

PARENT'S MANUAL

2020

Essential Personnel School Age (EPSA) Programs



<https://www.aacounty.org/departments/recreation-parks/child-care/index.html>

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Tax ID #52-6000878

This online version is made available for all parents. Paper copies of the Parent's Manual are available upon request on your child's first day.

Anyone needing special accommodations at any of our events/conferences should contact the Child Care Administrative Office at 410-222-7856, ext. 0, or via e-mail at sacc@aacounty.org at least 7 days prior to the event/conference. TTY Users, please call Maryland Relay 7-1-1.
All materials are available in an alternative format upon request.

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WELCOME TO ESSENTIAL PERSONNEL SCHOOL AGE (EPSA) CHILD CARE

The Anne Arundel County Department of Recreation and Parks is pleased to offer Emergency Child Care for children of Essential Personnel as listed in Governor Hogan's Executive Order dated 03/25/20. We have prepared this manual for your convenience and as a guide for you and your child. We welcome any comments or suggestions you may have for us.

It is our desire to provide safe, appropriate and consistent child care programs for your child. We are looking forward, with pride and confidence, to continuing successes in this endeavor.

MISSION OF RECREATION AND PARKS

The Anne Arundel County Department of Recreation and Parks is essential to the well being and quality of life of every individual, family and community in Anne Arundel County. Our mission is to enrich the lives of our citizens by offering quality active and passive recreational opportunities and accessible youth and adult services while pursuing the preservation and enhancement of our natural, cultural and historic resources.

PROGRAM HISTORY

The Child Care Division's programs began in September 1990 with 7 centers. Today, we operate 41 school year programs and 18 summer programs during normal operations. To assist during the COVID-19 situation, we are opening 3 EPSA Child Care Centers.

CHILD CARE ADMINISTRATIVE OFFICE CONTACTS

- Child Care Administrative Office PHONE: 410-222-7856, Hours: Monday-Friday 8:00am-4:30pm
- Child Care Administrative Office FAX: 410-222-4478, EMAIL: sacc@aacounty.org
- Please be aware that the Child Care Administrative Office follows the holidays and emergency closings schedule of Anne Arundel County Government.

CHILD CARE CENTER CONTACT INFORMATION

- Opens Monday, March 30, 2020
 - South County Recreation Center (4 yr olds – 12 yr olds) 410-222-1517
 - 4510 Owensville Sudley Rd. Harwood, MD.
 - North Arundel Aquatic Center (4 yr olds – 12 yr olds) Phone # TBA
 - 7888 Crain Highway Glen Burnie, MD.
- Opens Tuesday, March 31, 2020
 - Arundel Olympic Swim Center (4 yr olds – 12 yr olds) Phone # TBA
 - 2690 Riva Rd. Annapolis, MD.
- If/when more EPSA locations become available, this online manual will be replaced with additional location options.

REGISTRATION INFORMATION

ELIGIBILITY

- Children must be 4 years old through 12 years old by their first day of attendance.
- Children must be toilet trained.
 - Your child must be able to be **self-directed** and **self-sufficient** in the restroom and to be able to care for their own hygiene needs.
- **Every child must have all of the State mandated EPSA forms completed and on file at the center on their first day.** Forms for admission are available on our website at www.aacounty.org/recparks > Child Care > Forms & Publications.
- **Upon arrival on your child's first day, the parent MUST present proof of Essential Personnel status** (examples include: copy of Work ID, Badge, or statement on company letterhead) to the child care staff in order for their child to remain on site. We are required to place them in your child's file with your required forms on site.
- **Due to the current COVID-19 situation**, the center staff are required to take your child's temperature upon arrival. They must not have a fever of 100.4 degrees or greater. If they do, please be aware that they may not remain in the program. IF your child develops symptoms while in our care, someone on your Emergency Form MUST be available to pick up your child within 15 minutes of receiving the call.
No one will be permitted to attend without this information on file

