. You will need to complete a receipt that acknowledges you received the manual. The manual is also posted on our website for your review.

How do I get information regarding SACC/MSTG activities?

Parents will receive a monthly *Parent Update* that contains important information for the upcoming month. The *Parent Update* is sent via email and paper copies will be available at your child's center.

Each center also has a Parent Information Center that contains information specific to your child's center.

What do I do if I have a concern or question regarding the program at my child's center?

Your first contact would be with the Center Director. If your concern or question has not been answered to your satisfaction you may then contact the SACC/MSTG Administrative Office at 410-222-7856 and speak with the Child Care Program Specialist. You can also contact us via email at www.aacounty.org/recparks >Child Care > Quick Links > Contact Us.

What forms are required for my child to attend SACC/MSTG?

Required Forms for NEW Participants (first time in any SACC/MSTG program):

- Emergency Form
- Health Inventory (completed by the parent/guardian and licensed health care practitioner)
- Acknowledgment of SACC/MSTG Policies (the center staff will provide a copy of your 2011-2012 Parent's Manual and require this form to be completed at the center on your child's first day of attendance)
- Custody Orders (*as needed*)

Required Forms for RETURNING Participants:

- Emergency Form (the center staff will require this form to be renewed or updated at the center on your child's first day of attendance)
- Updated Immunization Certificate (only necessary if your child has received updated immunizations since their last Health Inventory with us)
- Acknowledgment of SACC/MSTG Policies (the center staff will provide a copy of your 2011-2012 Parent's Manual and require this form to be completed at the center on your child's first day of attendance)
- Updated Custody Orders (*as needed*)

The following As Needed Medical Forms are also available for ALL Participants at our website:

- Acknowledgment of Allergies/Medical Conditions
 - REQUIRED if you/physician list an allergy/medical condition on your child's Emergency Form or Health Inventory but you are not providing us with any medication/treatment for the condition
- Asthma Action Plan (DHMH Form 4643)
 - REQUIRED if your child is to receive an inhaler or nebulizer during the SACC/MSTG program
- Medication Authorization Form (MSDE OCC Form 1216)
 - REQUIRED if your child is to receive any medication during the SACC/MSTG program.
 - Requires the signature of both the parent and a licensed health practitioner for all medications.
- Medication Authorization Addendum Form
 - REQUIRED if your child is taking any medications during the SACC/MSTG program.
 - Requires the parent's signature and a current photograph.
- Permission to Apply Over-the-Counter Creams & Ointments Form
 - REQUIRED if your child will be applying over the counter creams or ointments, such as sunscreen or lip moisturizers, during the SACC/MSTG program
- Severe Allergy Action Plan
 - REQUIRED if your child is to receive an epi-pen or antihistamine during the SACC/MSTG program

What is served for snack?

All of our centers follow the basic guideline of 10-10-200. A snack cannot exceed 10 grams of fat, 10 grams of sugar and no more than 200 calories. The 200 calories is in addition to the beverage that may be offered. Each center will develop their snack menu in accordance with the Maryland State Department of Education Office of Child Care regulations. The snack menu is posted at each Parent Information Center. *Please be aware that each center is also allowed to plan a snack once a month that falls outside of these guidelines for a pre-approved center celebration. This information will be posted on the snack menu as well.*

Can I send a snack from home with my child to SACC/MSTG?

Children are not permitted to bring snacks from home unless it is medically necessary (with a doctor's note) or for religious purposes.

Can my child have a special celebration, such as a birthday, at SACC?

Parents need to speak with the Center Director in advance. Our regulatory agency does not permit any food items prepared at home to be served or consumed in the center.

What credentials does the staff have?

All staff meets or exceeds the qualifications for their position as set by the Maryland State Department of Education Office of Child Care. All staff completes a pre-employment criminal background check and drug screening. There is the required number of staff at each center who are trained in First Aid and CPR. There will also be staff available that are trained in medication administration, and emergency preparedness.

Can my child bring toys, games, CD's, Game Boys, etc from home to SACC/MSTG?

Children are not permitted to bring toys, games, collectable cards, electronics, CD's, CD players, Game Boys, I-Pods, MP 3 Players, etc from home to the center. The only exception to this rule would be if an individual center chooses to do a special "Toy from Home" day. If such an event occurs, a signed Toy From Home Permission Slip would be required. This slip will be provided by your child's center.

Can my child use their cell phone at SACC/MSTG?

Children may not use, activate, or display their cell phone during SACC/MSTG hours unless pre-approved by the Center Director or designee.

Does SACC/MSTG provide a time for children to do their homework?

SACC/MSTG will provide a time period on Monday-Thursday afternoons for children to do homework or other quiet activities. The level of quiet will vary by center depending upon the number of children present at the time. If children **choose** to do their homework, **staff is not responsible for reviewing for completeness or accuracy**. Please be aware that SACC/MSTG is not a tutoring program.

