

PARENT'S MANUAL

2026-2027 School Year

for School Age Child Care (SACC) Programs



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

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 email 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.



MARYLAND EXCELS
CHECK FOR QUALITY EARLY CHILDHOOD
AND SCHOOL-AGE PROGRAMS



Revised 8/2026

Please note that full-day Pre-K centers & Child Enrichment Centers have a separate Parent's Manual.

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WELCOME TO SACC

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

VISION & MISSION OF RECREATION AND PARKS

The VISION of the Anne Arundel County Department of Recreation and Park-s is to enrich the lives of all residents of Anne Arundel County. Our MISSION is to create opportunities to Enjoy Life, Explore Nature, and Restore Health and Well-Being. *We make life better!*

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 Maryland EXCELS standards.

PROGRAM HISTORY

The Child Care Division's programs began in September 1990 with 7 centers. Today, we operate 55 school year programs and assist the Department of Recreation and Parks to operate multiple Summer Camp/Child Care programs.

CHILD CARE ADMINISTRATIVE OFFICE CONTACTS

- Child Care Administrative Office PHONE: 410-222-7856, ext. 0; Hours: Monday-Friday 8:00am-4:30pm
- Child Care Administrative Office EMAIL: sacc@aaacounty.org
- 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.

CHILD CARE CENTER CONTACT INFORMATION

- | | |
|---|--------------|
| • Belle Grove ES Child Enrichment Center (CEC) | 410-222-6327 |
| • Benfield ES School Age Child Care (SACC) | 410-544-0687 |
| • Bodkin ES School Age Child Care (SACC) | 410-360-7502 |
| • Broadneck ES School Age Child Care (SACC) | 410-757-3855 |
| • Brock Bridge ES School Age Child Care (SACC) | 301-206-2082 |
| • Brooklyn Park ES School Age Child Care (SACC) | 410-222-0987 |
| • Cape St. Claire ES School Age Child Care (SACC) | 410-757-1657 |
| • Central ES School Age Child Care (SACC) | 410-956-5671 |
| • Crofton ES School Age Child Care (SACC) | 410-222-3547 |
| • Crofton Meadows ES School Age Child Care (SACC) | 410-721-6917 |
| • Crofton Woods ES School Age Child Care (SACC) | 410-222-3544 |
| • Davidsonville ES School Age Child Care (SACC) | 410-798-9047 |
| • Deale ES School Age Child Care (SACC) | 410-867-4058 |

• Edgewater ES School Age Child Care (SACC)	410-222-3549
• Folger McKinsey ES School Age Child Care (SACC)	410-544-1014
• Fort Smallwood ES School Age Child Care (SACC)	410-439-0176
• Four Seasons ES School Age Child Care (SACC)	410-672-7097
• Freetown ES School Age Child Care (SACC)	410-590-2720
• Glen Burnie Park ES Child Enrichment Center (CEC)	410-222-3540
• Glendale ES School Age Child Care (SACC)	410-222-3541
• Hebron-Harman ES School Age Child Care (SACC)	410-684-3857
• High Point ES School Age Child Care (SACC)	410-360-0862
• Hilltop ES School Age Child Care (SACC)	410-590-7677
• Jacobsville ES School Age Child Care (SACC)	410-439-0171
• Lake Shore ES School Age Child Care (SACC)	410-439-0372
• Lothian ES School Age Child Care (SACC)	410-222-3539
• Marley ES School Age Child Care (SACC)	410-766-2657
• Maryland City ES School Age Child Care (SACC)	301-776-8729
• Mayo ES School Age Child Care (SACC)	410-222-3546
• Nantucket ES School Age Child Care (SACC)	410-721-8534
• North Glen ES Child Enrichment Center (CEC)	410-222-3542
• Oak Hill ES School Age Child Care (SACC)	410-315-9603
• Oakwood ES School Age Child Care (SACC)	410-222-0978
• Odenton ES School Age Child Care (SACC)	410-674-5062
• Park ES Child Enrichment Center (CEC)	410-222-6826
• Pasadena ES School Age Child Care (SACC)	410-544-5034
• Piney Orchard ES School Age Child Care (SACC)	410-695-2042
• Quarterfield ES School Age Child Care (SACC)	410-969-1157
• Ridgeway ES School Age Child Care (SACC)	410-551-3013
• Riviera Beach ES School Age Child Care (SACC)	410-439-0163
• Seven Oaks ES School Age Child Care (SACC)	410-674-7180
• Severn ES School Age Child Care (SACC)	410-551-7479
• Severna Park ES School Age Child Care (SACC)	410-315-9994
• Shady Side ES School Age Child Care (SACC)	410-867-4517
• Solley ES School Age Child Care (SACC)	410-439-9438
• South County Recreation Center (Pre-K: 3-5 yr olds)	410-222-1517
• South Shore ES School Age Child Care (SACC)	410-729-3898
• Sunset ES School Age Child Care (SACC)	410-439-8102
• Tracey's ES School Age Child Care (SACC)	410-867-4514

- Two Rivers ES School Age Child Care (SACC) 410-222-2691
- Van Bokkelen ES Child Enrichment Center (CEC) 410-222-3551
- Waugh Chapel ES School Age Child Care (SACC) 410-222-3545
- Woodside ES Child Enrichment Center (CEC) 410-222-3543

FROM THIS POINT FORWARD, THIS MANUAL WAS FORMULATED SPECIFICALLY FOR THE SACC PROGRAMS ONLY*.

**PLEASE NOTE THAT THERE IS A SEPARATE MANUAL FOR THE FULL-DAY PRE-K PROGRAMS AT DEEP RUN RECREATION CENTER & SOUTH COUNTY RECREATION CENTER, AND FOR THE CHILD ENRICHMENT CENTERS LOCATED AT BELLE GROVE ELEMENTARY, BROOKLYN PARK ELEMENTARY, CARRIE WEEDON EARLY EDUCATION CENTER, GLEN BURNIE PARK ELEMENTARY, MARYLAND CITY ELEMENTARY, NORTH GLEN ELEMENTARY, PARK ELEMENTARY, AND WOODSIDE ELEMENTARY.*

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.



ADDITIONAL CHILD CARE ACHIEVEMENTS

The Anne Arundel County Department of Recreation and Parks is very pleased to inform you that our Center Directors and staff have worked very hard to provide even higher levels of quality child care in our pre-k and school-age locations. This has resulted in the recognition of the Maryland EXCELS program.

MARYLAND EXCELS

We are pleased to share with you that all SACC programs (with the exception of any that have only been open for 1 year) have achieved a Maryland EXCELS certificate from the Maryland State Department of Education (MSDE). Maryland EXCELS is the state's Quality Rating and Improvement System that awards ratings to child care programs that meet increasingly higher standards in key areas that are identified nationally as contributing to high quality.

Through a process of continuous quality improvement, Maryland EXCELS programs like ours meet rigorous quality standards over and above those required by State licensing regulations. The Maryland EXCELS standards include Licensing and Compliance, Staffing and Professional Development, Rating Scales and Accreditation, Developmentally Appropriate Learning and Practice, and Administrative Policies and Practices.

We are pleased you have chosen our program for your child and we invite you to see how choosing high quality care and education makes a difference by visiting the Maryland EXCELS website at www.MarylandExcels.org. There you can view your program's rating and learn about the importance of choosing quality for your child's success in school and in life.

ADDITIONAL BADGE

We are also very proud to announce our achievement of an additional badge for all of our programs:

- Asthma-Friendly Child Care Badge (indicates our staff have received additional advanced Asthma training, and that they work to reduce asthma triggers in their center environments)

OUR GOALS FOR THE FUTURE

The Anne Arundel County Department of Recreation and Parks has more wonderful goals for the future of the School Age Child Care programs, such as:

- Expanding the number of spaces offered where we have the qualified staff and space available to do so.
- Providing care in low-income areas in partnership with Anne Arundel County Public Schools utilizing the "Child Enrichment Center (CEC)" model
- Maintaining our Maryland EXCELS Check Level status, which requires continual professional development for our centers and staff.

REGISTRATION INFORMATION

ELIGIBILITY

- Children in Kindergarten through grade 5 are eligible to attend the elementary school program. Children must be 5 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. Reasonable accommodations to this policy may be requested for children with a medical diagnosis and are outlined in the *Toileting* section of this Manual.
- **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 <https://www.aacounty.org/recreation-parks/child-care/forms-admission>. ***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 forms must be uploaded via your registration account online prior to your child's first day. See "Required Forms for Admission" section below for further details.
 - Your child's enrollment will not be considered complete until all required forms and the fee have been received by the Child Care Division.
- If you are registering for a SACC program at a school other than your child's home school, contact the school office for the *Out of Area Request Form*. The SACC program is not responsible for the school's decision regarding your child's acceptance to attend that school. The Recreation & Parks' Child Care Division does NOT provide transportation to/from the program. Parents must work with the school to request permission for outside transportation. See the *Transportation* section of this Manual for additional information.

HOW TO REGISTER

- Registrations may be completed on-line at our website: www.aacounty.org/recparks >Child Care, in person at the Child Care Administrative Office, or mailed to:
 - Anne Arundel County Department of Recreation and Parks
Child Care Division
1 Harry S. Truman Parkway, Suite 105
Annapolis, MD 21401
- **The center staff is not permitted to accept registrations.**
- **Do not include registration documents with your monthly payment.**
- For additional information, contact the Child Care Administrative Office at: 410-222-7856 x0.

REQUIRED FORMS FOR ADMISSION

All SACC 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. You may also access the Required Forms for Admission by logging into your online child care account and clicking the "Getting Started" tab.

Online Forms Portal Instructions:

How to Upload Your Forms

1. Log into your [online child care account](#).

2. Access the required forms shown below.
3. Click the upload button for each required form (all files must be saved as a PDF).
4. The document will move from the "Forms That Need Attention" section to "Approved or Uploaded Forms."

Parents/guardians are responsible to carefully review all forms prior to uploading to ensure every blank is filled in, every box checked, and every required signature is provided. Center Directors will be given access to the Forms Portal when they return from the summer break. They will then have the first week of school to review the uploaded forms and approve or reject them (a rejection will occur if information or signatures are missing on a form). This will be communicated with the parent/guardian via the Forms Portal. Parents must check their Registration Account to correct any errors or upload any replacement forms in a timely manner. If all Required Forms for Admission are not correct or received in a timely manner, children may need to be removed from the program until the forms can be provided as this is a state licensing requirement.

If you have any questions or concerns with this process, please contact our Child Care Administrative Office for assistance.

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.