REGISTRATION PROCEDURES & FORMS

- Prior to your child's first day, the Child Care Administrative Office must receive a completed registration form.
- The Emergency Child Care program is free to participants. Thank you for your service to our community!
- After online registration is complete, you will immediately receive an email that your online registration was received. You must keep this for your records to verify the date of your registration.
 - After completing the online registration, the next step is to download the Required Forms for Admission. Go to: <http://www.aacounty.org/departments/recreation-parks/child-care/forms-and-publications/>.
 - EPSA – Emergency Care Forms: The Maryland State Department of Education's Office of Child Care has put together these forms and waived some of the typical requirements due to the unusual COVID-19 situation:
 - Family Enrollment Application
 - *Must be completed for every child; only the parent must sign*
 - Health History Form
 - *Must be completed for every child; only the parent must sign*
 - Medication Administration Authorization Form
 - *Only needed if your child needs medication of any kind while in our care;*
 - *If you are a health care provider in any capacity, you are able to sign as the "prescriber" for your child*
 - Emergency Form
 - *Must be completed for every child; only the parent must sign*
 - Your child's enrollment will not be considered complete until all required forms have been received by the EPSA Child Care Center. You must submit the completed forms on your child's first day attending the program.

HOW TO REGISTER

- Registrations may be completed on-line at our website: www.aacounty.org/recparks >Child Care.
- **The center/facility staff is not permitted to accept registrations.**
- For additional information, contact the Child Care Administrative Office at: 410-222-7856 x0.

CUSTODY

- Anne Arundel County Department of Recreation and Park's Child Care Division is responsible for the safety of all the children at the center.
 - Parents who have court awarded custody of their child must have the custody papers, along with any updates, on file at the center. It is the parents' responsibility to provide this information to our staff.
 - Child care staff **must release** a child to his/her natural parent unless custody papers are on file stating otherwise.
 - Once the custody papers are on file, staff must follow those orders, until either the order has expired or new papers are on file. **Staff cannot accept verbal notification of changes.** Any and all changes **MUST** be submitted in writing and signed.

WAIT LIST

- Some of our locations may have a wait list prior to and/or during the EPSA Program. When an opening occurs the Child Care Administrative Office will contact the next person on the wait list and determine whether or not that person still needs the program.

WITHDRAWAL FROM PROGRAM

- We recognize that a family's needs may change. **We require written notification to the Child Care Administrative Office that you will be withdrawing your child from the program.**
 - If you no longer require child care services, please visit our website at <http://www.aacounty.org/RecParks> > Child Care to submit a *Withdrawal Form*. You must log in to your account and select the "Manage Your Account" tab to access the link to the *Withdrawal Form*.

PROGRAM INFORMATION

PROGRAM SCHEDULE

- The Essential Personnel School Age (EPSA) Child Care program operates Monday through Friday, 6:30am-7pm until further notice by our administration.
- The Child Care Administrative Office and/or the Child Care Center staff will notify you of any changes to our services.

PROGRAM CONTENT

- Although there are separate locations for this program, the staff will have consistent rules, regulations, and policies in place that are in accordance with the Maryland State Department of Education (MSDE) Office of Child Care (OCC) regulations. The specific content of each program will be based on guidelines established by the Department of Recreation and Parks.
- There will be a minimum and maximum amount of children attending at each site. This maximum is based upon the current guidelines as we receive them from the Governor's Office and the MSDE Office of Child Care.

STAFF

- Each program will have the appropriate number of staff for the number of children registered. Each position meets or exceeds the minimum requirements as established by the Maryland State Department of Education's Office of Child Care (MSDE-OCC). This includes a criminal background investigation. All Anne Arundel County employees are also required to successfully complete pre-employment drug testing, and are subject to random testing thereafter.
- Staff members trained in CPR and First Aid, as required by MSDE-OCC, will be on duty at all times.
- There will also be staff available that is trained in Medication Administration.
- Our child care center staff does not handle registrations on site. All registration concerns should be directed to our Child Care Administrative Office at 410-222-7856, ext. 0.

