PARENT’S MANUAL
2020-2021 School Year

For
South County Recreation Center
(Pre-K)
Program

1 Harry Truman Parkway, Suite 105, Annapolis, MD 21401
PHONE 410-222-7856 FAX 410-222-4478
Tax ID #52-6000878

This online version is made available for all parents. Paper copies of the Parent’s Manual are available upon request, and you will be asked to sign an Acknowledgement of Policies 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.

COVID-19 RESTRICTIONS & CHANGES AS OF 08/30/2020 ARE NOTED IN RED.
(UPDATES FROM MSDE, OCC, STATE OR LOCAL HEALTH DEPARTMENTS,
AND/OR THE STATE OF MARYLAND WILL BE PROVIDED VIA EMAIL AS THEY OCCUR.)

Revised 8/2020
Please note that SACC/MSTG Centers & Child Enrichment Centers have a separate Parent’s Manual
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WELCOME TO PRE-K

The Anne Arundel County Department of Recreation and Parks is pleased to offer state-licensed School Age Child Care (SACC), Child Enrichment Centers (CEC), full-day & before-and-after-school Pre-K, and Middle School Teen Group (MSTG) programs located within your neighborhood school and/or recreation center facility. Please be advised that SACC/MSTG operates as a separate entity from the school/facility. 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.

PHILOSOPHY OF THE CHILD CARE DIVISION
The Anne Arundel County Department of Recreation and Parks’ state-licensed Child Care programs provide a safe, supportive environment that promotes social interaction, community integration, physical development, and intellectual growth in accordance with the Maryland State Department of Education’s Office of Child Care and National After School Alliance standards.

PROGRAM HISTORY
The Child Care Division’s programs began in September 1990 with 7 centers. Today, we typically operate 41 school year programs and assist the Department of Recreation and Parks to operate multiple Summer Camp programs. Due to the current status of Anne Arundel County Public Schools during the COVID-19 pandemic, we are operating in limited locations/capacities.

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
- Please be aware that the Child Care Administrative Office follows the holidays and emergency closings schedule of Anne Arundel County Government. At the time of distribution of this Manual (as of 08/31/20), please be aware that all County government buildings are currently closed to the public. Please contact us via phone, fax or email for assistance.

CHILD CARE CENTER CONTACT INFORMATION
- Arnold Senior Center (SACC) 443-458-2784
- Benfield ES School Age Child Care (SACC) 410-544-0687
- Davidsonville ES School Age Child Care (SACC) 410-798-9047
- Folger McKinsey ES School Age Child Care (SACC) 410-544-1014
- Freetown ES School Age Child Care (SACC) 410-590-2720
- Glendale ES School Age Child Care (SACC) 410-590-5963
- Hebron-Harman ES School Age Child Care (SACC) 410-684-3857
- High Point ES School Age Child Care (SACC) 410-360-0862
- Lake Shore ES School Age Child Care (SACC) 410-439-0372
- Mayo ES School Age Child Care (SACC) 410-798-1852
- Nantucket ES School Age Child Care (SACC) 410-721-8534
- O'Malley Senior Center (SACC) 443-458-2793
- Pasadena ES School Age Child Care (SACC) 410-544-5034
- Pascal Senior Center (SACC) 443-458-2803
- South County Recreation Center (Pre-K: 3-5 yr olds) 410-222-1517
- South County Senior Center (SACC) 443-458-2792
- Tracey's ES School Age Child Care (SACC) 410-867-4514

FROM THIS POINT FORWARD, THIS MANUAL WAS FORMULATED SPECIFICALLY FOR THE SOUTH COUNTY RECREATION CENTER PRE-K PROGRAM ONLY*.
*PLEASE NOTE THAT THERE IS A SEPARATE MANUAL FOR THE SCHOOL AGE CHILD CARE (SACC) & MIDDLE SCHOOL TEEN GROUP (MSTG) PROGRAMS, AND FOR THE CHILD ENRICHMENT CENTERS (CEC).

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.
REGISTRATION INFORMATION

ELIGIBILITY

- Children must be at least 3 years old by their first day of attendance in our 3 year old South County Recreation Center Pre-K programs.
- Children must be at least 4 years old by their first day of attendance in our 4 & 5 year old South County Recreation Center Pre-K programs.
- 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 forms completed and on file at the center prior to their first day. Forms for admission are available on our website at http://www.aacounty.org/departments/recreation-parks/child-care/forms-and-publications/.

*No one will be permitted to attend without this information on file*

REGISTRATION PROCEDURES

- Prior to your child’s first day, the Child Care Administrative Office must receive a completed registration, registration fee, and the first month’s payment. Depending upon the date of registration, you may also be charged a pro-rated fee for the month.
- Please be aware that online registration does not complete the registration process. 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/.
  - Your child’s enrollment will not be considered complete until all required forms and the fee have been received by the Child Care Division.

HOW TO REGISTER

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

REQUIRED FORMS FOR ADMISSION

All Parents & Guardians are REQUIRED to provide their child’s Forms for Admission (located at: http://www.aacounty.org/departments/recreation-parks/child-care/forms-and-publications/) prior to their child attending the child care program. Maryland child care regulations require us, as your child care provider, to maintain these required forms for your child while they are in attendance at our program. Please understand that your child(ren) will NOT be permitted to attend without this information on file at the child care center.