Please be advised that SACC/CEC operates as a separate entity from the school. Therefore, it is the parent's responsibility – NOT the school's responsibility - to provide the below-listed forms:

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

- Emergency Form
- Health Inventory (completed by the parent/guardian and physician);
- Blood Lead Testing Certificate
- Immunization Certificate (only required if: 1) your child attends the Pre-K program, or 2) if you have a school-age child (K-8th grade) attending the SACC program that is NOT located within their regular school)
- Acknowledgment of Policies form (A copy of our Parent's Manual can be found at <https://www.aacounty.org/recreation-parks/child-care/forms-admission>. 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.)
- 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, at the start of the summer program and/or at the center on your child's first day of attendance)
- Updated Immunization Certificate (only required if: 1) your child attends the Pre-K program, or 2) if you have a school-age child (K-8th grade) attending the SACC program that is NOT located within their regular school)
- Acknowledgment of Policies form (A copy of our Parent's Manual can be found at <https://www.aacounty.org/recreation-parks/child-care/forms-admission>. 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 on our website and through your online account. Medical Forms must be renewed on an annual basis or one year after the health provider has signed it (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.
- Medication Administration 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.
- Asthma Action Plan and Medication Administration Authorization Form (MSDE OCC Form 1216A)
 - REQUIRED if your child is to receive an inhaler or nebulizer during the child care program. Please be aware that this form **REQUIRES** a physician's signature.
- Allergy and Anaphylaxis Medication Administration Authorization Form (MSDE OCC Form 1216B)
 - REQUIRED if your child is to receive an epi-pen or antihistamine during the child care program. Please be aware that this form **REQUIRES** a physician's signature.
- Seizure/Convulsion/Epilepsy Disorder Medication Administration Authorization Form (MSDE OCC Form 1216C)
 - REQUIRED if your child has a seizure or epilepsy diagnosis and/or to receive seizure medication during the child care program. Please be aware that this form **REQUIRES** a physician's signature.
- Topical Basic Care Product Application Approval (MSDE OCC Form 1216E)
 - REQUIRED if your child will be applying over the counter creams or ointments, such as sunscreen, insect repellent or lip moisturizers, during the child care program
 - Please be aware that *aerosol* sunscreen or insect repellent, or *combination* sunscreen/insect repellent, or oil infused products are NOT permitted in the child care program per the MSDE Office of Child Care's policy.
 - Please provide a separate bottle of lotion for each individual child (child's name must be marked on the container). Siblings may not share.
 - Please apply sunscreen to your child before dropping them off in the morning to our summer programs. Opportunities will be provided during outdoor play to re-apply sunscreen during the Summer SACC/Summer Fun N' Play/Summer Pre-K day. With your written permission, staff may assist children with applying sunscreen to hard-to-reach areas.

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/guardians who have court awarded custody of their child must have the custody papers, along with any updates, on file at the center. Please be aware that the SACC programs operate as a separate entity within the school building; therefore, the school does not typically share this information with our staff. It is the parents' responsibility to provide this information to our staff.
 - SACC 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 via the email address on file in their account. The parent/guardian will have 48 hours to accept or decline the space. If you allow your offer to expire, your child will be removed from the wait list and the space will be offered to the next family on the wait list.
- Please be aware that if your child is still on the wait list when registration opens for the 2025-2026 school year, your family will be given an opportunity to remain on the wait list for the following school year ahead of the general public. An email with instructions on how to do so will be sent to the email address on file in your account. If your family has not responded during the "wait list rollover registration" period, your child will be removed from the coming school year's wait list.

- Please note that if you choose to roll over your child from one school year to the next on the wait list, the number order of your space may change depending upon if there are any session or sibling requests from currently registered families at your chosen location. Families currently registered in our programs receive priority over those on the wait list and the general public.
- It is crucial that parents review the email address on file regularly for updates/changes to this policy each year. Please add sacc@aacounty.org to your email "contacts" and/or "favorites" list to ensure our important emails do not go to your Junk or Spam folders. Please also make sure to update your online account if your email changes.

CARE ON EARLY DISMISSAL DAYS

- Due to child care licensing restrictions and difficulty with maintaining required staffing ratios on early dismissal day afternoons, the Department of Recreation and Parks is required to take the following steps:
 - Area Supervisors will work with Center Directors and Staff on a monthly basis to determine whether or not enough staff are able to arrive two hours earlier to start the program and keep the program in compliance with state licensing ratios.
 - If it is determined that your program does NOT have enough staff, the Area Supervisor will determine the number of children that must be removed from care on those afternoons (this is typically in increments of 15 children to satisfy our required 1 adult: 15 children ratio), an email will be sent notifying you this is the case at least one week in advance of the early dismissal day(s). We will take the following steps:
 - 1) A text alert will be sent to all registered families of the affected location. Families will be asked to **volunteer** to not send their children on the early dismissal day. Perhaps there is a parent or guardian in your household who teleworks? Or a trusted neighbor or family member who would be willing to care for your child(ren) at home on the early dismissal day? If you are interested in volunteering, please click the link provided in the text and respond with the information requested.
 - 2) If we do not receive enough volunteers for your child's location to fill the open slots, our OIT office will conduct a **random lottery** for any remaining spaces. Then, we will personally contact those families who are unable to send their children to SACC on the indicated early dismissal day.
 - 3) Any family who loses care for the afternoon will receive a one-afternoon credit to their account.
 - Families that choose to keep their children home on an early dismissal day outside of this process (*i.e. your center had enough staff for the afternoon to be fully open or your family was not asked to keep your children home for the afternoon*), will NOT receive a credit to their account.

FULL DAY CARE ON SELECT TEACHER WORKDAYS

- On select Teacher Workdays in the AACPS School Calendar, when schools and staffing allow, Anne Arundel County Department of Recreation and Parks may offer full-day child care.
- The Full Day Care option will only be available to currently registered school year child care families on a first-come, first-serve basis. There will be a minimum and maximum registration capacity for each location.
- A separate registration for the full-day care program is required, and payment is due upon registration. Information regarding these special programs is typically distributed to registered school year parents via email during the month of September.
- If, at any point, you no longer require Full Day Care child care services, you must submit your Withdrawal Request in writing.
 - Visit our website at www.aacounty.org/RecParks > Child Care.
 - You must log in to your account and select the "Manage Your Account" tab to access the link to the *Withdrawal Request*.
 - When you enroll in the Full Day Care program, you are reserving the time, space, staffing, and provisions whether or not your child attends.
 - Full Day Care refunds require a minimum of 10-business days' notice prior to the program date. No refund will be given if less than 10-business days' notice.

- You must submit an online withdrawal request in order for your refund to be processed. No refunds or credits will be processed until the Child Care Administrative Office receives your Withdrawal Request.
- **Before any refund is issued, account credits will first be applied to any past due balances or transferred to another session or another child on your account who is still enrolled.** If there are no other sessions to transfer funds to, a refund will be issued.
 - If payment was made with a credit card, your refund will be credited to the card used for payment.
 - If payment was made with a check, checking account (debit card), money order, or cash, your refund will be a check mailed directly to you from the Anne Arundel County Office of Finance. Refund checks are mailed to the primary account holder at the mailing address listed in your online account. Please make sure your BILLING ADDRESS on your account is correct. This is where the refund check will be mailed.
 - Please allow 4-8 weeks for the processing of refunds.
 - Refund requests for withdrawals due to medical reasons must be accompanied with a physician's note and are handled on a case-to-case basis.

DROP-IN LOCATIONS (offered at some elementary school locations for current families only)

- As a service to families *already registered* in the SACC program, elementary school locations that have both an AM and PM program and the space/staff available, may allow drop-ins. Drop-in requests will only be approved if the opposite session has openings and no wait list.
- If your child is already enrolled in our AM OR PM program, and you need to utilize the opposite program for the day (for example, your child is enrolled in the PM program only but you have a work meeting in the morning and need AM care for just one day) you may submit a request for Drop-In service ***in advance*** via your online account portal.
- You must complete the online Drop-In Request at least two (2) business days in advance (but no more than two weeks in advance) of the date you are requesting, to allow time for processing. The Drop-In Request is subject to the approval of the Child Care Administrative Office.
- Once your request has been approved, the Child Care Administrative Office will notify you. Your account will automatically be billed whether you choose to follow through with your request for child care or not. Once your request is accepted, the space is held for your family and therefore you are responsible for payment.

WITHDRAWAL FROM SCHOOL YEAR PROGRAM

- If you register your child for our school year program, you are reserving the time, space, staffing, and provisions whether or not your child attends for the entire month. **Therefore, if you choose to withdraw your child prior to the end of a month, no refund will be issued for that month. The space will belong to your child until the month has ended.**
 - For example, if you want your child's last day to be October 18th, the system will auto-fill the date as October 31st. There will be no pro-rating or refund for the month of October and your child can attend for the entire month.
 - Refunds will only be issued for payments made beyond the final month of attendance.
 - The registration fees on your child's account are non-refundable.
- **Please be aware that if you choose to withdraw your child at any point during the school year, they will also be withdrawn from any future school year sessions and that your family will lose priority status for future programs.**
- You must submit an online withdrawal request in order for your refund to be processed. No refunds or credits will be processed until the Child Care Administrative Office receives your Withdrawal Request.
 - If you no longer require child care services, please visit our website at <http://www.aacounty.org/RecParks> > Child Care to submit an online *Withdrawal Request*.
 - You must log in to your account and select the "Manage Your Account" tab to access the link to the *Withdrawal Request*.
- **Before any refund is issued, account credits will first be applied to any past due balances or transferred to another session or another child on your account who is still enrolled.** If there are no other sessions to transfer funds to, a refund will be issued.
 - A \$25 processing fee will be assessed on all refunds per child, per session.
 - If payment was made with a credit card, your refund will be credited to the card used for payment.
 - If payment was made with a check, checking account (debit card), money order, or cash, your refund will be a check mailed directly to you from the Anne Arundel County Office of Finance. Refund

checks are mailed to the primary account holder at the mailing address listed in your online account. Please make sure your BILLING ADDRESS on your account is correct. This is where the refund check will be mailed.

- Please allow 4-8 weeks for the processing of refunds.
- Refund requests for withdrawals due to medical reasons must be accompanied with a physician's note and are handled on a case-to-case basis.