Do I need to sign my child in and out every day? Who can pick up my child in the afternoon?

Parents/guardians must go into the building to sign their child in for the morning program and out at the time of pick up each afternoon. Children are not permitted to sign themselves in and out of the program. Your child will only be released to the individuals you have authorized who are at least 13 years old. Any person who is unknown to the staff will be asked to provide a photo ID before your child is released to their care.

Does SACC/MSTG operate on school holidays, early dismissal days and inclement weather days?

SACC/MSTG operates every day that school is in session for students. There are no SACC/MSTG programs on school holidays as posted on the Anne Arundel County Public Schools calendar. SACC/MSTG operates on the **scheduled** early dismissal days. If school is scheduled for a 2-hour early dismissal then the SACC/MSTG program opens 2 hours early and stays open until the regular closing time of 6 PM. SACC/MSTG does NOT operate in the event of an emergency/inclement weather closing/early dismissal.

How do I get notified of inclement weather closings?

Parents need to follow the announcements of the Anne Arundel County Public Schools with the following SACC/MSTG procedures:

- If schools are closed for the day→There is NO SACC/MSTG for the entire day
- If schools open 2 hours late→ Morning SACC opens at 9 AM
- If schools close early→ There is NO afternoon SACC/MSTG
- If schools dismiss at regular time during inclement weather/emergency→ Afternoon child care operates. Please note that SACC/MSTG is not considered a Board of Education “after school” activity.

How do I get notified if my child’s center is closing early?

Either the SACC/MSTG Administrative Office or the center staff will notify you (via email, telephone and/or text alert) if your child’s center is closing early due to an emergency situation. It is important that your contact information is up to date. Parents are encouraged to subscribe for our Text Message Alert System in order to be notified of Emergency Closings. The link to register is available on our website in the quick link box.

What happens if I have custody papers for my child?

Parents who have court awarded custody of their child must have the custody papers on file at the center. You must give a copy of the custody papers, along with any updates, to the SACC/MSTG center in addition to the school. **SACC/MSTG staff must release a child to his/her natural parent unless custody papers are on file.**

What if I need to withdraw my child from the program? Do I get any fees returned?

If you no longer require SACC/MSTG services, please visit our website at <http://www.aacounty.org/RecParks> >Child Care to submit a Withdrawal Form. If

you have already made payment and are requesting a refund the following will be adhered to:

School Year Program

If you have already made payment and are requesting a refund the following must be adhered to for the 2011-2012 school year:

- If payment was made with a credit/debit card, your refund will be credited to your account. If your payment was made with a check, money order, or cash, your refund will be a check mailed directly to you from the Anne Arundel County Office of Finance.
- The new child registration fee of \$25 is non-refundable.
- A \$25 processing fee for each payment transaction will be assessed.
- With 10 or more business days notice: you will receive a full refund minus the registration and processing fees.
- With less than 10 business days notice: you will receive an 80% refund minus the registration and processing fees.
- If no notice is given before child's last day of attendance: there will be no refund.

Summer Program

- Summer refunds require a minimum of **10-business days notice** prior to the start date. No refund will be given if less than 10-business days notice.
 - A \$25 deposit for each week and a \$25 processing fee for each payment transaction will be deducted from refund amount.
 - Weekly fees can be transferred between summer weeks only (No fee to transfer fees). Payments cannot be transferred to the school year.
- Refund requests for medical reasons must be accompanied with a physician's note and handled on a case-to-case basis.

If payment was made with a credit/debit card, refund will be credited to your account. If payment was made with a check, money order, or cash, refund will be a check mailed directly to you from the Anne Arundel County Office of Finance.

What month am I paying for?

- Payments are numbered one through nine and correspond to the months as follows:

Payment #1 due July 10 th	for August/September
Payment #2 due September 10 th	for October
Payment #3 due October 10 th	for November
Payment #4 due November 10 th	for December
Payment #5 due December 10 th	for January
Payment #6 due January 10 th	for February
Payment #7 due February 10 th	for March
Payment #8 due March 10 th	for April

Payment #9 due April 10th

for May/June

How do I make my monthly payments?

A monthly bill will be mailed to you. Payments are due by the 10th of the month for the following month.

Payments may be made online with a credit card or debit card at www.aacounty.org/recparks

- ✓ Payments (check or money order) may be mailed directly to:
Anne Arundel County Office of Budget & Finance
CASHIER'S OFFICE
P O Box 6675
Annapolis, MD 21401

Please contact the SACC/MSTG Administrative Office if you would like mailing labels sent to you.

- ✓ Payments may also be made in person at any of the Cashier Office locations: Arundel Center, 45 Calvert Street, Annapolis; Cashier's Office North, 7320 Ritchie Highway; or Heritage Complex, 2664 Riva Road

Will I receive an annual statement for my taxes?