Required Forms for NEW Participants (first time in any of our child care programs):

- Emergency Form
- COVID Waiver
- Health Inventory (completed by the parent/guardian and physician; Includes Blood Lead Testing which must be completed for all children under the age of 6 years old)
- Immunization Certificate
- Acknowledgment of Policies form (A copy of our Parent’s Manual can be found at www.aacounty.org/recparks > Child Care > Forms & Publications. You may review the Parent’s Manual electronically prior to your child’s first day of attendance. On your child’s first day, the center staff will require the Acknowledgment of Policies form to be completed. Paper copies of the Parent’s Manual are available upon request at your child’s center or by contacting our Child Care Administrative Office.)
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 close of the school year and/or at the center on your child’s first day of attendance)
- COVID Waiver
- Updated Immunization Certificate (only necessary if your child has received updated immunizations since their last Health Inventory with us and/or attends the Pre-K program)
- Acknowledgment of Policies form (A copy of our Parent’s Manual can be found at www.aacounty.org/recparks > Child Care > Forms & Publications. You may review the Parent’s Manual electronically prior to your child’s first day of attendance. On your child’s first day, the center staff will require the Acknowledgement of Policies form to be completed. Paper copies of the Parent’s Manual are available upon request at your child’s center or by contacting our Child Care Administrative Office.)
- Updated Custody Orders (as needed)

The following As Needed Medical Forms are also available for ALL Participants at our website. Medical Forms must be renewed on an annual basis (as indicated by the expiration dates your health provider has noted on the forms):
- 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
- Allergy Action Plan
  - REQUIRED if your child is to receive an epi-pen or antihistamine during the child care program, in addition to the Medication Authorization form. Please be aware that this form REQUIRES a physician’s signature.
- Asthma Action Plan
  - REQUIRED if your child is to receive an inhaler or nebulizer during the child care program, in addition to the Medication Authorization form. Please be aware that this form REQUIRES a physician’s signature.
- Medication Authorization Form (MSDE OCC Form 1216)
  - REQUIRED if your child is taking a prescription OR non-prescription medication during the child care program. Please be aware that this form REQUIRES a physician’s signature.
- Medication Authorization Addendum Form
  - REQUIRED if your child is taking any medications during the child care program
- 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 child care program
- Seizure Medication Administration Authorization Form (MSDE OCC Form 1216A)
  - REQUIRED if your child is to receive seizure medication during the child care program. Please be aware that this form REQUIRES a physician’s signature.

CUSTODY
- Anne Arundel County Department of Recreation and Park’s School Age Child-Care 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.
  - Pre-K 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 school year. 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.
- Please be aware that if your child is still on the wait list when registration opens for the following school year, you must **re-register** during the open registration period for the coming school year. Our wait list does not automatically roll over from one school year to the next.

**WITHDRAWAL FROM SCHOOL YEAR PROGRAM**
- We recognize that a family’s needs may change during the course of the school year. **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](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.**
  - If you have already made payment and are requesting a refund the following must be adhered to:
    - A $25 processing fee will be assessed.
    - All refunds at this time are being issued via check from the Anne Arundel County Office of Finance. The check will be mailed to the primary account holder and mailing address on your child’s account. Please allow 30-45 business days for processing and delivery.

**SUMMER**
- The Department of Recreation and Parks also offers a wide variety of summer program options at selected elementary schools, middle schools, and recreation center locations. Locations and dates of operation are determined on an annual basis.
- A separate registration for the summer program is required. Information regarding the summer programs is distributed through the centers and schools starting in January.
- A separate **Summer Information Packet that contains information that is unique to Summer Programs will be distributed to all parents on/before the first day of summer.**

**REGISTRATION FOR UPCOMING (2021-2022) SCHOOL YEAR**
- Re-registration information for the 2020-2021 school year will be made available to all parents of children who are currently registered via the e-mail address on file.
BILLING INFORMATION

ELECTRONIC STATEMENTS

- Please be aware that all communication from the Child Care Administrative Office will be automatically sent to the primary email address attached to your account. This includes, but is not limited to: the monthly newsletter, monthly billing statements, late payment notices, registration information, etc.
- Therefore, it is crucial that you keep your primary email address up-to-date, and that you review it on a regular basis.
- You can also manage your account online by going to our website at www.aacounty.org/recparks>Child Care >Log in> Manage Your Account

FEES

- The fees for child care are established on a yearly basis and are determined by program costs. These program costs include the expenditures for staffing, administration, snacks, supplies, special events, and building usage.
- The annual expense is then divided into nine equal payments. There is no reduction in fees for months with a relatively few number of school days, just as there is no increase in fees for months with a greater number of days. There is no additional fee for the scheduled early dismissal days.
  o We cannot deduct days missed from your fee.
  o When you enroll in the program, you are reserving the time, space, staffing, and provisions whether or not your child attends.
- If you registered your child in the middle of the month, you will be billed for the pro-rated amount for the remainder of the month plus the coming month.
- The list of fees by center location is available on our website at www.aacounty.org/recparks.

MONTHLY PAYMENT SCHEDULE

- A monthly billing statement will be sent to the e-mail address on file. If you would prefer a paper bill, you must notify us in writing at sacc@aacounty.org. Payments are due by the 10th of each month with the first payment typically due on/about July 10th.
- Contact the Child Care Administrative Office at 410-222-7856, ext. 0 if you have any questions in regard to your billing statement.
- Payments are numbered one through nine and correspond to the months as follows:
  o Payment #1 due August 28th for September
  o Payment #2 due September 10th for October
  o Payment #3 due October 10th for November
  o Payment #4 due November 10th for December
  o Payment #5 due December 10th for January
  o Payment #6 due January 10th for February
  o Payment #7 due February 10th for March
  o Payment #8 due March 10th for April
  o Payment #9 due April 10th for May/June
- Please note that Payment #9 is for both May and June.

EXPLANATION OF MONTHLY BILLING STATEMENT

- Previous Balance: Prior payments not received and posted to your account by the due date.
- Late Pick Up Fee: Charges for picking up your child(ren) after 6pm. The fee is $3 per minute, per family, per location.
- Late Payment Fee: Charges for payments not received and posted by the due date (a $25 fee will be assessed for any payment received after the 15th of each month).
- Current After School Fee: Charges for the next month of service.
EXPLANATION OF PAST DUE BILLING STATEMENT

- **PM FEE:** Payments that were not received by the due date for your session (by the 10th of the month for the coming month’s service)
- **LATE FEE:** A $25 late fee is added to your account if payment is not received by the 15th of the month.
- **LATE PICK UP FEE:** Payments that were not received by the due date for picking up your child after 6pm.