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 and a non-refundable, non-transferrable deposit for each week of the summer program is required. Information regarding the summer programs is typically distributed through the centers and schools, and to registered school year parents via email, during the month of January.
- Registered children in school year child care programs will receive a one-day priority registration day ahead of the general public for the coming summer. The priority registration day will *only* apply to *Summer Child Care* programs. Summer Camp programs for the rest of the Department have a separate registration process. The priority registration date and more details will be emailed to all registered school year child care families in early January.
- If you have already made payment and are requesting a refund the following must be adhered to for summer child care programs:
 - When you enroll in the summer program, you are reserving the time, space, staffing, and provisions whether or not your child attends.
 - Summer refunds require a minimum of 10-business days' notice prior to the start date. No refund will be given if less than 10-business days' notice.
 - 10-business days' notice is also required for all requests to transfer fees between summer weeks. Weekly payments (minus the non-refundable/non-transferrable deposit) may be transferred between summer weeks **ONE** time **ONLY**.
 - Weekly fees (minus the non-refundable/non-transferrable deposit) can be transferred between summer weeks one-time only (there is no fee to transfer fees).
 - Any registration fees/deposits on your child's account are non-refundable and non-transferrable.
 - You must submit an online withdrawal request in order for your refund to be processed. No refunds or credits will be processed until the Child Care Administrative Office receives your Withdrawal Request.
- If you no longer require child care services, you must submit your Withdrawal Request in writing.
 - Visit our website at www.aacounty.org/RecParks > Child Care.
 - You must log in to your account and select the "Manage Your Account" tab to access the link to the *Withdrawal Request*.
- **Before any refund is issued, account credits will first be applied to any past due balances or transferred to another session or another child on your account who is still enrolled.** If there are no other sessions to transfer funds to, a refund will be issued.
 - A \$25 processing fee will be assessed on all refunds per child, per session.
 - If payment was made with a credit card, your refund will be credited to the card used for payment.
 - If payment was made with a check, checking account (debit card), money order, or cash, your refund will be a check mailed directly to you from the Anne Arundel County Office of Finance. Refund checks are mailed to the primary account holder at the mailing address listed in your online account. Please make sure your BILLING ADDRESS on your account is correct. This is where the refund check will be mailed.
 - Please allow 4-8 weeks for the processing of refunds.
 - Refund requests for withdrawals due to medical reasons must be accompanied with a physician's note and are handled on a case-to-case basis.
 - *A separate Summer Parent's Manual & site-specific Newsletter that contains information unique to Summer Programs will be distributed to all parents on/before the first day of summer.*

REGISTRATION FOR UPCOMING (2027-2028) SCHOOL YEAR

- Once your family is registered for a school year space, your child retains their same exact space at the same location from one school year to the next as long as your child remains registered, and your account is paid and up-to-date.

- If your family withdraws at any point during the 2026-2027 School Year (including after the “rollover” of your registration occurs in the spring for the coming 2027-2028 school year), you will lose your same space/priority for coming school years as well.
- In the spring each year, registration information is provided to current families via the email address on file. Current families will be asked at that time if they are withdrawing any children graduating out of the program, or if their family has any additional requests for the coming school year (e.g. changing locations, requesting additional sessions, etc.).
- Please ensure the email address in your online account is up-to-date so that you receive this important information.
- Incoming siblings of current families registered in our programs receive priority wait list registration over those on the wait list and the general public each year. There are special registration days set aside for siblings of current families that parents must utilize. Again, this information will be made available to all parents of children who are currently registered via the email address on file.
- Once our current families have an opportunity to make their requests on our wait list, priority then goes to those currently on our school year wait list. Current wait list participants have the option to accept or decline the roll over to next school year’s wait list. If we do not receive a response from current wait list participants by the deadline given via email, those that have declined or not responded will be removed from the wait list. Then, the wait list will open to the general public.
- After the public registration closes, any available spaces will then be offered to the families on the wait list in the following priority order:
 - Current family requests (including on behalf of siblings of current families still on the wait list, followed by those who currently have spaces who need to request different locations or the opposite session, such as AM or PM)
 - Siblings of current families’ requests
 - Wait list rollover families who requested to remain on the wait list for the coming school year
 - New families to the wait list from the general public
- Once the wait list offers go out, families have 48 hours to accept the space. The offer will be emailed to the email address on file on the online account. If the parent declines or does not respond, we move to the next family on the wait list.
- Every single child and family on our wait list is precious and each has a story and a need. We do not deviate from the priority order laid out above, regardless of the family's personal request, as each family has a need for care for their child.

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 reminders, late payment notices, registration information, wait list offers, etc. It is crucial that your email address be kept up to date. It is also recommended that you add sacc@aacounty.org to your email "contacts" and/or "favorites" so that our emails do not go to your spam or junk folders.
- If you would like to receive a paper billing statement, you may request this via email at sacc@aacounty.org. If you do not have access to email, please contact the Child Care Administrative Office at 410-222-7856 ext. 0 for further assistance.
- You can also manage your account online and update your email address by going to our website at <http://www.aacounty.org/departments/recreation-parks/> >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 ten 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.
- We cannot deduct days missed from your fee, including the recreation programs offered on early dismissal day afternoons. When you enroll in the program, you are reserving the time, space, staffing, and provisions whether or not your child attends the entire week/month/school year.
- 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: <https://www.aacounty.org/departments/recreation-parks/child-care/forms-and-publications/child-care-fee-schedule.pdf>.

MONTHLY PAYMENT SCHEDULE

- A monthly billing reminder will be sent to the email 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 being due August 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 ten and correspond to the months as follows:

○ Payment #1	due August 10 th	for August/September
○ Payment #2	due September 10 th	for October
○ Payment #3	due October 10 th	for November
○ Payment #4	due November 10 th	for December
○ Payment #5	due December 10 th	for January
○ Payment #6	due January 10 th	for February
○ Payment #7	due February 10 th	for March
○ Payment #8	due March 10 th	for April
○ Payment #9	due April 10 th	for May
○ Payment #10	due May 10 th	for June

EXPLANATION OF MONTHLY BILLING

- 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 Before School Fee: Charges for the next month of service.
- Current After School Fee: Charges for the next month of service.
- Drop In Fee: Charges for utilizing our drop in service (*please refer to the "Drop-In Locations" section of the Parent's Manual for instructions on how to utilize this service*)

EXPLANATION OF PAST DUE BILLING

- AM FEE: Payments that were not received by the due date for the **AM** session (by the 10th of the month for the coming month's service)
- PM FEE: Payments that were not received by the due date for the **PM** 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.
- DROP IN FEE: Payments that were not received by the due date for our drop in service.

PAYMENT METHODS

- Credit or Debit Card: Payments may be made online at <http://www.aacounty.org/RecParks>.
 - Click on "Child Care" (left side of menu)
 - Click on "Login Account" (red button in middle of screen)
 - Enter email address and password
 - Click on "Submit"
 - Click on "Make Payment"
 - The minimum payment due has been pre-selected in red. 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 "Continue Payment Process"
 - Click "Submit" or "Cancel" to verify that you want to make the following payment. If you click "Cancel", your payment will not be processed.
 - Click on "Submit Payment" or "Cancel" to accept credit card terms and conditions. If you click on "Cancel" your credit card payment cannot be processed.
 - If you click "Submit Payment", 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.
- Check or Money Orders: Payments may be mailed directly to:
 - Anne Arundel County
Recreation & Parks Child Care
1 Harry Truman Parkway Suite 105
Annapolis, MD. 21401
 - If mailing, please **allow 10 business days** for your payment to be received in the Child Care Administrative Office. Please contact our office at 410-222-7856 ext. 0 if you would like labels sent to you.
 - Make check or money order payable to **Anne Arundel County**. **Be sure to add your child's name and child care center location to ensure your payment will be posted to your account in a timely manner.**
- 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 your child attends.
- In Person: Payments (cash, check or money order) may also be made in person at the Child Care Administrative Office from 8am-4:30pm Monday-Friday (county office locations also follow the holiday schedule of Anne Arundel County Government):
Anne Arundel County
Recreation and Parks Child Care
1 Harry Truman Parkway, Suite 105
Annapolis, MD. 21401

- 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.**

PARTIAL PAYMENT OPTION

- The Anne Arundel County OIT Office has now set up our online system for families to accept partial payments. This new partial payment option should assist our families with custody agreements who divide their payments between parents and/or those who would prefer to pay a smaller amount per paycheck throughout the month.
- If your family decides to utilize the partial payment option, please be aware that ***the monthly payment must still be received in full by the 10th of each month*** in order for your child to continue in care for the coming month of service.
- If your family would like to utilize the partial payments option, please use the following instructions after logging into your online account:
 - Click the blue "Make A Payment" button.
 - Select the payment(s) you wish to make. The total at the bottom of the page will be for the full amount, but you can change the amount on the next page. Click the blue "Continue Payment Process" button at the bottom of the page.
 - On the next screen, you now have the ability to edit the amount you wish to pay in the "Amount You Want To Pay" column. You must pay at least a minimum of \$100 unless the amount due is less than \$100, in which case you must pay the full amount indicated.
 - Click the blue "Submit" button at the bottom of the screen to continue to our vendor's website to complete your payment.

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 email your form to sacc@aaacounty.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 added to the family's account.

DELINQUENT PAYMENTS

- **For Payment #1:** Your payment for child care service in August/September **must** be received by August 10, 2024. Due to the short turnaround before the start of the school year:
 - If this first payment is not received on time, it will be assumed that you want your child withdrawn from the program.
 - Your child will be withdrawn on August 12, 2024 and your space will be offered to the next family on our wait list.
- **For Payments #2-#10:** 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 per child will be added to the monthly payment, and a late payment notice will be sent to the email 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 SACC program on the 1st of the month, the wait list will be emailed, and your space will 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 these policies.
- You will be responsible for payment unless we receive a *Online Withdrawal Request* 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:
 - During the AM program: The Center Director/staff will not accept your child at the time of drop-off in the morning.
 - During the PM program: The Center Director/staff and/or Child Care Administrative Office will contact you for immediate pick-up from the SACC program. If you cannot be reached, all of the contacts you have listed on your *Emergency Form* will be contacted until someone can be reached to pick up your child.

