



## **Parent Handbook**

Revised March 3, 2016



**Critchlow Adkins Children's Centers (CACC)** is a non-profit, educationally based child care center that is licensed and accredited through the Maryland State Department of Education. Our mission is to provide access to quality and affordable child care in a nurturing, diverse, safe and enriching environment.

Founded in 1970 as Easton Day Care Center, CACC has grown to include five sites throughout Talbot County serving more than 400 children annually ages 2 through 12. Programs include preschool, pre-K, before and after-school and ten weeks of summer camp.

In 2013 CACC participated in a field test of the Maryland State Department of Education's new tiered quality and improvement rating system called EXCELS (Excellence Counts for Early Learning and School Age Child Care). All five of our sites achieved the highest possible rating of a check level 5.

CACC has had a profound impact on the very fabric of our community, having educated and enriched the lives of more than 8,000 children from varying socio-economic backgrounds. Since 1970, more than \$2 million in tuition scholarships has been provided to 3,000+ families. Through grants and charitable contributions, CACC provides approximately \$100,000 in tuition assistance on an annual basis. Fifty percent of our families receive assistance of up to 35% from our sliding fee scale which is based on household income and number of family members.

Over the past four decades the CACC board and staff have remained committed to the vision of its founders who were concerned about the lack of affordable child care for working families in Talbot County. Our services offer peace of mind for parents allowing them to work more productively while providing children with the quality learning environment and educational programs that will help them on the road to kindergarten readiness and school success.

☀ MSDE ACCREDITATION ☀

Each of our four sites that offer preschool programs is accredited by the Maryland State Department of Education. To achieve MSDE accreditation, all programs have to meet standards that outline best practices in the field of early childhood education in three categories: Program Administration, Program Implementation, and Parent and Community Partnerships.

Site Locations and Programs Offered

**Pre School Site**

11 Magnolia St.  
Easton, MD  
410-822-7181

- Full day 2 year old program
- Full day preschool programs
- State licensed Pre-Kindergarten program
- Full day summer programs
- Part Time Care contingent upon availability

**School Age Site**

Easton Elementary School- Moton  
307 Glenwood Ave.  
Easton, MD  
410-820-8906

- Wrap-around program for public school Pre-K students
- Before and/or after school programs K and up
- 1/2 or full day programs when public schools close
- Full day summer programs
- Part Time Care contingent upon availability

**St. Michaels Site**

St. Michaels Elementary School  
100 Seymour Avenue  
St. Michaels, MD  
410-745-5842

- Full day 2 year old program
- Full day preschool program
- Wrap-around program for public school Pre-K students
- Before and/or after school program grades K and up
- 1/2 or full day programs when public schools close
- Full day summer programs
- Part Time Care contingent upon availability

**Cordova School Site**

Chapel District Elementary School  
11430 Cordova Rd.  
Cordova, MD  
410-822-6293

- Full day 30 months (2 ½) preschool program
- Wrap around program for public Pre-K program
- Before and/or after school program grades K and up
- 1/2 or full day programs when public schools close
- Full day summer programs
- Part Time Care contingent upon availability

**White Marsh Site**

White Marsh Elementary School  
4322 Lover's Lane  
Trappe, MD  
410-829-3274

- Before and/or after school program K and up
- 1/2 or full day programs when public schools close
- Full day summer programs
- Part Time Care contingent upon availability

**Central Office**

7 S. Park St.  
Easton, MD  
410 822-8061

- Contact the Executive/Assistant Director via phone or mail.



## **Organization**

The Critchlow Adkins Children's Centers (CACC), founded in 1970 as Easton Day Care Center, Inc., is a non-profit private corporation governed by a volunteer Board of Directors. These directors are drawn from a cross section of the community, including parents.

The Board of Directors employs an Executive Director and an Assistant Executive Director to oversee the administration of the Center and its five sites. Each site has a Director, who oversees the day-to-day operation of that specific part of our center. All of our centers are licensed and accredited by the Maryland State Department of Education.

## **Purpose/Mission**

The mission of Critchlow Adkins Children's Centers is to provide quality, accessible childcare for children and their families in a nurturing, diverse, safe and enriching environment.

Critchlow Adkins Children's Centers does not discriminate on the basis of race, color, sex, age, handicap, or national origin in employment, program, or enrollment. Enrollment is based on a first come, first serve basis according to age, program placement, and the ability of the program to meet the needs of the child.