PAYMENT METHODS

- **Credit or Debit Card:** Payments may be made online at [http://www.aacounty.org/RecParks](http://www.aacounty.org/RecParks).
  - Click on "Child Care" (left side of menu)
  - Click on "Login to your Account" (gray button on right side of screen)
  - Enter email address and password
  - Click on "Submit"
  - Click on “Make Payment”
  - The minimum payment due has been pre-selected in grey. This amount is due or past due at this time. Additional boxes may be selected if you would like to pay in advance for additional months of service.
  - Click on "Process Payment"
  - Click on “Accept” or “Decline” credit card terms and conditions. If you click on “Decline” your credit card payment cannot be processed.
  - If you click “Accept” then follow the prompts for completing your credit card transaction.
  - If you encounter any problems with the above outlined process, please call the Child Care Administrative Office at 410-222-7856, ext. 0.
  - Please be aware that Anne Arundel County does not store credit card information. Therefore, you must enter your payment information for each online transaction.
- **Auto Bill Pay:** Set up through YOUR personal banking establishment. Please contact your personal banking establishment to set up automatic bill pay. Please allow 10 business days for processing, and make sure to add in the memo line your child’s name, and the name of the center that he/she attends.
- **Do not place payments in the mailbox outside the Department of Recreation and Parks office.** This will result in up to a 4-day delay in your payment being posted.
- **Payments are NOT accepted at the Child Care Center or accepted over the phone.**

FLEXIBLE SPENDING ACCOUNT (FSA)

- Flexible Spending Account forms can only be completed by the Child Care Administrative Office.
- Forms cannot be accepted or completed by center staff.
- Please scan and e-mail your form to sacc@aacounty.org, or fax to 410-222-4478.
- Please allow two (2) business days for processing.

RETURNED CHECK FEE

- There is a charge of $25 for each check or similar written instrument that is not paid in full by the financial institution on which it is drawn for a reason other than the fault or neglect of the County, when on first return “no funds”, “payment stopped”, or “account closed” is indicated, or when presented a second time for payment it is dishonored regardless of reason.
- The charge shall be imposed against the person presenting the check or instrument to the County.

DELINQUENT PAYMENTS

- Payments not received by the 15th of each month will be considered late and the following policy will be adhered to:
  - A late fee of $25 will be added to the monthly payment, and a late payment notice will be sent to the e-mail address on file.
  - If payment is not received in full (including any late fees or late pick-up fees) by the end of the month, it will be assumed that you want your child withdrawn from the program. Your child will be...
unable to attend the program on the 1st of the month, the wait list will be called, and your space may be given to someone else. If you wish to make payment after this has occurred, you will have to re-register for the program.
  ○ There will be no exceptions to this policy.

- You will be responsible for payment unless we receive a Withdrawal Form from you.
- If you attempt to continue to send your child after the 1st of the month (after you have been notified that payment has not been received), the following steps will be taken:
  ○ The Center Director/staff will not accept your child at the time of drop-off in the morning.

**SCHOOL YEAR REFUND POLICY**

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

- A $25 processing fee will be assessed on all refunds.
- No refunds will be processed until the Child Care Administrative Office receives your Withdrawal Form. If the Withdrawal Form is received after your child’s last day of attendance, the refund will be processed from the date the Child Care Administrative Office receives the Withdrawal Form.

Allow 30-45 business days from the date of processing to receive the requested refund. Refunds will be processed by check which will be mailed. The check will be mailed to the primary account holder to the address indicated on your account. Please keep this information current to ensure proper delivery.

**FINANCIAL ASSISTANCE**

- Financial assistance for child care programs is available through the Child Care Scholarship voucher system, funded by the Anne Arundel County Department of Social Services.
  ○ Parents are responsible for payment unless an approved voucher has been submitted to the Child Care Administrative Office.
  ○ Parents are responsible for any co-pay and must complete the required Attendance Log.
  ○ For more information, please contact the Department of Social Services at 1-866-243-8796.
- Any other subsidy programs or third parties that parents wish to pay for their child’s account must submit a formal letter of intent for payment.
  ○ Parents are responsible for obtaining and submitting this letter of intent from the subsidy program or third party that will be making the payment.
  ○ Parents are responsible for payment unless the letter of intent has been submitted to the Child Care Administrative Office.

**ANNUAL TAX STATEMENTS**

Annual tax statements are emailed on the first business day on or after the fifth day of January. The tax statement will be sent to the email address of record in mid-January of each year. Our Federal ID # is 52-6000878.

**BILLING, REGISTRATION AND/OR RECORDS REQUESTS**

- All requests for documents or information must be made in writing to the Child Care Administrative Office. You may fax your written request to 410-222-4478, or e-mail us at sacc@aacounty.org.
- Please be aware that requests for center documentation (such as daily attendance sheets from our centers) require specific written notice, and must be requested by the legal guardian of record. Once your written request is received, a member of the Child Care Administrative Office will contact you to discuss.

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PROGRAM INFORMATION

PROGRAM SCHEDULE
The Pre-K program operates Monday through Friday, every day that schools are in session for students.
- The school year Pre-K program at the South County Recreation Center operates from 9:00am until 3:00pm.
- There will be no Pre-K on days when Anne Arundel County Public Schools are closed for students. Visit www.aacps.org > School Calendar to view days schools are closed for the coming year.

PROGRAM CONTENT
- Although there are separate locations for our programs, 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 Maryland State Department of Education’s Office of Child Care (MSDE-OCC) regulations including square footage, staff availability, the availability of space in the facility, and the availability of restroom facilities.