SCHOOL YEAR REFUND POLICY

- If you register your child for our school year program, you are reserving the time, space, staffing, and provisions whether or not your child attends for the entire month. **Therefore, if you choose to withdraw your child prior to the end of a month, no refund will be issued for that month. The space will belong to your child until the month has ended.**
 - For example, if you want your child's last day to be October 18th, the system will auto-fill the date as October 31st. There will be no pro-rating or refund for the month of October and your child can attend for the entire month.
 - Refunds will only be issued for payments made beyond the final month of attendance.
 - The registration fees on your child's account are non-refundable.
- **Please be aware that if you choose to withdraw your child at any point during the school year, they will also be withdrawn from any future school year sessions and that your family will lose priority status for future programs.**
- You must submit an online withdrawal request in order for your refund to be processed. No refunds or credits will be processed until the Child Care Administrative Office receives your Withdrawal Request.
 - If you no longer require child care services, please visit our website at <http://www.aacounty.org/RecParks> > Child Care to submit an online *Withdrawal Request*.
 - You must log in to your account and select the "Manage Your Account" tab to access the link to the *Withdrawal Request*.
- **Before any refund is issued, account credits will first be applied to any past due balances or transferred to another session or another child on your account who is still enrolled.** If there are no other sessions to transfer funds to, a refund will be issued.
 - A \$25 processing fee will be assessed on all refunds per child, per session.
 - If payment was made with a credit card, your refund will be credited to the card used for payment.
 - If payment was made with a check, checking account (debit card), money order, or cash, your refund will be a check mailed directly to you from the Anne Arundel County Office of Finance. Refund checks are mailed to the primary account holder at the mailing address listed in your online account. Please make sure your BILLING ADDRESS on your account is correct. This is where the refund check will be mailed.
 - Please allow 4-8 weeks for the processing of refunds.
 - Refund requests for withdrawals due to medical reasons must be accompanied with a physician's note and are handled on a case-to-case basis.
- See "Full Day Care on Select Teacher Workdays" section of this Parent's Manual for the specific refund policies for those special programs.

SUMMER REFUND POLICY

- If you have already made payment and are requesting a refund the following must be adhered to for summer child care programs:
 - When you enroll in the summer program, you are reserving the time, space, staffing, and provisions whether or not your child attends.
 - Summer refunds require a minimum of 10-business days' notice prior to the start date. No refund will be given if less than 10-business days' notice.
 - 10-business days' notice is also required for all requests to transfer fees between summer weeks. Weekly payments (minus the non-refundable/non-transferrable deposit) may be transferred between summer weeks ONE time ONLY.
 - Weekly fees (minus the non-refundable/non-transferrable deposit) can be transferred between summer weeks one-time only (there is no fee to transfer fees).
 - Any registration fees/deposits on your child's account are non-refundable and non-transferrable.

- You must submit an online withdrawal request in order for your refund to be processed. No refunds or credits will be processed until the Child Care Administrative Office receives your Withdrawal Request.
- If you no longer require child care services, you must submit your Withdrawal Request in writing.
 - Visit our website at www.aacounty.org/RecParks > Child Care.
 - You must log in to your account and select the "Manage Your Account" tab to access the link to the *Withdrawal Request*.
- **Before any refund is issued, account credits will first be applied to any past due balances or transferred to another session or another child on your account who is still enrolled.** If there are no other sessions to transfer funds to, a refund will be issued.
 - A \$25 processing fee will be assessed on all refunds per child, per session.
 - If payment was made with a credit card, your refund will be credited to the card used for payment.
 - If payment was made with a check, checking account (debit card), money order, or cash, your refund will be a check mailed directly to you from the Anne Arundel County Office of Finance. Refund checks are mailed to the primary account holder at the mailing address listed in your online account. Please make sure your BILLING ADDRESS on your account is correct. This is where the refund check will be mailed.
 - Please allow 4-8 weeks for the processing of refunds.
 - Refund requests for withdrawals due to medical reasons must be accompanied with a physician's note and are handled on a case-to-case basis.
 - *A separate Summer Parent's Manual & site-specific Newsletter that contains information unique to Summer Programs will be distributed to all parents on/before the first day of summer.*

FINANCIAL ASSISTANCE

- The Child Care Division is pleased to work with any other subsidy programs or third parties that parents wish to pay for their child's account. The third party/program 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.
- Financial assistance for child care programs is available through the Maryland State Department of Education's Child Care Scholarship Program. For more information regarding this state-funded scholarship voucher program, please contact the CCS Central 2 Office at 1-877-227-0125 or Money4childcare.com.
 - The following information will guide you in using your scholarship for one of our Recreation & Parks Child Care programs:
 - For NEW Child Care Scholarship Voucher participants:
 1. For information on how to apply for the MSDE Child Care Scholarship, please visit the following State of Maryland website: Money4childcare.com.
 2. Upon reserving a space in our program, you must notify the Rec & Parks Child Care Administrative Office that you would like to use a scholarship (sacc@aacounty.org, or 410-222-7856, ext. 0).
 3. We must receive your scholarship request through the CCS2/MSDE scholarship portal.
 4. **If you do NOT have a valid scholarship to give to our office, you are responsible to continue making your child care payments until you receive your new scholarship.**
 - If you were using your scholarship at a different child care provider, you will need to complete a Provider Change Form which will need to be signed by your old provider. Once completed, you may upload the Provider Change Form to CCS2 through the parent portal. Once you receive your new scholarship from CCS2, you may request us as your provider through your parent portal account. Please contact our office for our Provider ID and License number.
 - Even if you have completed a Provider Change Form with your previous child care provider, ***you must still make all payments until you receive a***

new scholarship to give to us. MSDE does not permit a parent to use the same scholarship with more than one Provider.

- If you have made payments while awaiting your scholarship, and your scholarship has been backdated to cover some (or all) of your out-of-pocket expenses, we will issue you a refund after we have received the funds from CCS Central 2 to cover the amount of your refund. The refundable amount will be determined by the start date of your scholarship payments. Please be aware that the refund process can take at least 8 months depending on whether or not there are issues with the “True-Up” payment process from MSDE CCS Central 2 Office. Unfortunately, our office has no control over the length of time MSDE takes to complete the process or resolve payment issues.
- 5. **Attendance Requirements:** In addition to the center sign in/out sheets, there will be special attendance sheets at your child’s center that you must initial every day your child attends the program.
 - If you are not the one to drop off or pick up your child daily, center staff will ask the person responsible for drop off and pick up to sign the forms.
 - If you prefer to be the one to sign the voucher attendance sheets, then it is your responsibility to speak with your Center Director to arrange for a time to sign them by the final day of each two-week service period.
 - Please note that if your child is absent for the entire two-week service period, it is your responsibility to provide your Center Director with a note to be submitted to CCS Central 2 excusing your child’s absence. Failure to provide this note may result in cancellation of your child’s scholarship by MSDE.
 - You are *a/so* required by MSDE to log into your parent portal to validate your attendance whenever requested to by CCS Central 2.
- 6. If your scholarship is terminated by CCS Central 2 for any reason, or they notify you that you have a new scholarship in your portal, it is your responsibility to notify us immediately so we can discuss next steps.
- **For CONTINUING Child Care Scholarship Voucher participants:**
 1. If you already have a scholarship with our program, it is your responsibility to complete your renewal/redetermination of your scholarship with MSDE’s CCS Central 2 Office in a timely manner.
 2. Once you receive your new scholarship, you must request us as your Provider through your CCS2/MSDE parent portal. Please contact our Administrative Office for our license number and Provider ID.
 3. If you do not receive your new scholarship before your current scholarship ends, you will be required to make payments for your child care until you receive your new scholarship.
 4. If you have made payments while awaiting your new scholarship, and your scholarship has been backdated to cover some (or all) of your out-of-pocket expenses, we will issue you a refund after we have received the funds from CCS Central 2 to cover the amount of your refund. The refundable amount will be determined by the start date of your scholarship payments. Please be aware that the refund process can take at least 8 months pending the “True-Up” payment process from MSDE CCS Central 2 Office. Unfortunately, our office has no control over the length of time MSDE takes to complete the process.
 5. **Attendance Requirements:** In addition to the center sign in/out sheets, there will be special attendance sheets at your child’s center that you must initial every day your child attends the program.
 - If you are not the one to drop off or pick up your child daily, center staff will ask the person responsible for drop off and pick up to sign the forms.
 - If you prefer to be the one to sign the voucher attendance sheets, then it is your responsibility to speak with your Center Director to arrange for a time to sign them by the final day of each two-week service period.

- Please note that if your child is absent for the entire two-week service period, it is your responsibility to provide your Center Director with a note to be submitted to CCS Central 2 excusing your child's absence. Failure to provide this note may result in cancellation of your child's scholarship by MSDE.
 - You are *also* required by MSDE to log into your parent portal to validate your attendance whenever requested to by CCS Central 2.
- 6. If your scholarship is terminated by CCS Central 2 for any reason, or they issue you a new scholarship through your parent portal, it is your responsibility to notify us immediately so we can discuss next steps.
- **All scholarship/third party payer families must be aware of the following information:**
 - You are responsible for paying for any portion of your child care bill that is not paid for by your scholarship, **regardless of the reason** it is not paid. This may include weekly co-pays, the difference between our cost and the scholarship rate, unpaid absence days, failed attendance audits, late pick-up fees, scholarship termination or any other reason your child care balance is not fully paid. Failure to make any requested payments may result in the loss of your child's space in our program.
 - **Important Note for All MSDE Scholarship Participants:** It is a MSDE requirement that you must complete and initial your scholarship attendance sheets every day at your child care center, **AND** you must log into your parent portal whenever requested by CCS Central 2 to validate your child's attendance. If these two tasks are not completed, MSDE can end your child's scholarship and require us as your Provider to repay funds received for your child's care. Therefore, starting with this school year, if your family does not initial your child's attendance sheets at the center and validate your child's attendance in the parent portal as required, MSDE and/or Rec & Parks reserves the right to end your scholarship. If this occurs, you will be responsible for your child's full payment including any outstanding balances not paid by your child's scholarship. Failure to pay any balance due may result in your child being withdrawn from the child care program.

ANNUAL TAX STATEMENTS

- All Annual tax statements are available through your online child care account on/about the fifth day of January each year for the previous tax year.
- To access your tax statement:
 - Log into your online account. Select the "Manage Account" tab.
 - Select "Year End Tax Statement". Then, select the desired year and "Yes" or "No" for each child on your account. Click the Submit button.
 - Click the "Print/PDF" button.
- 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 email 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.

GENERAL PROGRAM INFORMATION

PROGRAM SCHEDULE

The SACC program operates Monday through Friday, every typical school day that schools are in session for students.

Visit www.aacps.org > School Calendar to view days schools are closed for the coming year.

- The AM program operates from 6:30 AM until the opening of school.
 - At our before school-care sites, we are pleased to welcome children that are registered for our AM program on days that schools have *scheduled* a late arrival into the school calendar. As a courtesy to our parents, there are no additional charges on these days.
- The PM program operates from the close of school until 6:00 PM.
- There will be no licensed School Age Child Care programs operating on early dismissal day afternoons or on days when schools are closed for students. Please see the *Care on Early Dismissal Days* and *Care on AACPS Professional Development Days* sections in this manual for more information regarding the Recreation program opportunities and process offered on those days.

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 and will follow the Maryland EXCELS standards. 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 school building during out-of-school time, and the availability of restroom facilities during out-of-school time.