Yes, the SACC/MSTG Administrative office will mail the statements to the parent of record in mid-January of each year.

Why has my participant number (001, 002, etc.) changed after I created a new account?

The reason it may have a different number is that your child's information was entered differently than it is on your statement. It should be entered the same as it was on your monthly billing statement or the way it was entered when you originally registered.

If you originally put your child's middle initial you should do the same or it will create a new account. Example → John E Smith not John Smith.

I know I have a payment due. Why does my account online say "No payment due?"

Once online, please check to see if your child's participant number is the same as what is printed on your bill. It could be that the information that you have entered does not match up with what we have in our system.

Please note that whenever you visit your account your participant number should always be the same. If not please contact the SACC/MSTG Administrative Office at 410-222-7856 x0 for assistance.

I registered my child today but I don't want to start until next Monday what can I do?

After you have created your account go to On Line Registration. After verifying your information, click on update on the bottom of the page. Enter the start date (you may register up to 2 weeks prior of the start date wanted) and then click submit.

I just registered my child today (March 30) to start on April 14 for the AM program for the first time. Why is it asking for so much money?

Because this is your child's first time in our program there is a one-time \$25 non-refundable registration fee. The rest of the month of April will be a prorated fee and the payment window is now open for the next payment to appear.

Please remember that all payments are due on the 10th of the month and you are always paying a month ahead. You will pay this month for next month's service.

When the online system asks for "Participant Information", is that my name and information or my child's name and information?

Whenever the online system asks for participant information it wants your child's information. Please enter your child's name and not your name.

What happens if I am late in making my monthly payment?

If your payment is not received by the due date the SACC/MSTG Administrative Office will send you a late payment notice. There is a \$25 late fee on payments received after the due date. Your child may be suspended/dismissed from the SACC/MSTG program if your account is not kept current. You will also be unable to register for other Recreation programs

When do I register for next school year?

- You must re-register your child on an annual basis.
- For children currently in the SACC/MSTG program, there will be an early registration period.
- Early registration information will be made available to all parents of children who are currently registered via the e-mail address on file.
- There will be a separate early registration period for siblings not currently enrolled in the program. The registration information will be e-mailed to the parents and also posted in the centers.
- Accounts (including charges for late payments and late pick-up fees) must be current in order to re-register.
- The first payment is due by July 10th
 - If payment is not received by July 10th, it will be assumed that you no longer need the space, and the space will then be filled from the names on the wait list
- The registration period for the general public will begin approximately two weeks after the early registration period. Specific dates and information will be distributed throughout the child care centers and schools.

What happens if my child is placed on the wait list?

Some of our locations may have a wait list prior to and/or during the school year. When an opening occurs the SACC/MSTG Administrative office will contact the next person on the wait list and determine whether or not there is still a need for the program. If your child is on the wait list you must register during the open registration period for the next school year.

What is the procedure for Out of Area Requests?

Contact the school office for an *Out of Area Request* form.

What if I'm late in picking up my child?

All of our SACC/MSTG centers close at 6:00 PM. A late pick up fee will be assessed, at the rate of \$3.00 per minute, for every minute after 6:00 PM. The center/school clock is considered the official time. Your late pick up charges will be added to the next monthly billing statement. Parents are encouraged to have a back up plan in place if you are not able to pick your child up on time. Recurring lateness offenses in one school year may result in your child being suspended/dismissed from the program.

What if my child requires an ADA accommodation?

An ADA accommodation request requires a two-week prior notification to the SACC/MSTG Administrative office. The parent(s) must participate in a conference with the SACC/MSTG Administrative staff before your child can attend. The purpose of the conference is to gather as much information as possible regarding your child so an effective plan can be put in place. If the SACC/MSTG Administrative Office is not notified in advance you may be requested not to send your child to the program until a conference can be conducted.

Accommodations can be made to meet the needs of an individual child in many cases, however, all children will be required to meet the "Expectations of Children Enrolled in SACC/MSTG" and refrain from behaviors that threaten the safety of themselves, other children or staff members.

What if my child needs to take medication while at SACC/MSTG?

A Medication Authorization Form (OCC 1216) and Medication Authorization Addendum with a current photograph must be completed and submitted to the Center Director prior to any medication being administered at SACC/MSTG programs. The first dose must be administered at home prior to SACC/MSTG administering the medication.

- Medication Authorization Form Part A & Part B (MSDE OCC Form 1216) – Any Medication:
 - Requires licensed health care practitioner's signature and the parent/guardian signature.
 - All prescription medications must be in the original pharmacy labeled container. Medication shall be administered according to this label or a licensed health care practitioner's written instructions, whichever are more recently dated.
 - Any over the counter medication to be given multiple times requires a parent and licensed health care practitioner's signature
 - ✓ Any over the counter medication can be given one time for one illness and requires only a parent's signature.
 - Medication must be received from a parent or adult (18 years or older). Children may not carry medication to SACC/MSTG.
 - Please check the expiration date of medications prior to giving to the staff.