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 are trained in Health & Safety, Medication Administration, Behavior Management, and the ADA (Americans With Disabilities Act).
- All staff is required to maintain the certification for their position and obtain a minimum of 6-12 hours of continuing education (dependent upon position) per school year.
- Please also be aware that our child care center staff are part-time employees of Anne Arundel County and work a limited school year schedule. Therefore, they are not available outside of program operating hours. If you have center-related questions or concerns outside of the center’s operating hours, please leave a voicemail at the center. Center staff will check voicemail when they return to the center and respond in a timely manner.
- Our child care center staff does not handle payments or registrations on site. All billing & registration concerns should be directed to our Child Care Administrative Office at 410-222-7856.
- Due to current COVID-19 restrictions, in-person enrichment visitors, volunteers, and field trips are not permitted.

BASIC PROGRAM COMPONENTS & CURRENT COVID-19 RESTRICTIONS
- 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 of our Child Care programs are licensed child care centers through the Maryland State Department of Education’s Office of Child Care (MSDE-OCC). We are proud to offer a variety of enriching opportunities that reflect our philosophy of “Education Through Recreation”; such as: Arts & Crafts, Manipulatives, Games/Activity Stations, STEM projects (Science, Technology, Engineering & Math), and Literacy opportunities.
• **Curriculum**
  - Each of our Pre-K programs utilizes an MSDE-OCC approved Curriculum. The curriculum we utilize strives to give children a love of learning and a running start in kindergarten. Our curriculum program integrates math, science, health, creative arts, social studies, physical movement, early literacy, and social-emotional development, all under a framework of guided instruction and imaginative play.
  - Each month, your Center Director will also plan weekly themes and activities that reflect and incorporate monthly themes that align with the approved curriculum.

• **COVID-19 Restrictions:**
  - Fall programming for the First Marking Period will look quite different than in years past for the safety & protection of your child, and to meet the current requirements in place by Federal, State and/or Local officials. If the regulations or restrictions change through the school year, the Child Care Administrative Office will update you via email to the email address you have on file. The current requirements at the time of the completion of this manual are as follows:
    - **Sign-In/Out** – Parents may not access the building past the sign-in/out area at each facility. You will receive a site-specific Newsletter prior to your child’s first day outlining the arrival & dismissal procedures for your site. Temperature checks and health screening logs must be conducted at time of arrival. See the “Sign In/Out” section below for a full listing of the process.
    - **Staff Sign-In/Out** – Staff members must also participate in temperature checks and health screenings upon arrival as well.
    - **Masks** –
      - **Staff Members:** Rec & Parks staff members must wear masks at all times while inside county buildings/schools and when caring for children.
      - **Parents:** Parents must also wear masks when dropping off & picking up their children, and when inside county buildings.
      - **Children:** Children must wear a mask during arrival, dismissal, and while in care. They may remove their masks while eating, napping, and during outdoor play if 6 feet of social distance can be maintained.
    - **Groups** – Children must remain in the same group and the same room the entire week.
    - **Sanitizing** – Heightened sanitizing procedures are in place multiple times throughout the day, with an emphasis on wiping down frequently touched surfaces (such as door handles, tables, chairs, etc.), sanitizing restrooms between each use, and sanitizing toys/manipulatives between uses and at the end of each day.
    - **Social Distancing** – Social distancing between children that are not of the same household will be maintained to the best of our ability & whenever possible. Please assist us in this endeavor by explaining and reinforcing this concept at home.
    - **Field Trips & In-Person Enrichment Visitors** – At this time, all field trips and in-person enrichment visitors are canceled to lessen exposure.

• **Nutrition and Wellness**
  - Snacks will be provided daily during the Pre-K program. Please review the *Daily Schedule & Curriculum Calendar* posted in your center’s Parent Information Center for times when snack is served, and the planned menu. Please be aware that the menu is subject to change. The center staff will note any changes on the posted menu as they occur.
  - All of the centers follow the basic guideline of 10/10/200 for snacks. A snack cannot exceed 10 grams of fat, 10 grams of sugar and no more than 200 calories (does not include beverage).
  - Please be aware that centers are permitted to exceed the 10/10/200 rule for one special celebration day per month.
  - All of the centers are also required to offer fruits/vegetables & whole grains as a part of their snack menu.

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• Water is highly encouraged as the drink at snack time to keep children hydrated, but 100% juice or 1% milk may also be offered.
• If your child indicates they do not like the snack offered, an alternate snack (such as saltines, graham crackers, etc.) will be made available to them.
• At the South County Rec Center Pre-K program, students must bring their own lunches. 1% milk will be offered by center staff as a drink. Please write your child’s name on the lunchbox and any interior containers that you use. Please pack your child’s lunch in containers that he/she can open. Unfortunately, we cannot warm food. We will send home uneaten food so that you may gauge the amount of food your child eats and make the appropriate adjustments. We emphasize to children the importance of not wasting food.
• Children are not permitted to consume food/meals brought in from outside of the center at snack time unless it is medically necessary (with a doctor’s note) or for religious purposes. This includes food purchased and/or prepared by parents for special events, such as birthday celebrations.

• Physical Fitness
  • The program will also include opportunities for your child to play organized group games.
  • Children will play outdoors each day except during inclement weather, so your child must wear appropriate clothing and shoes for outside activities (or gym).
  • Please note that shorts/pants and tennis shoes are preferred attire, rather than skirts and flip-flops/sandals/crocs; and children’s participation in certain activities may be limited based upon their attire for their safety.
  • Parental requests for outdoor restrictions must be submitted to the Child Care Administrative Office for review. Additional documentation may be requested, based on the restriction request.