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 year.
- On occasion, centers may also utilize volunteers or Professional Educators (i.e. teachers that provide additional educational enrichments). Both volunteers and Professional Educators must also meet or exceed the minimum requirements as established by the Maryland State Department of Education's Office of Child Care (MSDE-OCC).
- Please also be aware that the majority of our child care center staff are part-time employees of Anne Arundel County and work a limited before-and-after school schedule. Therefore, they are not available in the middle of the day. If you have center-related questions or concerns outside of the center's AM & PM 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.
- Are you interested in making a difference in the lives of children? For an exciting part-time career in child care, you can apply to work with us by going to: <https://www.aacounty.org/departments/recreation-parks/jobs/index.html>.

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 SACC 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"*.
- **Curriculum**
 - Each month, your Center Director will plan weekly themes and activities that reflect and incorporate the following monthly themes into your child's center:
 - August/September 2026 *Welcome/Getting to Know You...*
 - October 2026 *In a Galaxy Far Away*
 - November 2026 *Seasons of Change*
 - December 2026 *Global Celebrations*
 - January 2027 *Random Acts of Kindness*
 - February 2027 *Time Travelers*
 - March 2027 *Marchosaurus*
 - April 2027 *Oceanography*
 - May 2027 *Superheroes Past and Present*
 - June 2027 *Sunny Days are Here Again!*
- **Activity Stations**
 - Your child will be offered a rotation of the following *"free play"* activity stations on a weekly basis. These stations give your child an opportunity to explore different materials & learn through play with their peers:
 - *Arts and Crafts Station(s)*
 - There will be opportunities for self-selected and staff-directed arts and crafts
 - *Engineering Station(s)*
 - This station includes such things as legos, kinex, blocks, gears, etc. and encourages building, construction, engineering abilities, and fine motor skills.
 - *Literacy & Language Station*
 - This station includes a library of books, writing materials, language resources, etc.
 - *Science & Math Station*
 - This station includes materials that encourage children to explore math and science concepts and resources, and critical thinking skills.
 - *Other Stations*
 - Depending upon the interests of the children at their site, and the space available, Center Directors may also offer a variety of other stations, such as: Computers/Electronic Games, Drama, Geography, Health & Wellness, Housekeeping, Music, Movement, Sewing, etc.
- **Homework Time**
 - During the afternoon program, a time period will be available Monday-Thursday for children to do homework activities.
 - The level of quiet during this time will depend on the number of children at the center.
 - If children **choose** to do homework, staff will be available to assist with reading directions; however, **staff is not responsible for reviewing for completeness or accuracy**.
 - The use of AACPS-issued chromebooks/electronic devices is permitted during homework time only for the completion of assigned educational activities. Outside of homework time, your child will be asked to place their electronic device in their backpacks to enjoy the other activities SACC has to offer. Our child care licensing body does not permit the extended use of electronic devices for non-educational activities.
 - Please be aware that SACC is not considered a tutoring program.

- **Nutrition and Wellness**

- A snack will be provided daily in the afternoon program only. 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.
- Parents are able to drop their child off in the morning with breakfast from home, if they would prefer. Since there is a shortened time frame in our AM program due to the school hours, please drop off your child early enough to allow them adequate time to eat before class if you choose to do so.
- The school breakfast program is also available to the children in the morning at an additional nominal fee paid to the school. Check with your school office for more information.
- SACC will also participate in the USDA Food Program in partnership with the Food & Nutrition Services Division of the AACPS Board of Education at *some* locations that qualify. PM Snacks and all related Menus will be provided by the AACPS Food Program. If this occurs at your child's site, the Center Director will make you aware of this information in your center's Parent Information Center.
- All snacks provided by the Department of Recreation & Parks will 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 and on early dismissal days.
- All of the centers are also required to offer fruits/vegetables & whole grains as a part of their snack menu.
- Water is highly encouraged as the drink at snack time to keep children hydrated, but 100% juice may also be offered. 1% milk is also available.
- If your child indicates they do not like the snack offered, an alternative snack (such as saltines, graham crackers, etc.) will be made available to them.
- **If your child has a special medical or religious reason to do so OR your child does not prefer the snacks provided during the program, parents may provide their child with their own PM snack that does not need to be refrigerated.** Children **MUST** abide by the center's handwashing practices, and must eat their snack during the scheduled times and at the designated, sanitized table for eating.
- ***Per OCC guidelines, parents are not permitted to provide food for special events (such as birthday celebrations) to the program due to potential food allergens.***

- **Physical Fitness**

- The program will include opportunities for your child to play indoor 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.
- **Special Events/Speakers**

- **Family Communication & Participation Opportunities**

- 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!
- Parent Events planned by the Center Director at each center
- Monthly Parent Newsletter sent to the email address on file
- Parent Information Center available at every center
- 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 speaking with your Center Director, via our email address at sacc@aacounty.org, or by contacting the Child Care Administrative Office at 410-222-7856, ext. 0.
- *For additional opportunities and related background check procedures, please see "Parent Volunteers & Field Trip Chaperones" section on pages 37-38 of this Manual.*

- **SACC 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 SACC 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 SACC hours.

- **SACC School Club Policy**

- The children will only be allowed to participate in other programs offered at the school with a completed *Parental Permission for Children Participating in School Clubs* form on file at the center. This includes programs such as scouts, sports and enrichment activities that meet during the normal operating hours of the child care program.

- **SACC Pet Policy**

- You may not bring your family pet to visit the center.
- Some centers have implemented a "SACC Pet" (*typically fish*) as part of their Science Station at the center and/or may schedule an enrichment – such as Echoes of Nature – that includes animals. If your child has pet allergies, please alert the center staff so we may take the appropriate precautions.

- **SACC Facility Policy**

- All SACC locations utilize school buildings. Therefore, we must abide by Anne Arundel County Public Schools' policies.
- Please be aware there is no smoking, vaping, drug or alcohol use allowed on school grounds or in/around the child care centers.
- Please also be aware that many AACPS buildings have recording devices in/around school grounds for safety monitoring purposes. This means that you/your children may be monitored during the program and when picking up/dropping off at SACC locations.

- **Student Attire**

- The SACC 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 SACC 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.
- 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 evening.**
 - 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.
- Notify the SACC staff of any changes in pick up schedules.
- SACC staff will not accept children into the program in the morning 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 Center Director at each SACC location is responsible for maintaining an accurate attendance record for the children. We need your assistance in this endeavor!

- **ILLNESS:** 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. A copy of the note sent to the school is sufficient. See Illness section of this Manual for additional guidance.
- **MORNING ATTENDANCE:** During the morning program, it is *not* necessary to contact the center staff on a daily basis to report if they are not attending the program *unless* your child has tested positive for a communicable disease or COVID-19. Parents are required to report this information to the Center Director or to sacc@aacounty.org as soon as they become aware.
 - It is your child's responsibility to walk from the child care space to their classroom each morning when the dismissal bell rings.
- **AFTERNOON ATTENDANCE:** During the afternoon program, knowledge of your child's whereabouts is ***crucial.***
 - Please assist us by informing the center staff of the occasions that your child will not be attending their regular afternoon program. You may leave a voicemail at the center phone number (the

center staff checks voicemail when they arrive each day to prepare the afternoon program). Please do **not** rely upon a note to your child's teacher to inform SACC of an afternoon absence. *Due to the fact that the SACC programs operate as a separate entity within the school building, the note may never reach our staff.*

- It is your child's responsibility to walk to the child care space each day when the dismissal bell rings. It is crucial that parents communicate with their child's teacher (i.e. send a note) when your child begins attending SACC in the afternoons so that the teacher does not place them in the bus line.
 - Please also be aware that the center staff must follow the dismissal procedures their individual school has in place.
 - If a child does not report to SACC, attempts will be made through the school office to see if the child attended school that day, was dismissed early or is attending another after school activity.
 - If the absence from the program is unexplained, an effort will be made to contact the parents or the specified adult(s) listed on the *Emergency Form*.
 - If you do not respond to our calls, the school office will be contacted and we will follow our emergency plan in conjunction with the school. *Please be aware that this may necessitate contacting 911 in order to locate your child.*
 - If your child is suspended from school, he/she is not permitted to attend SACC.
- **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.**
 - *The Parental Permission Slip for Children Participating in School Clubs and/or a Parental Permission Slip for Assisting/Receiving Assistance From Teachers* (available at the center) must be completed if your child will be attending a regularly scheduled activity such as scouts, gymnastics, etc., or if your child will be assisting/receiving assistance from a teacher during SACC hours, which will cause their absence from the SACC program.
 - The activity sponsor/teacher is responsible for accompanying your child to the location where SACC is currently meeting at the end of the activity and signing your child back into the SACC program. Staff will notify the parent if this is not occurring and the parent must address this with the activity sponsor/teacher. If this continues to be a concern, your child will no longer be able to participate in the school club or with the teacher.

LATE PICK-UP OF CHILDREN

- **All centers close promptly at 6:00 PM.**
- **The center/school clock is the official time.**
 - A late pick up fee will be assessed at the rate of \$3.00 for every minute after 6:00 PM.
 - The staff person on duty will have the individual picking up the child sign a *Late Pick Up* form.
 - 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.
 - 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 6:00 PM and you called the center to inform them that you would be late.
- If your child is not picked up by 6:30 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. Parents must work with the school to request permission for outside transportation. Once permission is received from Anne Arundel County Public Schools for other forms of transportation to pick up or drop off at the school (i.e. bus, car, van, etc.), then the Child Care Administrative Office must be contacted for an additional form of approval through the Anne Arundel County Department of Recreation and Parks.

SCHOOL CALENDAR

- Due to the fact that we utilize space in the school buildings, the SACC 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.
- **SCHEDULED LATE ARRIVAL DAYS:** The Anne Arundel County Public Schools sometimes schedule days each year for the late arrival of students into the school calendar. On these days the SACC program will be open from 6:30 AM to the start of the school day, as normal. There will be no additional fee for this service.
- **RECREATIONAL CARE ON EARLY DISMISSAL DAYS:** Due to child care licensing restrictions and difficulty with maintaining required staffing ratios on early dismissal days, the Department will follow a specific process during months that contain early dismissal days. This process is outlined in the "Care for Early Dismissal Days" section of this manual on page 9.
- **SCHEDULED SCHOOL HOLIDAYS:** There will be NO state-licensed SACC programs available on school holidays. However, please be aware that the Anne Arundel County Department of Recreation and Parks will offer some recreational programs titled "School Break Fun Days" at limited locations throughout the county during the school year. These programs are open to all children in Kindergarten through Fifth Grade. The Department of Recreation & Parks will share registration information with you during the school year in regard to the fees, dates, times, locations, and registration process for these additional care opportunities offered through our Department. Please be aware that any changes to the "School Break Fun Days" offered due to inclement weather will be noted on the main page of the Rec & Parks website at www.aacounty.org/recparks.