BASIC PROGRAM COMPONENTS

- The program welcomes children of all abilities, and strives to reflect the interests, primary language and cultural backgrounds of the children in our care.
- The program will include opportunities for individual and group participation while providing a balance between self-selected and staff-directed activities. All Child Care programs will work to provide a variety of enriching opportunities that reflect our philosophy of "*Education Through Recreation*".
- Please be aware, given the current emergency situation, that center staff will do their best to provide a variety of toys, games, crafts, activities, and outdoor play during program times. Weather, sanitization, and available indoor/outdoor play spaces in/around the buildings we are utilizing will influence the types of activities we are able to provide. Staff will stress social distancing with the children and minimize contact group games (such as tag).
- Unless advised otherwise, parents must provide an AM snack, Lunch, PM snack & beverages for their child daily that do not need to be refrigerated. Water will be made available to the children on site throughout the day.
- **SACC/MSTG Child Personal Property Policy**
 - Children **are not permitted** to bring/utilize toys, games, collectible cards, electronics, CD's, CD players, Game Boys, Tablets, I-Pods, MP3 Players, etc. from home to the center.
 - On special occasions/for special circumstances, your child's individual center *may* utilize a *Toy From Home Permission Slip* in order for your child to bring a special toy. The form must be completed in advance for your child to participate.
 - The Child Care program is not responsible for money, cell phones, or other personal items your child may bring to the program.
 - Children may not use, activate, or display their cell phone, smart watch/device, or similar electronic devices during the program.
 - *Center staff will discuss with parents any concerns that arise regarding online schooling, once this plan is released by Anne Arundel County Public Schools as this may affect the electronics policy.*

- **Pet Policy**
 - You may not bring your family pet to visit the center.
- **Facility Policy**
 - Please be aware there is no smoking allowed on school/facility grounds or in/around the child care centers.
 - Please also be aware that many AACPS/County buildings have recording devices in/around school grounds for safety monitoring purposes. This means that you/your children may be monitored when picking up/dropping off at Child Care locations.
- **Student Attire**
 - The Child Care programs observe and heed the Student Attire policy listed within the Student Code of Conduct for Anne Arundel County Public Schools:
 - “Students are to dress in clothes that promote a safe and respectful learning environment. Clothes that create a disruptive environment or cause a health or safety hazard are not appropriate and not acceptable at school.”
 - “Headwear: Only for health, safety or religious reasons”
 - “Shoes: No bare feet”
 - “Clothing:
 - Cannot show profanity, obscenity, violence or symbols of hate
 - Cannot promote alcohol, tobacco or drugs
 - Cannot promote gang colors or gang-related signs
 - Cannot show underwear
 - Cannot show bare skin between upper chest and mid-thigh”
 - Further, the Child Care programs are recreationally-oriented and require shoes secured at the heel in order to participate in organized/outdoor games. (Preferred Attire = Pants/Shorts & Sneakers)
 - Children must also be appropriately dressed for the weather. Maryland child care regulations require child care facilities to utilize outdoor play areas even during colder weather. Your child must be sent with a coat, hat and gloves as necessary.
 - If, in the opinion of the Center Director or designee, the child is not appropriately attired, the parent/guardian will be notified. ***Please be aware that your child’s attire may limit their participation in certain activities (i.e. gym/outdoor time).***

SIGN IN/SIGN OUT

- **Parents must sign their child in for the morning program and out at the time of pick up each afternoon. Due to the COVID-19 situation, each Emergency Child Care location will have a sign-in/out process for limited contact with the other participants. Parents are encouraged to bring their own writing utensil for this purpose, but a sanitized pen will be available on site as well.**
 - For your child’s safety, children are NOT permitted to sign themselves in and out of the program for any reason.
- Children will be released only to the individuals (13 years and older) authorized to pick up the child.
 - No child will be released to a person other than the authorized individual without prior written permission from the child’s parent or guardian. This policy must be strictly adhered to for the protection and safety of your child.
 - Please be advised that any person unknown to the staff will be asked to provide a photo ID before your child is released to their care.
- Child Care staff will not accept children into the program if the building is inaccessible, utilities not available, etc. Parents may be requested to stay with their child until building access status is determined.
- **Please make sure that the information on your *Emergency Form* is kept current.**

ATTENDANCE

The Child Care staff at each location are responsible for maintaining an accurate attendance record for the children. We need your assistance in this endeavor!