• Additional Opportunities
  • Community Service Projects
    • Opportunities are given throughout the school year in which children can participate in service to their community. Your Center Director will provide more information for your individual center’s selected projects.
  • Take 25 Program
    • In conjunction with the National Center for Missing and Exploited Children, SACC participates in the Take 25 safety initiative each May.
    • The Take 25 Campaign encourages parents, guardians, educators and others to take 25 minutes to talk to children about safety.

• Developmental Assessments
  • In our full-day Pre-K programs, each child will be evaluated developmentally by our staff each school year. This is a requirement of the Maryland State Department of Education’s Office of Child Care of all licensed Pre-K programs in the state.
  • We will be utilizing an MSDE-OCC approved Questionnaire which pinpoints developmental progress in children between the ages of one month to 5 1/2 years. The Center Director will notify you with a copy of your child’s results.

• Family Communication & Participation
  • Due to current COVID-19 restrictions, all parent orientations, events and conferences will be conducted virtually until further notice.
  • December/January Annual Parent Survey – We highly encourage parents to complete our Annual Survey upon receipt. These are carefully reviewed each and every year, and utilized to make program improvements!
  • Monthly Parent Newsletter sent to the e-mail address on file
  • Parent Information Center available at every center

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- **Parent Conferences** – Center Directors (and/or the Child Care Administrative Office) will contact you if they feel there is an immediate need for a parent conference. Otherwise, Center Directors will also present an opportunity twice a year for parents to choose to sign up for a conference to chat about their child with the Center Director. The sign-up sheet will be made available in your center’s Parent Information Center in November and March.

- Parents are *always* welcome to share their comments, concerns, send congratulations, or request a conference by calling the Center Director, via our e-mail address at sacc@aacounty.org, or by contacting the Child Care Administrative Office.

- **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, 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 Pre-K 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 child care center hours.

- **Pet Policy**
  - You may not bring your family pet to visit the center when picking up your child.
  - Some centers have implemented a “Class Pet” (*typically fish*) as part of their Science Station. If your child has pet allergies, please alert the center staff so we may take the appropriate precautions.

- **Anne Arundel County Facility Non-Smoking Policy**
  - Please be aware there is no smoking allowed on facility grounds or in/around the child care centers.

- **Student Attire**
  - To prepare your child for school, the Pre-K program also observes 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 Pre-K programs are recreationally-oriented and require shoes secured at the heel in order to participate in organized gym/outdoor games, and on the playground equipment. *(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.
o 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 go into the building to sign their child in for the morning program and out at the time of pick up each afternoon.
  - For your child’s safety, children are NOT permitted to sign themselves in and out of the program for any reason.
  - The following COVID-19 restrictions are currently in place:
    - Parents & children are required to wear a mask upon arrival & at pick-up time.
    - Parents are not able to enter the child care space in each facility.
    - IF the facility has a small lobby area, parents will complete sign-in/out procedures there.
    - IF the facility does NOT have a small lobby area, curbside sign-in/out procedures will be developed for your location.
    - Parents will be notified by newsletter prior to the start of the program with the specific arrival/dismissal procedures at your child’s center.
    - All programs will utilize the following required procedures:
      - A temperature check and health screening log for your child must be completed daily upon arrival.
      - Please bring a thermometer from home. Check your child’s temperature in front of the child care staff member and show them the temperature. This information will be recorded on the temperature log.
      - If you do not own a thermometer, there will be a temporal thermometer on site for your use. Staff will hand you the thermometer to utilize, then sanitize after each use.
      - Each parent is required to sign in & out daily. This is a legal record and must be completed. We suggest that you bring your own pen to do so. If you do not, a pen will be provided for you. Staff will sanitize between each use.
  - 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.
    - Notify the center staff of any changes in pick up schedules in writing.
  - Center staff will not accept children into the morning 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.

ARRIVAL & DISMISSAL AT THE SOUTH COUNTY REC CENTER

- Only one of our two parking lot gates is open during arrivals and departures. Please use caution when entering, leaving, and while in the parking lot as we share parking spaces with participants of programs in the other building.
- For your child’s safety, keep control of your child by securely holding his or her hand on your walk from the car to our center door. Please do not allow your child to travel through the parking lot unescorted at any time!
- A “safety zone” bordered with orange cones will be in effect in the parking lot adjacent to our building during center hours. Do not drive or park in this area.
• We cannot allow children to enter the building prior to their registered time in our programs as the center staff are busy preparing for the day.
• Make every effort to arrive for your child’s registered program (9:00 AM) on time. Late arrivals miss important information and can disrupt the class.
• Please encourage your child to walk with his/her own backpack or tote bag. This helps him/her feel like a preschool “big kid”. If your child uses an umbrella, we ask that you take it back to your vehicle with you when your child enters the school.
• A quick and confident “kiss-and-go” method of leaving your child is the best transition between parent time and center time. Lengthy goodbyes only serve to heighten your child’s anxiety about separating with you and make it more difficult for them to start their day with us.
• Pick-up time for our students is from 2:00 PM – 3:00 PM. The children will be participating in some social skill building in activity stations during this time, so it will not disrupt class time to pick them up starting at 2:00 PM.
• The garden area in front of our child care center building is known as “Brad’s Garden” in honor of one of our past participants. Please encourage your child to treat it with respect.

ATTENDANCE
• The Center Director at each child care location is responsible for maintaining an accurate attendance record for the children.
• 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.

LATE PICK-UP OF CHILDREN
• The Pre-K program at South County Recreation Center closes promptly at 3:00 PM.
• The center clock is the official time.
  o A late pick up fee will be assessed at the rate of $3.00 for every minute after 3:00 PM.
  o The staff person on duty will have the individual picking up the child sign a Late Pick Up form.
  o That form will be submitted to the Child Care Administrative Office and you will be billed from the office on the following monthly billing statement.
  o Center staff is not permitted to accept late pick up fees.
• Recurring lateness offenses in one school year 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 school 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 charges if you arrive after 3:00 PM (even if you called the center to inform them that you would be late).
• If your child is not picked up by 3:30 PM the staff will contact the appropriate agency that will then take the required action.
• See Inclement Weather and Emergency Closings section for further information regarding Late Pick-Up fees/consequences in those situations.