INCLEMENT WEATHER AND EMERGENCY CLOSINGS

- Anne Arundel County Department of Recreation and Parks SACC programs follow the policies and schedule of the Anne Arundel County Public School System.
 - Please tune to local radio stations if you have a question about the closing or opening of schools.
 - Parents may also call the Board of Education's Cancellation Hotline at 1-800-893-7080, check their website at www.aacps.org or check our website at www.aacounty.org.
 - **Rec & Parks Child Care Text & Email Alert System:**
 - In cases of emergency notices/reminders, every effort will be made to send a text alert to all cell phones noted in your online child care account. (If the Child Care Administrative Office is open at the time of the emergency notification, and email will also be sent to the email address on file in your account.)
 - If you do not want someone in your account to receive a text alert, please log into your child's account and toggle the switch by that specific cell phone from "Yes" to "No".
 - Go to: <https://aacoprod.aacounty.org/ChildCare/Login> to make any changes.
 - Parents will be responsible for all text charges from their mobile phone carrier.
- **EMERGENCY CLOSINGS FOR THE ENTIRE DAY:** There will be NO AM or PM SACC in the event schools are closed for the day. The emergency closing is determined by the Board of Education and may be related to inclement weather, mechanical malfunction, or other emergency situation.
- **UNSCHEDULED LATE OPENINGS:** If schools open late due to inclement weather/emergency, the AM program will open an equivalent number of hours late. (For example, if schools open 2 hours late, the program will begin at 9:00 AM.) The PM program will operate as usual unless weather conditions deteriorate and the snow emergency plan goes into effect necessitating early dismissal.

- **EARLY DISMISSALS DUE TO EMERGENCY CLOSINGS:** In the event of an early emergency school closing (due to weather, mechanical malfunction or other emergency situation) there will be **NO** PM program.
 - SACC staff will **not** be on site to assist teachers with emergency pick up information. Therefore, updated rosters and emergency information will be shared with the school in advance (see *Acknowledgment of Policies* form).
 - **Parents need to make alternative child care arrangements in advance to cover emergencies.** Make sure your child knows the plan.
 - Please make sure that both the **SACC Emergency Form** and the **school's Emergency Notification Card** are updated as needed throughout the school year.
 - **SACC cannot be listed as your alternate care in an emergency situation on the school's Emergency Notification Card.**
- **REGULAR DISMISSAL TIME DURING EMERGENCY:** If schools dismiss at their regular time during an emergency (due to weather, mechanical malfunction, or other emergency situation) the PM program will remain open. Depending on the situation parents may be notified requesting an earlier pick up of your child. Please ensure that the center has a phone number where you can be reached in an emergency.
- **AFTERSCHOOL ACTIVITIES ARE CANCELLED:** Please be aware that if Anne Arundel County Public Schools announce that "Afterschool Activities are Cancelled", the SACC program ***will close promptly at 5:00 PM.*** This is for the safety of our families, children and center staff. Typically, when this announcement is made it is due to a forecast of inclement weather or a county-wide emergency. ***Late Pick-Up fees will be assessed beginning at 5:00 PM.***
- **UNUSUAL EMERGENCY CIRCUMSTANCES:** The Child Care & Recreation Divisions reserve the right to close child care and School Break Fun Days 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 listen to the radio, television, or check the following: www.aacounty.org or www.aacps.org to get updated information of closings.
- 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 **6:00 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 6:30 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 practice monthly fire drills. To maintain consistency with the children, the SACC programs follow the same emergency code terminology as the Board of Education.
- Please be aware that the MSDE Office of Child Care also requires full-fledged emergency code drills of all Maryland child care centers twice per year.

- Each individual child care center will notify parents in advance of the date and time of the drill. Parents that do not wish their child(ren) to participate in the following drills must provide alternative child care arrangements for the day.:
 - Emergency Evacuation Drill – Staff will practice evacuating the children to their meeting location(s) outside the building on school grounds.
 - Shelter-in-Place Drill – Staff will evacuate children to their designated shelter-in-place location within the school building.
- 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. Children who are considered too ill to attend school are also too ill to attend the SACC program.
- The following Maryland Department of Health Guidance for licensed Child Care Centers in the State of Maryland can be found at: <https://www.cdc.gov/respiratory-viruses/guidance/respiratory-virus-guidance.html> This guidance outlines the specific procedures families and child care providers must follow for children in child care, specifically as relates to respiratory viruses (such a COVID-19, influenza and RSV) and other communicable diseases.
- Staying Home When Sick –
 - Children who have symptoms of respiratory or gastrointestinal infections, such as cough, fever, sore throat, vomiting or diarrhea must stay home.
 - Testing is recommended for children with symptoms of respiratory viruses (such as COVID-19, influenza, or RSV) as soon as possible after symptoms begin.
- Positive Communicable Disease Test Results:
 - Parents/guardians are REQUIRED to report all positive Communicable Disease test results to their Center Director and/or to our Child Care Administrative Office to our central email address at sacc@aaacounty.org. As soon as our office reopens, this email is checked and the appropriate actions taken.
 - Please be aware that we are required to report positive cases of certain Communicable Diseases, particularly when meeting the criteria of an “outbreak” to our local Health Department.
 - The Health Department will inform us of next steps, which may include an email alerting families that there were positive cases in the facility and that parents/staff must monitor their children for symptoms.
- Please note that parents will *not* receive a credit to their account for time missed if the center remains open but only their own child is unable to attend. Your payment reserves your space in the program whether your child attends or not.
- 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, Seizure Plan, etc.*) on file with the Center Director.
- 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.

FOOD ALLERGIES

- In accordance with Maryland House Bill 1195, we are including our Food Allergy Policy directly inside your Parent's Manual. For more information regarding Asthma, Allergies & Anaphylaxis, families may utilize the following link to the Maryland State Department of Education's Early Childhood Division Resource Documents: <https://earlychildhood.marylandpublicschools.org/child-care-providers/licensing/resource-documents>.
- If your child has a food allergy, we are committed to reducing the risk of exposure and being fully prepared in case of an allergic reaction. This policy is for parents and guardians of our programs, all children and families enrolled in our child care centers, and for staff, volunteers and anyone who interacts with the children in our care.
- Parent/Guardian Responsibilities to keep your child safe while in care:
 - Provide our program with emergency contact information that is accurate and updated as needed.
 - Provide our program with complete and accurate medical information related to your child's allergies and anaphylaxis history.
 - Provide our program with your child's Health Inventory, Medication Authorization Forms, modified diet, and other documents as recommended by your health care provider or specialists.
 - Supply and maintain at least one non-expired dose of emergency use epinephrine as ordered by your health care provider.
 - Collaborate with our Nurse Consultant and center staff to develop a plan of care, including safe child care space practices, specialized diet/meal plan, and anaphylaxis management plan.
- Staff training to keep your child safe while in our care:
 - All of our staff members are trained to recognize the signs of an allergic reaction, and
 - All of our staff members over the age of 18 who have received Medication Administration training will follow the emergency procedures and physician prescribed action plans provided. They also attend an annual refresher of Medication Administration training.
- Food safety practices in our child care spaces: We take the following precautions in the child care center to avoid exposing children to major food allergens:
 - Inform children they are not to share food with one another,
 - Staff and children must wash their hands before preparing snack or eating meals or snacks,
 - Check all ingredients before serving center-provided meals and snacks,
 - Clean all surfaces carefully before and after meals and snacks, and
 - On behalf of children with severe food allergies, set up an allergen-conscious table separate from the other children upon request.
- In the rare instance of an allergic reaction, child care employees will:
 - Follow each child's medical care/action plan,
 - Use emergency medication (like an Epi-Pen) if needed and provided,
 - Call 911 immediately and then notify parents, right away, and
 - Document and report the incident.
- We review this policy each year to ensure it is up to date and continues to meet Maryland state requirements and your child's needs.

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
• 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 • Can't recall events after hit or fall	• 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

- The following Medical Forms are available for ALL Participants at our website. Medical Forms, signed by a health practitioner, are required prior to your child receiving prescription or non-prescription medication during the child care program.
- These forms must be renewed on an annual basis or one year after the health provider has signed it (*as indicated by the expiration dates your health provider has noted on the forms*).
- The below-listed forms are available at: <https://www.aacounty.org/departments/recreation-parks/child-care/forms-and-publications/>:
 - **Acknowledgment of Allergies/Medical Conditions**
 - **REQUIRED** if you/physician list an allergy/medical condition on your child's Emergency Form or Health Inventory but do not intend to supply any medication/treatment for the SACC program, **you must sign** the *Acknowledgment of Allergies/Medications* form. We cannot share medications with the school or accept expired medication.

- If your child has a life threatening medical condition, and the necessary intervention and/or medication is not provided to the SACC program, your child may be removed from the program until the requirements are met.
- The parent/guardian or one of their emergency contacts must be available to pick up your child within five minutes of an emergency phone call from the child care center regarding your child's allergic/asthmatic reaction or 911 will be called.
- Medication Administration Authorization Form (MSDE OCC Form 1216)
 - REQUIRED if your child is taking a prescription OR non-prescription medication during the child care program.
 - Both prescription & non-prescription medications require parent/guardian signature and a health practitioner's signature
 - This form must be completed and submitted to the Center Director prior to any medication being administered at SACC programs.
 - The first dose must be administered at home prior to SACC staff administering the medication.
 - A pharmacy label must accompany any prescription medication and match the form exactly.
- Asthma Action Plan and Medication Administration Authorization Form (MSDE OCC Form 1216A)
 - REQUIRED if your child is to receive an inhaler or nebulizer during the child care program. Please be aware that this form **REQUIRES** a physician's signature.
- Allergy and Anaphylaxis Medication Administration Authorization Form (MSDE OCC Form 1216B)
 - REQUIRED if your child is to receive an epi-pen or antihistamine during the child care program. Please be aware that this form **REQUIRES** a physician's signature.
- Seizure/Convulsion/Epilepsy Disorder Medication Administration Authorization Form (MSDE OCC Form 1216C)
 - REQUIRED if your child has a seizure or epilepsy diagnosis and/or is to receive seizure medication during the child care program. Please be aware that this form **REQUIRES** a physician's signature.
- Topical Basic Care Product Application Approval (MSDE OCC Form 1216E)
 - REQUIRED if your child will be applying over the counter creams or ointments, such as sunscreen, insect repellent or lip moisturizers, during the child care program
 - Please be aware that *aerosol* sunscreen or insect repellent, or *combination* sunscreen/insect repellent, or oil infused products are NOT permitted in the child care program per the MSDE Office of Child Care's policy.
 - Please provide a separate bottle of lotion for each individual child (child's name must be marked on the container). Siblings may not share.
 - Please apply sunscreen to your child before dropping them off in the morning to our summer programs. Opportunities will be provided during outdoor play to re-apply sunscreen during the Summer SACC/Summer Fun N' Play/Summer Pre-K day. With your written permission, staff may assist children with applying sunscreen to hard-to-reach areas.
- 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.
- **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.
- Please check the expiration date of medications prior to giving to the staff. We are unable to accept/keep expired medications.
- 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.