- **ILLNESS:** Children who are absent from the program due to illness must have a written statement from a parent or physician that the child may return to a regular schedule. Due to the COVID-19 situation, your child's temperature will be taken at drop-off time. Your child will be unable to remain in the program if they have a fever of 100.4 degrees or above. Parents must certify at drop-off when signing their child in that their child and no one in their household currently has fever/symptoms of COVID-19. If this is the case, we are unable to care for your child in the program.
- **ATTENDANCE:** Due to the nature of this free program, if your child is absent for more than one day, attempts will be made to contact the parent/guardian on the second day of unexplained absence. If the parent/guardian does not respond by 5pm on the second day of absence, the next person on the waiting list will be given your space in the program.
- **Please make sure that the information on your child's Emergency Form is kept current. This is the contact information we will be using to report a concern or emergency to you, so it is crucial that the phone numbers are up-to-date.**

LATE PICK-UP OF CHILDREN

- **All centers close promptly at 7:00 PM.**
- **The center/school clock is the official time.**
 - The staff person on duty will have the individual picking up the child after 7:00pm sign a *Late Pick Up* form. The form will indicate the consequence of the late pick-up (i.e. warning, suspension, dismissal from the program).
 - The *Late Pick Up* form will also be submitted to the Child Care Administrative Office so they will be aware whether or not to remove your child from the center roster.
- **Recurring lateness offenses will result in suspension/dismissal from the program. You will be notified by the center staff/supervisor if your next late pick up will result in the suspension of your child. If your child is suspended, the suspension will take place the next day that the program is in session for students.** Therefore, please make other emergency arrangements in the event you will be delayed.
- You are still responsible for the late pick up consequences if you arrive after 7:00 PM and you called the center to inform them that you would be late.
- If your child is not picked up by 7:00 PM the staff will contact the appropriate agency that will then take the required action.

TRANSPORTATION

- ***Under no circumstances is staff permitted to provide transportation to or from a program for unrelated participants.***
- Parents need to make alternative arrangements in the event they will not be able to pick up their child.
- Recreation & Parks' Child Care Division does NOT provide transportation to/from the program.

INCLEMENT WEATHER AND EMERGENCY CLOSINGS

- Parents are encouraged to visit our website at www.aacounty.org for updates regarding closing/cancellation of programs due to inclement weather/emergencies.

EMERGENCY INFORMATION

- It is essential that all emergency telephone numbers and change of address be **kept current. Parents are responsible for this information, which is pertinent to the protection of their child.**

EMERGENCY DRILLS

- The centers will practice fire drills.
- If you should arrive to pick-up your child in the midst of a drill, please allow the staff time to account for all of the children prior to signing your child out for the day.
- If there is an actual emergency occurring in the area, the school and/or center may be required to go into "Shelter in Place" or "Lockdown" mode. If this is the case, staff will attempt to communicate this to parents by placing a sign on the parent door (if the emergency situation allows staff the ability to do so). Please be aware that you may not be able to gain entry to the building during these types of situations as

staff may be unable to answer the door. For your own safety, please seek shelter. Staff will communicate the “All Clear” and release your child to you as soon as it is safe to do so.

ILLNESS

- Children who are ill are not permitted to attend the program.
- In the event your child becomes ill during our program, every attempt will be made to contact you or the person listed as the emergency contact. Until picked up, your child will be kept away from the other children.
- Children with special medical needs must have a plan on file with the Child Care staff.
- The Health Department requires that you notify the child care staff in the event your child contracts a communicable disease. Please refer to www.aahealth.org/physicianslink/communicablereportable.asp for details. Some examples for notification are COVID-19, conjunctivitis, impetigo, or ringworm. The child care staff is likewise responsible to report certain outbreaks to the Health Department.
- MSDE-OCC regulations mandate that children who are absent from the program due to illness for three (3) days or more must have a written statement from a parent or physician that the child may return to a regular schedule.
- If your child repeatedly displays symptoms that prevent him/her from participating in program activities or if, in the opinion of the Center Director, your child may be contagious to others, your child may be excluded from the program and a doctor’s note may be requested before he/she may return to the program.
- If a staff member contacts you to inform you that your child is ill and that your child must be picked up, you must make arrangements for your child to be picked up from the Center in a timely manner. Refusal to pick up your child when they are ill or injured, or not providing accurate contact information to be used in an emergency, may result in your child being dismissed from our program. Please assist us in keeping your child safe.