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.
SCHOOL CALENDAR

- All Child Care Division programs follow the school calendar for openings and closures. Visit the Anne Arundel County Board of Education’s website for the most up-to-date school calendar: www.aacps.org > School Calendar.

- SCHEDULED EARLY DISMISSAL DAYS: The Anne Arundel County Public Schools schedule several days each year for early dismissal for students into the school calendar. On these days the Pre-K program will remain open at its normal times.

- SCHEDULED SCHOOL HOLIDAYS: There will be NO MSDE-OCC licensed Department of Recreation & Parks Child Care programs available on school holidays.

INCLEMENT WEATHER AND EMERGENCY CLOSINGS

- The Anne Arundel County Department of Recreation and Parks SACC programs follow the policies and schedule of the Anne Arundel County Public School System & Anne Arundel County Government. This year, inclement weather decisions regarding delays or closings will be made by the Department of Recreation & Parks in communication/partnership with our facilities.

  - Parents are encouraged to take the following steps for information regarding delays or closings:

    - Check the Cancellations page on the Anne Arundel County website at www.aacounty.org.
    - Subscribe to our Text Message Alert System via the Civic Ready mass notification system in order to be notified of emergency closings.
      - Please visit www.aacounty.org/services-and-programs/recreation-and-parks-alerts or visit www.aacounty.org and search “Alerts” to opt in to the County’s new Civic Ready mass notification system for Child Care Alerts. In this system, parents will have the option to sign up for text, email, and/or phone alerts, in addition to being able to select the language in which they prefer to hear the message.
      - Parents will be responsible for all text charges from their mobile phone carrier.

- UNUSUAL EMERGENCY CIRCUMSTANCES: The Child Care Division reserves the right to close child care programs independently of an AACPS decision in the event of an unusual emergency or large-scale weather event for the safety of staff, participants, and families.

  - Please be aware that the Child Care Administrative Office follows the holidays, service reduction days, and emergency closings schedule of Anne Arundel County Government.

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.

- You must inform the Child Care Administrative Office and the Center Director of any changes. Change of Information forms are available at the center for your convenience. Your on-line registration account information also needs to be updated at our website. Go to www.aacounty.org/recparks > Child Care > Manage Your Account.

  - Please also make sure the emergency numbers of your other authorized individuals are accurate in case they need to be contacted.

    - If your child is not picked up by 3:00 PM the Center Director will begin calling the persons listed as emergency contacts. Individuals listed as emergency contacts must be willing to pick up the child and be within 15 minutes of the center.

    - If the staff has been unsuccessful in personally speaking with an emergency contact and your child has not been picked up by 3:30 PM, the staff will then contact the appropriate agency. That agency will then take the required action.

EMERGENCY DRILLS

- Center staff receives Emergency Preparedness training along with a manual that outlines the steps to be followed in various emergency situations.

- Each center also has a designated nearby location in the event a center is required to be evacuated. The location is posted at the Parent Information Center.
The centers will review fire drills and emergency drills with the children.
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.
  - **The following COVID-19 Restrictions are in place:**
    - If your child, or anyone in your household is: 1) being tested for the coronavirus, 2) has tested positive for the coronavirus, OR 3) is experiencing the symptoms of the coronavirus (such as fever, dry cough, shortness of breath), your child may not attend the program and **you must notify the Center Director or Child Care Administrative Office (410-222-7856, ext. 0 during business hours, or at sacc@aacounty.org before/after hours) immediately.**
    - If your child has a fever of 100.4 degrees F or higher, your child may not remain in the program.
    - Please be aware that we are required to report potential or positive cases of COVID-19 for anyone on site to our local Health Department and the Maryland State Department of Education’s Office of Child Care. They will inform us of next steps, which may include the closing of the facility until further notice.
    - If such steps must be taken, all staff members and families will be informed to self-quarantine until further notice, and will be updated with more information as it becomes available to us.
    - If a program is required to close for this reason, parents will be given a credit to their account for any missed days.
    - If you/someone in your household is being tested for the coronavirus, you will be required to provide a copy of the letter from your contact tracer/the Health Department releasing your child to return to child care and/or identifying your negative results before you can return. At this time, the rapid test may not be accepted for negative results.

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 (i.e. **Asthma Action Plan, Allergy Action Plan**) on file with the Center Director.
The Health Department requires that you notify the child care staff in the event your child contracts a communicable disease. Please refer to **www.aahospital.org/physicianslink/communicableresportable.asp** for details. Some examples for notification are conjunctivitis, impetigo, or ringworm. The child care staff is likewise responsible to report certain outbreaks to the Health Department. Some examples of reportable outbreaks include encephalitis, rabies, or West Nile virus.
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 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.

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<thead>
<tr>
<th>Signs Observed by a Parent/Guardian</th>
<th>Signs Reported by the Participant/Child</th>
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<tbody>
<tr>
<td>• Appears dazed or stunned</td>
<td>• Headache or “pressure” in the head</td>
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<tr>
<td>• Is confused about assignment or</td>
<td>• Nausea or vomiting</td>
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<tr>
<td>position</td>
<td>• Balance problems or dizziness</td>
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<tr>
<td>• Forgets sports plays/activities</td>
<td>• Double or blurry vision</td>
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<tr>
<td>• Moves clumsily</td>
<td>• Sensitivity to light</td>
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<tr>
<td>• Answers questions slowly</td>
<td>• Sensitivity to noise</td>
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<tr>
<td>• Loses consciousness (even briefly)</td>
<td>• Feeling sluggish, hazy, or groggy</td>
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<tr>
<td>• Shows behavior or personality</td>
<td>• Concentration or memory problems</td>
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<td>changes</td>
<td>• Confusion</td>
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<td>• Can’t recall events prior to hit</td>
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<td>or fall</td>
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<td>• Can’t recall events after hit or</td>
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<td>fall</td>
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- **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* 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.