- SACC staff may not be involved in the use of catheterizations; however, they may be involved with the general use of g-tubes with training provided in conjunction with the child's parent/guardian.
- **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.** Likewise, all medications must be picked up on the last day of school.
- Following their MSDE-OCC Medication Administration training, the staff is required to properly dispose of any medications not picked up.

TOILETING

- Children must be toilet trained to attend all Department of Recreation and Parks child care and recreation programs. Your child must be able to be **self-directed** and **self-sufficient** in the restroom and able to care for their own hygiene needs. Reasonable accommodations to this policy may be requested for children with a medical diagnosis and are outlined below.
- Toileting accommodations must be requested at the time of registration (or at the time of a new medical diagnosis while attending the program) and require a medical diagnosis in order to be accommodated.
 - Reasonable toileting accommodations in our recreational child care programs may include but are not limited to:
 - Training provided for center staff
 - Staff assistance with pulling up/down a pull-up
 - Staff training and assistance with wheelchair to toilet transfers
 - Toileting schedule reminders
 - Working with a private companion (1:1 Aide) hired by your family for your child's use during the child care program (**see further instructions regarding private 1:1 Aides in the Accommodation Requests & Inclusion section of this Manual*)
 - Reasonable accommodations do *not* include:
 - Exemptions of program safety rules and regulations regardless of ability or disability for the safety of all program participants and staff
 - Guarantee of specific staff assigned to your child
 - Purchasing of personal custom devices
 - Hiring of a 1:1 Aide by the Department of Recreation & Parks to diaper your child
- In the event your child, who does NOT have a medical diagnosis or plan in place, has a toileting accident during our program:
 - Upon the first occurrence: Your child will be directed to clean up as best as possible. You will be notified and asked to arrange for pick-up of your child within 20-30 minutes. You will be asked to send an extra set of clothing and necessary supplies (i.e. wipes) the very next day that your child attends in case another toileting accident occurs.
 - Upon the second occurrence: Your child will once again be directed to clean up as best as possible and instructed to change into their extra set of clothing. The center staff will bag up the soiled clothing and send it home with your child. You must send in a new set of clean clothes for the center the very next day of your child's attendance. After the second occurrence, the Child Care Administrative Office staff will be reaching out for your availability for a parent meeting. The purpose of this parent meeting is to gain a better understanding of the toileting occurrences and to further assess the need to implement accommodations and strategies in the center that may assist your child and prevent future toileting occurrences.
- Your child may be suspended or dismissed from the program until another parent meeting can be arranged if:
 - You are unwilling to participate in necessary parent meetings,
 - Your child continues to have recurring toileting occurrences and the center staff is not being supplied with the needed items (i.e. extra clothing, wipes, etc.),
 - Despite the implementation of accommodations and strategies, your child is continuing to have toileting occurrences, or
 - You are not arranging for pick-up of your child within 20-30 minutes of the accident when no supplies (change of clothes, etc.) have been provided.
- The Center Director, program staff, and Child Care Administrative Office will always work together with you and your child to promote a comfortable and successful experience. Every child's safety, health and well-being are our top priorities.

PROGRAM EXPECTATIONS OF CHILDREN AND PARENTS

INTRODUCTION & WELCOME

- The Department of Recreation & Parks is excited to welcome your family to the School Year. In order for us to have a safe and successful year together, the Department would like to remind children and families of the behavior that is expected from all participants.
- The Child Care staff strives to maintain a positive environment in which children, families, and staff can enjoy the center environment and treat one another with mutual respect.
- The Child Care staff believe that all students have the potential for making good choices and behaving in a positive manner. To this end, we have developed the following behavior expectations and disciplinary policies. We encourage your family to review this policy so that we consistently work together to show everyone respect, kindness and courtesy in order to maintain a safe, welcoming environment for all.

STRUCTURE OF CHILD CARE PROGRAM & USE OF AACPS SPACE

- Please be aware that the Anne Arundel County Department of Recreation and Parks permits the use of space as a *vendor* in Anne Arundel County Public Schools (AACPS) facilities. Although we strive to maintain a good working relationship in each of the schools in which we utilize space as a guest, our Child Care and Recreation programs are *not* managed or operated by Anne Arundel County Public Schools.
- Our program's primary function is to provide a safe space for children during before and after school hours. The programs are not intended to meet your child's academic/educational needs. Therefore, accommodations that are provided by Anne Arundel County Public Schools may not be able to be provided in Rec & Parks Child Care or Recreation programs.
- Since Rec & Parks programs operate as a separate entity from AACPS, the Child Care staff **do not** have access to AACPS documents or forms (such as health forms, IEPs, 504 Plans, custody documents, etc.). Therefore, it is the parent's responsibility to communicate with both entities on behalf of their child, and to share any documents with both parties upon enrollment and throughout the year.
- Our behavior, suspension, expulsion, and documentation policies are also separate from AACPS policies. *However*, there *are* certain instances in which a child's behavior requires that we report to the AACPS School Principal, Custodian, or school staff since we are on the grounds of a school building, such as: property damage, threats, bullying that may spill over into the school day, theft, use of alcohol/drugs, weapons, or instances in which the police must be notified of an incident.

EXPECTATIONS OF CHILDREN ENROLLED IN CHILD CARE/RECREATION PROGRAMS

- 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 SACC/CEC/Pre-K program may not always be the appropriate size or type of environment for your child's needs.
- Children of all abilities are expected to show respect for staff, program property, and all other children in the program.
- The following list of expectations is not an all-inclusive listing. There may be some additional site-specific expectations:
 1. Children will be kind and respectful to everyone.
 2. Children are expected to keep all body parts to themselves (e.g. no hitting, spitting, stomping, biting, pushing, kicking or other rough contact).
 3. Children will treat everyone as they would like to be treated and will not threaten to do physical harm (verbally or physically) to another child or to center staff.
 4. Children will not bring, or threaten to bring, any real or toy weapons, alcohol or drugs to the program.
 5. Children must use language that is appropriate for a child care center.
 6. If a child is hit, intimidated or harassed for any reason, they are to report the incident to center staff so proper disciplinary action can be taken.

7. Children will not leave their group for any reason without permission. Staff are responsible for the children's safety and must always know their whereabouts. Elopement is not acceptable and must not occur. All children must always be escorted when leaving the designated activity area.
8. Children will follow the schedule and participate in daily activities.
9. Children will comply with staff requests and instructions.
10. Children will function without disruptive behavior in a supervised environment of 1 staff to 15 children (*1 staff to 10 children for Pre-K programs*).

CHILD CARE POSITIVE BEHAVIOR MANAGEMENT PROGRAM COMPONENTS

- All Child Care staff are trained in positive behavior management techniques and receive an annual refresher of behavior policies.
- A core part of our discipline policy focuses on *positive* behavior techniques to help eliminate or prevent inappropriate behavior. These techniques include:
 1. **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.
 2. **Redirection:** A child may be redirected to another activity in the room or to the cool down/quiet area, and when appropriate to the situation, the child is given an actual choice between two other appropriate activities (i.e. cars vs. legos).
 3. **Rules & Reminders:** At the start of each school year, the children and staff gather together to review the 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.
 4. **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.
 5. **Zones of Regulation:** The school-age child care programs have adopted the Zones of Regulation framework for all centers. This framework helps children and adults identify their emotions and ways to regulate their emotions. Center staff will use Zones of Regulation language and prompt children to determine what zone (blue, green, yellow, red) they are in and what tool will help them at that time.
 6. **Kids at Hope (or other similar) Program:** Child care center staff are permitted to utilize other positive behavior programs that accompany this policy or are in keeping with the school/facility/developmental levels in which their program is located. An example of such a program is Kids at Hope, which include pledges and uplifting language to help build children's self-esteem and help each child grow in the direction of self-reliance, self-control, and self-worth.

CHILD DISCIPLINE POLICY

- The Anne Arundel County Department of Recreation and Parks reserves the right to limit, deny or expel a participant when the health and/or safety of the individual, other participants, staff, volunteers, and/or the public is threatened, regardless of abilities. Any child (or parent) observed acting in an aggressive manner toward others, or in a physical altercation with another person, will automatically be suspended from the program.

- If inappropriate behavior is witnessed, reported or persists, the following steps will be taken. *Please be aware that if a child or parent's behavior is deemed egregious (harmful to self or others), the steps outlined below may not necessarily be followed in the order given and steps may be skipped:*
 1. Child Care staff will attempt to utilize the positive behavior management techniques outlined above (i.e. providing choices when appropriate, redirecting, rules reminders, warning, reflection time, etc.)
 2. Documentation of the behaviors will be completed by center staff and parents/guardians/ caregivers will be notified if inappropriate behavior persists. We need your assistance to ensure that your child adheres to the rules and regulations of the program by reinforcing appropriate behaviors at home.
 3. Child Care staff will schedule a Parent Conference to discuss the behavior concerns, and to develop a plan together to assist your child in their success in the program.
 4. Behavior concerns that will result in program suspension and/or expulsion include, but are not limited to:
 - Behavior presenting a danger to the participant, other participants or staff,
 - Elopement from the program and/or
 - Action that persists after a behavior modification plan has been implemented.
- Children of all abilities are expected to show respect for staff, program property and all children in the program.