INJURY

- The staff is required to complete a *First Aid and Accident Report* in the event a child is injured. Parents will receive a copy of this report.
- You will be contacted by phone if your child sustains any type of injury requiring possible additional **medical** attention during our program.
- A parent must be available in case of emergency. Please provide us with accurate contact information.
- In the event of a serious injury, 911 will be called and then parents or other authorized individuals will be contacted.
- Refusal to pick up your child when they are ill or injured, or not providing accurate contact information to be used in an emergency, may result in your child being dismissed from our program. Please assist us in keeping your child safe.

CONCUSSION AWARENESS

The Department of Recreation & Parks is committed to your child’s safety. Since your child will be involved in active play & health, fitness, sports & game activities as a part of any of our Child Care programs, we want you to be informed of the signs & symptoms of a concussion. It is a Departmental requirement that this be provided to all parents participating in Recreation & Parks programming.

- **What is a concussion?** A concussion is a type of brain injury that changes the way the brain normally works. A concussion is caused by a bump, blow, or jolt to the head. Concussions can also occur from a blow to the body that causes the head and brain to move rapidly back and forth. Even what seems to be a mild blow to the head can be serious.
- **What are some warning signs of a concussion?** – For Immediate Action, call 911.

Signs Observed by a Parent/Guardian	Signs Reported by the Participant/Child
<ul style="list-style-type: none">• Appears dazed or stunned• Is confused about assignment or position• Forgets sports plays/activities• Moves clumsily• Answers questions slowly• Loses consciousness (even briefly)• Shows behavior or personality changes• Can’t recall events prior to hit or fall	<ul style="list-style-type: none">• Headache or “pressure” in the head• Nausea or vomiting• Balance problems or dizziness• Double or blurry vision• Sensitivity to light• Sensitivity to noise• Feeling sluggish, hazy, or groggy• Concentration or memory problems• Confusion• Does not “feel right”

- **What should you do if you think a concussion has occurred?**
 1. **Seek medical attention right away.** A health care professional will be able to decide how serious the concussion is and when it is safe to return to play.
 2. **Keep your child out of play/activity until medically cleared.** Concussions take time to heal. Don't let your child return to play/activity until a health care professional says it's okay. Children, who return to play/activity too soon, while the brain is still healing, risk a greater chance of having a second concussion. Second or later concussions can be very serious. They can cause permanent brain damage, affecting your child for a lifetime.
 3. **Inform all coaches/instructors/staff members about any recent concussions.** Coaches/Instructors/Staff should know if your child has a recent concussion. Your child's coach/instructor/staff member may not know about a concussion your child received in another sport or activity unless you tell them.
 4. **Helping your child return to sports/activities safely after a concussion.** As your child's symptoms decrease, the extra help or support can be removed gradually. Children and teens who return to activities after a concussion may need to: 1) Take rest breaks as needed, 2) Spend fewer hours at activities, and 3) If in doubt, sit it out!