- 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
    - 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 or a licensed health care practitioner’s written instructions, whichever are more recently dated.
    - 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.
      - 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* provided by Health Practitioner
    - If child is to receive an Epi-pen or antihistamine.
    - Requires parent/guardian AND Health Practitioner’s signature.
  - *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.

- Pre-K 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 Pre-K staff. If a child cannot administer
this type of medication for themselves, then a parent or their designee must administer similar-type medication in Pre-K 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 preschool.

**CHILDREN WITH SPECIAL NEEDS**

- The Pre-K 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.
  - An American with Disabilities Act (ADA) accommodation request requires a two-week prior notification.
  - The parent/guardian must participate in a conference with the Child Care Administrative Office before your child can attend the program. Please utilize this conference as an opportunity to share with us your child’s IEP, 504 Plan, or any other specialized education plan they may have on file with the school. 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.
  - Please be aware that if the Child Care Administrative Office is not notified in advance, your child’s start date may be delayed until a conference can be held.

**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 school year, 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.

- Anne Arundel County Government has also adopted the *Kids At Hope* program for all county-run agencies. The goal of the Child Care Division’s Behavior Management Program has always been to help each child grow in the direction of self-reliance, self-control and self-worth, so that each child is confident that he/she is in control of their own behavior and feels that they are an important member of his/her community. Likewise, Kids at Hope is a “strategic, cultural framework designed to engage entire communities to support success for all children, no exceptions”. Center Directors will include the
following pledges as part of their daily schedule. As with many of our program components, children will have the choice to participate in the following sayings daily:

- **Children's Pledge**
  
  "I am a Kid at Hope. I am talented, smart and capable of success. I have dreams for the future, and I will climb to reach those goals and dreams every day."

- **Treasure Hunter's Pledge** (the staff respond to the children)
  
  "As an adult and a Treasure Hunter I am committed to search for all the talents, skills and intelligence that exist in all children and youth. I believe that all children are capable of success… no exceptions!"

- Children are taught to use reflection and problem solving. Staff reminds children to make good choices and discusses these choices with the child. Each center also incorporates a positive behavior management program into their daily routine.

- 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 Center Director.

- 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, and on occasion observe the activities in the center, 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 Pre-K 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 Pre-K 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 15 children (1 staff to 10 children for Pre-K programs)**
  - **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:
  1. 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 school 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.
  2. If the behavior occurs again, it 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 school 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.
  3. If the problem persists a parent conference will be scheduled between the parents/guardian and Center Director. Depending on the circumstances the child may be suspended until the conference is held and a plan is in place.
  4. If the problem has not been resolved following the conference, and the child is suspended, the following must take place before the child can return to the center: 1) a plan must be developed and in place and 2) a re-entry conference must take place with the child, parents, Center Director and/or Child Care Program Specialist.
  5. If the behavioral concerns persist following a suspension, dismissal from the program may result.
  6. If in the opinion of the Center Director, a child’s behavior presents a physical danger to themselves or others (this may include failure to comply with staff requests and instructions or leaving the designated area without permission), immediate suspension or dismissal from the program may result.
  7. If the child is dismissed for the balance of the school year the parent must schedule a re-entry conference with the Child Care Program Specialist (the Center Director’s supervisor) to determine if the child can return to the program in the future.

PARENT COMMUNICATIONS

- Communication between parents and the center staff is a key ingredient to the success of our programs. This is accomplished through regular communication with the parents and parental participation in scheduled events. See the Family Communication & Participation section of this manual for a full listing of the many wonderful opportunities available to families to participate in our programs throughout the year.

- Parents can always contact the Child Care Administrative Office by emailing us at sacc@aacounty.org with concerns and suggestions. Suggestion forms are also available at each center for parents to utilize in expressing their concerns.

- 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.

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PARENTS’ EXPECTATIONS

- 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 saccaacounty.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.
- Parental involvement is an integral component of your child having a successful experience in the SACC/MSTG program!
- We plan to meet these goals in the Pre-K program through:
  - Quality, safe care of the children
  - Service of value and consistency
  - Courteous and professional treatment at all times
  - Honest information for parents pertaining to their child
  - Fostering positive peer and child/staff relationships to create an atmosphere that children enjoy
- PARENTS MAY:
  - Visit the center at any time, and 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 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 SACC/MSTG, 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 Pre-K 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 the Pre-K program

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COMMUNITY RESOURCES

The following is a list of resources that we are aware of that parents have available to them in the community. The Child Care Division is not responsible for the recommendations or information given by any of the below agencies. We are providing the below information as a resource for our families:

- Anne Arundel County Board of Education 410-222-5000
- Anne Arundel County Child Find (ages 3-5) 410-766-6662
- Anne Arundel County Child Protective Services 410-421-8400
- Anne Arundel County Department of Recreation & Parks
  Recreation Division – School Break Fun Days, Summer Fun/Camps 410-222-7313
- Anne Arundel County Department of Recreation & Parks
  Child Care Division (SACC, MSTG & Summer SACC) 410-222-7856
- Anne Arundel County Department of Social Services 410-269-4500
- Anne Arundel County Infants and Toddlers Program (birth-age 3) 410-222-6911
- Anne Arundel County Systems of Care Network 1-800-485-0041
- Anne Arundel County Public Library (www.aacpl.net) 410-222-7371
- Arundel Child Care Connections Office 443-782-5001
- LOCATE: Child Care (Child Care Referral Service for parents) 1-877-261-0060
- Maryland Children Health Program 410-222-4792
- Maryland Family Network 410-659-7701
- MSDE-Office of Child Care (Region I – Annapolis) 410-573-9522
- The Abilities Network: Project ACT 410-828-7700
- The Planning Council (USDA Child Food Program) 1-800-410-9774
For questions, concerns or to file a complaint contact your regional office