ACCOMMODATION REQUESTS & INCLUSION

- The Rec & Parks Child Care program strives to meet the needs of every child enrolled in our program.
- Please be aware that our child care programs operate as a separate entity from Anne Arundel County Public Schools; therefore, the school system does not automatically provide health or special needs information to Rec & Parks staff. We must rely on parents to share this information at the time of enrollment and throughout the year, as well as, any requested accommodations on behalf of your child.
- In order to assist us in meeting your child's needs, it is vitally important that you complete the online registration form in as much detail as possible. The responses that you provide will assist us in meeting your child's needs.
 - If a parent/guardian or health care provider discloses that your child has a special medical or behavioral need, 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 health forms, IEP, 504 Plan, or any other specialized education plan they may have on file with the school. This information will be used to help create an accommodation plan appropriate to a recreational program environment.
 - 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.
 - An American with Disabilities Act (ADA) accommodation request can be made at the time of registration or at any time while registered in our programs. Please be aware that, upon receipt of your request, the Department of Recreation and Parks requires a parent conference followed by a minimum of two-weeks to implement any approved requests. This may affect the start date of your child attending our program.
 - Please also be aware that if the Child Care Administrative Office is not notified in advance of your child's special needs or accommodation requests, your child's start date may be delayed until a conference can be held and the needed accommodations can be put in place.
- Our program's primary function is to provide a safe space for children during before and after school hours. The programs are not intended to meet your child's academic/educational needs. Therefore, accommodations that are provided by Anne Arundel County Public Schools, such as school staffing ratios, may not be able to be provided in Rec & Parks Child Care or Recreation programs.
- Accommodations can be made to meet the needs of an individual child in many cases; however, all children will be required to meet our safety standards and refrain from behaviors that threaten the safety of themselves, other children or staff members. Please note that any such behavior that

jeopardizes the safety of your child or others may result in suspension, additional meetings, and/or removal from the program.

- Accommodations are designed with the intent to help make your child's experience in our child care and recreation programs as successful as possible.
 - Reasonable accommodations in our recreational child care programs may include but are not limited to:
 - Training provided for center staff
 - Adaptive supplies for the child care center
 - Assistance in the provision of health services which do not require medical training
 - Working with a private companion (1:1 Aide) hired by your family for your child's use during the child care program (*(*see further instructions below)*)
 - Reasonable accommodations do *not* include:
 - Exemptions of program rules and regulations regardless of ability or disability for the safety of all program participants and staff
 - Guarantee of specific staff assigned to your child
 - Purchasing of personal custom devices
 - Hiring of a 1:1 Aide by the Department of Recreation & Parks
- *If a private companion (1:1 Aide) is hired by a family for their child's use during the child care program, this information must be shared with the Child Care Administrative Office prior to implementation. Before the private aide (or other therapeutic services) can attend the program, per the MSDE Office of Child Care, the following must be on file: emergency card, medical report, notarized Release of Information, and the results of FBI & Maryland state background checks. The background check must be completed by the Department of Recreation & Parks so that the results are submitted directly to the MSDE Office of Child Care. A training and expectations meeting must also occur between the Department of Recreation & Parks, the private aide, the parents, and the Center Director.

PARENT/GUARDIAN COMMUNICATIONS & CODE OF CONDUCT

- 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@aaacounty.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.
- 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.
- Please feel free to contact the Center Director on site or our Child Care Administrative Office 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.
- While parents are welcome to 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. The center staff will carry out all discipline and all concerns must be brought to the attention of the Center Director.
- Parents are not permitted to have physical contact with or discipline children other than their own, nor are they permitted to verbally threaten, intimidate or harass staff or other children in the program. Parents that do so will receive consequences of their actions, up to and including suspension or expulsion from the program.
- There is no smoking/vaping (tobacco, tobacco products, or marijuana), drug or alcohol use permitted on school/child care facility grounds. If parents/caregivers appear to be incoherent or inebriated at the time of pick-up, child care staff is unable to release your child. The Center Director/staff will offer to contact another pick-up person on the Emergency Form in your place. If the parent/caregiver refuses and takes the child anyhow, 911 will be contacted.
- Parents must:
 - Read and comply with the full contents of this manual.
 - 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, email addresses, and health information.
- Your child/family may be suspended or dismissed from the program in the following instances:
 - Parent/guardian's unreasonable treatment of the staff/children/parents, including inappropriate airing of complaints, use of language that is inappropriate for SACC, and/or intimidation/harassment (physical, sexual or verbal) of the center or office staff, other parents or children,
 - Parent/guardian corrects any child other than their own during the program,
 - Parent/guardian refuses to pick up (or send someone to pick up) their child in cases of illness, injury, or behavioral emergency,
 - Parent/guardian repeatedly picks up after the closing time of the child care center,
 - Parent/guardian refuses to respond or participate in requested parent meetings regarding behavior concerns, toileting concerns, and/or medical concerns,
 - Parent/guardian does not provide accurate contact information in order to contact them in an emergency situation,
 - Despite the implementation of accommodations and strategies, your child is continuing to have behavioral occurrences and/or the center staff is not being supplied with the needed items outlined in your parent meeting, or
 - You are not arranging for pick-up of your child within 20-30 minutes of behavioral emergencies (such as, repeated harm to self or others, behavior necessitating 1:1 intervention for more than 10 minutes, or elopement).

PARENT VOLUNTEERS & FIELD TRIP CHAPERONES

- All "volunteers" with direct access to children registered in licensed child care programs are required by law to have an FBI and Maryland criminal history *and* Child Protective Services history background checks prior to being present with the children. This also pertains to parents of registered children in the following instances:
 - Parents of registered children who have been requested to attend summer field trips as a one-on-one chaperone due to their child's special medical or behavioral needs, or in instances of challenging behavior.
 - Parents of registered children who have been asked to, or would like to, volunteer in the classroom to assist our child care staff with special events or activities.
- If you are asked to volunteer or would like to request to volunteer for on-site activities, all requests must be made in writing to our Child Care Administrative Office at sacc@aaacounty.org. Please include your child(ren)'s name(s), site location, your full name, phone number, and email address, and the reason for your request. Requests to volunteer will be approved on a case-by-case basis by the Area Supervisor in communication with the Center Director, Behavior Consultant, and/or Nurse Consultant, as necessary.
- If approved to volunteer or to be a special needs chaperone, an appointment must be made with the Anne Arundel County Department of Recreation & Parks Business Office to complete a fingerprinting appointment in our main office. **If you have requested to volunteer or chaperone, you will be responsible to pay for your background check.** Once the results are received, our office will reach out to inform you that you are permitted to volunteer or to be a special needs chaperone. A short training may be required prior to your entry into the program, depending upon your role.
- Volunteers in the program are not permitted to be alone with the children without staff present, and may not discipline or correct any child other than their own. Any behavior that is deemed disruptive or inappropriate will result in the volunteer's dismissal from the program. In the case of a parent volunteer, your access to the program will be restricted to drop-off/pick-up times and parent events only.
- During the summer months, our program is so excited to be able to plan, staff and implement several field trips for your children. Please be aware that when you register your children for the summer program, our Child Care Administrative Office works to staff enough employees to cover both all in-center and out-of-center activities, such as field trips.

- Therefore, no parent chaperones will be needed on field trips, unless previously agreed upon to assist children with special medical or behavioral needs.
- If you are uncomfortable about sending your child off-site for a field trip, we recommend that you either not register your child for the summer weeks that contain field trips, or keep them home that day as no staff will remain behind at the child care center to care for them.
- The date of the trips for your site will be shared by your Center Director ahead of time. If, at any time, you would like to plan further ahead and need your date sooner, please contact our office for that information.
- During the summer months, if it is deemed necessary that your child needs one-on-one interaction/instruction during a field trip (this may include special medical needs, wandering from the group, behavior presenting a physical danger to themselves or others and/or failure to comply with staff requests and instructions), parents may be *required* to provide an adult (over the age of 18) chaperone for field trips.
 - The chaperone provided must be able to remain 1:1 with your child for the entirety of the field trip, directing their activities, and managing their physical, medical, or behavioral needs.
 - If the Child Care Administrative Office indicates this is required, our office will pay for the necessary background checks, field trip entry fees and provide the necessary bus transportation for both the child and their chaperone.
 - If your family chooses to keep your child home on the day of the field trip rather than providing the requested chaperone, your family will receive a refund for the field trip day.

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

Regional Offices	Phone
Anne Arundel	410-573-9522
Baltimore City	667-354-5178
Baltimore County	410-583-6200
Prince George's	301-333-6940
Montgomery	240-314-1400
Howard	410-750-8771
Western Maryland, Allegany, Garrett & Washington	301-791-4585
Upper Shore, Kent, Dorchester, Talbot, Queen Anne's & Caroline	410-819-5801
Lower Shore, Wicomico, Somerset & Worcester	410-713-3430
Southern Maryland, Calvert, Charles & St. Mary's	301-475-3770
Harford & Cecil	410-569-2879
Frederick	301-696-9766
Carroll	410-549-6489

The Regional Offices investigate complaints to determine if child care licensing regulations have been violated. All confirmed complaints against child care providers may be viewed at CheckCCMD.org.

For additional help, you may contact the
Director of Licensing at 410-767-0120.

Resources

Child Care Scholarship (CCS) - Assists eligible parents and families with child care expenses
1-877-227-0125 money4childcare.com

Maryland EXCELS - Maryland's Quality Rating System for child care programs
marylandexcels.org

Maryland Developmental Disabilities Council - Assistance with ADA issues md-council.org

Maryland Infants and Toddlers Program - Early intervention services for young children with developmental delays and disabilities and their families referral.mditp.org

Maryland Family Network - Assists parents in locating child care **1-877-261-0060**
marylandfamilynetwork.org

Maryland Child - Information about child development, parenting, community resources, mental health, nutrition, literacy, and more.
Marylandchild.org

Maryland State Department of Education
Division of Early Childhood
200 West Baltimore Street
10th Floor
Baltimore, MD 21201

earlychildhood.marylandpublicschools.org

Wes Moore, Governor

Carey M. Wright, Ed.D
State Superintendent of Schools

Parent's Guide to Regulated/ Licensed Child Care



Information About Child Care Facilities



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;
- Taking enforcement action when necessary; and
- Partnering with community organizations and consumers to keep all children in care safe and healthy.

Regulations governing the Maryland State Department of Education (MSDE) fall under COMAR Title 13A. Regulations that govern child care facilities and other information about the Office of Child Care may be found at:

earlychildhood.marylandpublicschools.org/child-care-providers/licensing

What are the types of Child Care Facilities?

Family Child Care – care in a provider's home for up to eight (8) children with no more than two under the age of two.

Large Family Child Care– care in a provider's home for 9-12 children.

Child Care Center – non-parental care in a group setting for part of a 24 hour day.

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;
- Must maintain certification in First Aid and CPR;
- Must maintain approved staff and student ratio and provide ACTIVE supervision all times when children are in care;
- 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?

- 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 off property activities;
- All child care facilities must make reasonable accommodations for children with special needs;
- A qualified teacher 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;
- Parents/guardians may review the public portion of a licensing file; and
- Check Child Care Maryland, CheckCCMD.org, is a resource for parents and families to use to review child care provider's license status, verified complaints, compliance history, and inspection results.