MEDICATION

- A *Medication Authorization Form (OCC 1216)* and *Medication Authorization Addendum* must be completed and submitted to the Child Care staff prior to any medication being administered at the program. The first dose must be administered at home prior to Child Care staff administering the medication.
- Please be aware that the County assumes no liability and the parent(s), on behalf of themselves and their minor child, hereby holds the County harmless and waives any and all claims for personal injury to the minor child as the result of the application/administration or failure to apply/administer any ointment/medication for the minor child by any County employee or volunteer.
 - *Medication Authorization Form (MSDE OCC Form 1216)* – Prescription or Non-Prescription Medication:
 - Both prescription & non-prescription medications require parent/guardian signature and a health practitioner's signature. For the purposes of Emergency Child Care center locations, MSDE is allowing parents that are health care providers to sign the Medication Authorization Form as the "prescriber".
 - A pharmacy label must accompany any prescription medication and match the form exactly.
 - **All prescription medications must be in the original pharmacy labeled container.** Medication shall be administered according to this label.
 - Medication must be received from a parent or adult (18 years or older). Children may not carry medication to Child Care.
 - Please check the expiration date of medications prior to giving to the staff.
 - Staff will not accept forms that have been obviously altered (i.e. White Out used) or are incomplete.
 - If the center staff has any doubts or the forms are incomplete the medication will not be given.
- There are several additional as needed medical forms available at our website (see "Required Forms for Admission" section for a full listing):
 - *Permission to Apply Over-the-Counter Creams and Ointments*
 - If child will be applying over-the-counter creams and ointments, i.e. sunscreen, lip balm and other external preventive applications.
 - Siblings may not share sunscreen, chapstick, and other external applications.
 - Requires parent/guardian signature.
 - *Allergy Action Plan*
 - If child is to receive an Epi-pen or antihistamine.
 - Requires parent/guardian.
 - *Asthma Action Plan (DHMH Form 4643)* provided
 - Completed by the parent /guardian if child requires an as needed inhaler or nebulizer.
 - *Acknowledgment of Allergies/Medications* form

- 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.
- Child Care center staff may not be involved in the use of g-tubes, catherizations, or the administration of medications that require mixing/measuring/drawing up by center staff in any way. This may not be delegated by the Child Care Health Consultant and cannot be administered by the Child Care staff. If a child cannot administer this type of medication for themselves, then a parent or their designee must administer similar-type medication in the Child Care center as required on a daily or as needed basis.
- **The parent must pick up medications that have been discontinued immediately. When your child has been withdrawn from the program all medications must be picked up.** Following their MSDE-OCC Medication Administration training, the staff is required to properly dispose of any medications not picked up.
- Likewise, all medications must be picked up on the last day of the program.

CHILDREN WITH SPECIAL NEEDS

- The Child Care program strives to meet the needs of every child enrolled in our program.
- In order to assist us in meeting your child's needs, it is vitally important that you complete the registration form in as much detail as possible. The responses that you provide will assist us in meeting your child's needs.
 - The parent/guardian must participate in a phone conference with the Child Care Administrative Office. Please utilize this conference as an opportunity to share with us details of your child's IEP, 504 Plan, or any other specialized education plan they may have on file when school is in session. With your written permission, we are also able to speak with early intervention, special education, or other outside agencies in order to meet your child's needs in our program.

BEHAVIOR MANAGEMENT PROGRAM

- The program staff utilizes positive behavior techniques to eliminate or prevent inappropriate behavior, which includes:
 - **Providing choices:** As a part of our regular classroom design, each Center Director employs the use of choices for children throughout the program day. This encourages a more positive environment for children, giving them the opportunity to select activities they wish to engage in for the majority of the program day.
 - **Redirection:** A child may be redirected to another activity in the room and when appropriate to the situation, the child is given an actual choice between two other appropriate activities (i.e. cars vs. legos).
 - **Rules:** At the start of each program, the children and staff gather together to review and come up with each site's rules (which mimic the expectations noted in the Parent's Manual). In this way, the children are made aware of the expectations of the program before negative behavior is displayed.
 - **Reflection & Problem Solving:** Program staff teaches children to use reflection (i.e. to think about their choice) and problem-solving skills. Parents can expect to see some of the following examples of staff encouraging problem solving among children: 1) Adults modeling problem solving techniques & offering suggestions, 2) Adults encouraging children to work amongst themselves to solve their problem, and 3) Adults encouraging the children to solve their problems with the assistance of an adult.
- Under no circumstances should a parent attempt to discipline a child other than their own during the child care program. The center staff will carry out all discipline and all concerns should be brought to the attention of the Child Care staff members.
- Parents are not permitted to have physical contact with children other than their own.

- While parents come into the center to pick up or drop off their children, it is the role of our staff (rather than parents) to direct the activities of the center and to address the needs of children attending the program.