<table>
<thead>
<tr>
<th>Region</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anne Arundel</td>
<td>410-573-9522</td>
</tr>
<tr>
<td>Baltimore City</td>
<td>410-554-8315</td>
</tr>
<tr>
<td>Baltimore County</td>
<td>410-583-6200</td>
</tr>
<tr>
<td>Prince George’s</td>
<td>301-333-6940</td>
</tr>
<tr>
<td>Montgomery</td>
<td>240-314-1400</td>
</tr>
<tr>
<td>Howard</td>
<td>410-750-8770</td>
</tr>
<tr>
<td>Western Maryland, Allegany, Garrett &amp; Washington</td>
<td>301-791-4585</td>
</tr>
<tr>
<td>Upper Shore, Kent, Dorchester, Talbot, Queen Anne’s &amp; Caroline</td>
<td>410-819-5801</td>
</tr>
<tr>
<td>Lower Shore, Wicomico, Somerset &amp; Worcester</td>
<td>410-713-3430</td>
</tr>
<tr>
<td>Southern Maryland, Calvert, Charles &amp; St. Mary’s</td>
<td>301-475-3770</td>
</tr>
<tr>
<td>Harford &amp; Cecil</td>
<td>410-569-2879</td>
</tr>
<tr>
<td>Frederick</td>
<td>301-696-9766</td>
</tr>
<tr>
<td>Carroll</td>
<td>410-549-6489</td>
</tr>
</tbody>
</table>

The OCC Regional Office will investigate your complaint to determine if child care licensing regulations have been violated. All confirmed complaints against child care providers may be viewed at [CheckCCMD.org](http://CheckCCMD.org).

For additional help, you may contact the Program Manager of the Licensing Branch at 410-569-8071.

### Resources

- **Child Care Subsidy** - Assists parents with cost of childcare  
  [1-866-243-8796](tel:1-866-243-8796)
- **Consumer Product Safety Commission (CPSC)** - regulates certain products used in childcare  
  [cpsc.org](http://cpsc.org)
- **Maryland EXCELS** - Maryland’s Quality Rating System for Childcare Facilities  
  [marylandexcels.org](http://marylandexcels.org)
- **Maryland Developmental Disabilities Council** - May assist with ADA issues  
  [md-council.org](http://md-council.org)
- **Maryland Family Network** - Assists parents in locating childcare  
  [Marylandfamilynetwork.org](http://Marylandfamilynetwork.org)
- **PARTNERS Newsletter** - What’s happening in the Division of Early Childhood Development  
  [Earlychildhood.Marylandpublicschools.org](http://Earlychildhood.Marylandpublicschools.org)

To this site to check provider inspection violations  
[checkccmd.org](http://checkccmd.org)

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**Important Information**

**About Child Care Facilities**

*Maryland State Department of Education*

Preparing World Class Students

**Larry Hogan**, Governor

**Karen B. Salmon**, Ph.D.  
State Superintendent of Schools

OCC 1524 (8/2016)
Who Regulates Child Care?

All child care in Maryland is regulated by the Maryland State Department of Education, Office of Child Care’s (OCC), Licensing Branch.

The Licensing Branch’s thirteen Regional Offices are responsible for all regulatory activities, including:

- Issuing child care licenses and registrations to child care facilities that meet state standards;
- Inspecting child care facilities annually;
- Providing technical assistance to child care providers;
- Investigating complaints against regulated child care facilities;
- Investigating reports of unlicensed (illegal) child care; and
- Taking enforcement action when necessary.

COMAR Regulations and other information about the Office of Child Care may be found at:
earlychildhood.marylandpublicschools.org/child-care-providers/office-child-care

What are the types of Child Care Facilities?

- **Family Child Care** – care in a provider’s home for up to eight (8) children
- **Large Family Child Care** – care in a provider’s home for 9-12 children
- **Child Care Center** – non-residential care
- **Letter of Compliance (LOC)** – care in a child care center operated by a religious organization for children who attend their school

**All facilities must meet the following requirements:**

- Must obtain the approval of OCC, fire department and local agencies;
- Must have qualified staff who have received criminal background checks, child abuse and neglect clearances, and are not on the sex offender registry;
- Family child care providers must maintain certification in First Aid and CPR;
- Child Care Centers must maintain a ratio of one staff certified in first aid and CPR per every twenty (20) children at all times;
- Must offer a daily program of indoor and outdoor activities;
- Must maintain a file with all required documentation for each enrolled child;
- Must post approved evacuation plans, conduct fire drills and emergency preparedness drills; and
- Must report suspected abuse and neglect, and may not subject children to abuse, neglect, mental injury or injurious treatment.

Did You Know?

- Regulations that govern child care facilities may be found at:
  earlychildhood.marylandpublicschools.org/regulations
- The provider’s license or registration must be posted in a conspicuous place in the facility;
- A child care provider must enter into a written agreement, with a parent, that specifies fees, discipline policy, presence of animals, the use of volunteers, and sleeping arrangements for overnight care;
- Parents/guardians may visit the facility without prior notification any time their children are present;
- Written permission from parents/guardians is required for children to participate in any and all on-premises activities;
- All child care facilities must make reasonable accommodations for children with special needs;
- A “Teacher” qualified person must be assigned to each group of children in a child care center;
- Staff:child ratios must be maintained at all times in child care centers;
- Parents/guardian must be immediately notified if children are injured or have an accident in care;
- Child care facilities may have policies beyond regulatory requirements;
- OCC should be notified if a provider has violated child care regulations;
- Parents/guardians may review the public portion of a licensing file; and
- The provider’s compliance history may be reviewed on CheckCCMD.org.