SACC staff may not be involved with the use of g-tubes, catherizations, insulin or Glucagon administration. An additional form, Permission to Apply Over-the-Counter Creams and Ointments, requires parental authorization for sunscreen, lip moisturizer, and other external preventive applications. See the *Parent's Manual* for complete information regarding medications.

What if my child needs to use an inhaler during SACC/MSTG?

The Maryland State Department of Education Office of Child Care Medication Authorization Form (OCC1216) must be completed by the parent and a licensed health care practitioner. Additionally, the Medication Authorization Addendum with a current photograph, and the Asthma Action Plan is required and can be completed by the parent, after is has been discussed with the licensed health care practitioner.

My child has seasonal asthma, rarely uses the inhaler and I do not supply an inhaler to SACC/MSTG. What should I do?

If your child has a life threatening medical condition, and the necessary intervention and/or medication is not provided to the SACC/MSTG program, your child may be removed from the program until the requirements are met. If you do not intend to supply an epi-pen or inhaler for the SACC/MSTG program, you must sign the Acknowledgment of Allergies/Medications form. We cannot share medications with the school or accept expired medication.

As with all medications, the inhaler will be made available for the parent to pick up on the last day of SACC.

What if my child requires an epi-pen because of a life-threatening allergy?

The Maryland State Department of Education Office of Child Care Medication Authorization Form (OCC1216) is completed by the parent and licensed health care practitioner, and must match the prescription label exactly. A Severe Allergy Action Plan must also be completed by a licensed health care practitioner and signed by the parent. Additionally, the Medication Authorization Addendum with a current photograph is required and can be completed by the parent.

May I submit any of the aforementioned medications on the Anne Arundel County Public School's Board of Education forms?

The Maryland State Department of Education's Office of Child Care governs the School Age Child Care/Middle School Teen Group programs. Therefore, we must have the information on the Office of Child Care forms. Please be advised that SACC/MSTG operates as a separate entity from the school.

What are the expectations of children enrolled in SACC/MSTG?

Every child has the opportunity to be successful in SACC/MSTG with the safety of other children and staff being our primary concern. The following list of expectations is not an all-inclusive listing. There may be some additional site-specific expectations.

- ✓ Engage in appropriate group interaction
 - Respect others
 - No hitting, pushing, kicking, or other rough contact

- No spitting
- Share
- Be cooperative
- Take turns
- Use language that is appropriate for a child care center
- Respect and stay out of other's space
- ✓ Stay within the designated area or where directed by staff
- ✓ Follow the schedule and participate in daily activities
- ✓ Function without disruptive behavior in a supervised environment of 1 staff to 15 children
- ✓ Comply with staff requests and instructions

What happens if my child is not able to meet the expectations?

Our Behavior Management program is outlined in the *Parent's Manual*. The goal of the SACC/MSTG program is for all children to have a successful experience. However, we also recognize that the SACC/MSTG program may not always be the appropriate environment for every child.

What can the parents expect from SACC/MSTG?

Parental involvement is an integral component of your child having a successful experience in the SACC/MSTG program.

- Parents can expect the following from the SACC/MSTG program:
 - Quality and safe care for their children
 - Service of value and consistency
 - Courteous and professional treatment at all times
 - Honest information pertaining to their child
 - Foster positive peer and child/staff relationships to create an atmosphere that children enjoy
- Parents may:
 - Visit the center at any time
 - Receive a copy of all documents signed
 - Request accommodations on behalf of their child and work with staff to obtain the best results in meeting their child's needs
- Parents should:
 - Be courteous and respectful to staff and children
 - ✓ Parent's unreasonable treatment of the staff, including inappropriate airing of complaints, use of language that is inappropriate for SACC/MSTG, intimidation (physical or verbal) of the staff may result in the child being dismissed from the program
 - Communicate concerns or problems to staff as early as possible

Does SACC/MSTG have an emergency preparedness plan?

Yes, center staff receives training along with a manual that outlines the various steps to be followed in various emergency situations. Each center also has a nearby location in the event a center needs to be evacuated. The evacuation location is posted at the Parent's Information Center. The centers also practice monthly fire drills, a shelter-in-place drill, and an emergency evacuation drill throughout the school year.

Does SACC/MSTG offer a summer program?

Summer programs are offered at limited elementary school locations during the summer. Registration usually begins in mid-February. Summer SACC operates for 7 weeks from 7 AM to 6 PM. Information will be sent to the parents along with information posted in the centers and our web site.

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