EXPECTATIONS OF CHILDREN ENROLLED IN CHILD CARE

- Every child has the opportunity to be successful in our child care programs with the safety of all of the children and staff being our primary concern. However, we also recognize that the Emergency Child Care program may not always be the appropriate environment for your child. It is important for parents to recognize that the size or type of the individual program may not always be the appropriate environment for your child's needs.
- 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 self, others, body, space and personal belongings
No biting, hitting, pushing, kicking, or other rough contact
No bullying (including cyber bullying)
No spitting
Share
Be cooperative
Take turns
Use language that is appropriate for a child care center
 - **Stay within the designated area or where directed by staff. For example in the multi-purpose room, media center, outdoor play area, etc.**
 - **Follow the schedule and participate in daily activities**
 - **Function without disruptive behavior in a supervised environment of 1 staff to 9 children**
 - **Comply with staff requests and instructions**

ACCOMMODATIONS FOR CHILDREN

- Accommodations can be made to meet the needs of an individual child in many cases, however, all children will be required to meet these standards and refrain from behaviors that threaten the safety of themselves, other children or staff members.

INAPPROPRIATE BEHAVIOR

- It is hoped that the positive behavior program will eliminate or prevent inappropriate behavior, but some inappropriate behavior may still be displayed. As stated before, staff remind children to make good choices, and may use one or more of the following consequences for inappropriate behavior: Take 5 (time-out), loss of activity, redirection, Take 5 plus (longer time-out), peace table, problem solving session, reflection and/or "think" sheets, etc.
- **The steps in the procedures below may not occur in the sequence listed depending on the nature of the behavior. Please refer to our Discipline Policy listed above.**
- When inappropriate behavior occurs, the following procedures will be implemented:
 - The staff will attempt to redirect the child.
 - Additionally, the behavior will be documented and the parents or legal guardian will be notified of the issue.
 - If the behavior involves intentionally harming another child, staff member, or threatens the safety of the child/staff, the parent/guardian will be verbally notified on the day of the issue. The written documentation will follow no later than 3 business days after the verbal notification.
 - **If in the opinion of the Center Director, a child's behavior compromises the safety/well-being of themselves or others, immediate suspension or dismissal from the program may result.**

PARENT COMMUNICATIONS & EXPECTATIONS

- Communication between parents and the center staff is a key ingredient to the success of our programs.
 - Parents can always contact the Child Care Administrative Office by emailing us at sacc@aacounty.org with concerns and suggestions.
 - Please feel free to contact the Child Care Administrative Office or the Center Director on site if you need to share additional information concerning your child. Parents are requested not to contact their child by telephone at the center unless it is an emergency situation.

- **PARENTS MUST:**
 - Be courteous and respectful to center & administrative office staff, children, and other parents.
 - Make their own arrangements for the pick-up and drop-off of their children. Under no circumstances is staff permitted to provide transportation to or from a program for unrelated participants.
 - Keep current all phone numbers, e-mail addresses, and health information.
 - Please be aware that the following concerns may result in your family being dismissed from our child care and/or recreation & parks programs:
 - 1) Parent/guardian's unreasonable treatment of the staff/children/parents, including inappropriate airing of complaints, use of language that is inappropriate for a child care program, and/or intimidation (physical or verbal) of the center or office staff, other parents or children,
 - 2) Parent/guardian may not correct any child other than their own during the program. Any concerns witnessed with another child must be immediately reported to a staff member for their handling of the situation.
 - 3) Parent/guardian refuses to pick up (or send someone to pick up) their child in cases of illness, injury, or behavioral emergency, or
 - 4) Parent/guardian does not provide accurate contact information in order to contact them in an emergency situation.

- **PARENTS ARE ENCOURAGED TO:**
 - Reinforce the rules of SACC/MSTG at home
 - Communicate concerns or problems to staff as early as possible
 - Inform staff of any changes that might affect their child's participation in SACC/MSTG

- We are so pleased to serve you and your family! If you have any comments, concerns or suggestions for our programs, please email us at sacc@aacounty.org, inform your Center Director, or feel free to contact our Child Care Administrative Office to speak with one of our Child Care Program Specialists at 410-222-7856, ext. 0.