Critchlow Adkins Children's Centers complies with all the conditions of the Civil Rights Act of 1964 and with the Americans with Disabilities Act of 1992. The Act states that people with disabilities are entitled to equal rights in employment, state and local public services, and public accommodations such as preschools, child care centers, and family child care homes. ADA presents an exciting opportunity to plan for and include children with disabilities in early childhood settings. Children and families benefit from inclusion. Children with disabilities share learning opportunities with their peers. Inclusion also fosters caring attitudes and teaches children about interdependence and understanding for human differences. Staff working with a child and family with a disability, whether identified with an IEP or IFSP or not is responsible for making reasonable accommodations or adaptations to support the participation of the children and family in the program. CACC reserves the right to discontinue enrollment or refuse placement to students whose needs cannot be met in the group setting.

## **Philosophy**

Children whose nutritional and health needs have been met develop and learn best in a safe, stimulating and caring environment, where each child's interests and differences are respected. To enhance this process a rich assortment of materials, ample time and equipment to play freely, opportunities to socialize with peers, and nurturing adults skilled in fostering child development are provided. Our schedule of activities for the children presents a balanced emphasis on all aspects of a child's development including intellectual, emotional, social and physical. The development of a positive self-image and healthy self-esteem is of prime importance. A child develops these when he/she is successful at mastering his/her environment and is treated with respect.

## **Goals**

- \* Enable each child to develop socially, physically, emotionally, and intellectually to his or her fullest potential and to acquire a positive self-image
- \* Help prepare each preschool child to enter school ready to learn
- \* Provide age-appropriate activities, which promote growth in all developmental areas for school-age children before and after school, on school holidays, and during summer vacations
- \* Sustain parents in their efforts to work and support their families and
- \* Support employers by providing reliable child care for their employees.

Dear Parent,

Thank you for enrolling your child in our Center. We look forward to serving your child care needs.

The Center and your family are entering into a partnership to help foster your child's safety, growth and development. As in any partnership there are responsibilities. Please read this Parent Handbook and abide by its policies and procedures. Retain it in a safe place for future reference.

At the end of this handbook is a Parent Enrollment Letter and service agreement. It will be completed by you and the Site Director together once key portions of the handbook are reviewed.

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## Section I: Hours of Operation and Days Closed



The Center operates year round, Monday through Friday, between 6:45 a.m. and 5:30 p.m. The Center is closed for the observance of the following holidays:

**Christmas (December 24<sup>th</sup> through January 1<sup>st</sup>)**

**Good Friday**

**Easter Monday**

**Memorial Day**

**Independence Day**

**Labor Day**

**Thanksgiving Day**

**Thanksgiving Friday**

*Because CACC's weekly fees are based on the yearly cost of services divided by 52 weeks, parents pay normal weekly rates during the weeks that include these holidays and/or unplanned closures.*

The Center also reserves the right to adjust their hours and/or days of operation when circumstances arise that make this action necessary. We will give our families notice as far in advance as possible if changes are necessary.



### Closings Due to Unusual Conditions



If for any reason (weather, loss of heat in building, etc.) one or more of the sites closes, the Center will notify the radio station WCEI (96.7 FM), television WBOC (Channel 6 or 16), Facebook. The Center's central office may also be called at 410-822-8061 to receive any updated information. During inclement weather the Centers will make every effort to remain open to provide care for children so their parents could continue to work. In case of inclement weather, CACC's Central Office will make a decision to cancel programming, taking into account, time of day, previous closures, and extenuating circumstances. The decision to cancel programming will be made no later than 6:00 am and follow the listed scenarios:

- **Talbot County Public Schools(TCPS) – Delayed opening/early closing due to snow, sleet, ice**  
**DECISION:** Critchlow Adkins Children's Centers (CACC) will make a determination about delayed opening and early closing as soon as possible. Any delayed opening or early closing will be announced on CACC's website, Facebook page, our main office line and will be called into local radio and television stations.
- **Talbot County Public Schools – Closed due to snow, sleet, ice**  
**DECISION:** Critchlow Adkins Children's Centers will have a minimum 2 hour delay. If the situation worsens, the Administration will re-evaluate and make a decision as soon as possible.
- **State of Maryland and/or Talbot County declares a "State of Emergency"**  
**DECISION:** Critchlow Adkins Children's Centers will coordinate with TCPS officials to make a final determination but **may** be closed. The public schools that house The Center's sites can be designated as emergency shelters, when needed, and therefore closing may be required during the duration of the "State of Emergency."

If an inclement weather occurs while the sites are open and a decision is made to close early, parents will be given two hours from the time the decision is made to come and pick up their child. Parents will be notified at their emergency phone numbers if a site or all sites are closing.



## **Section II: Getting Started In A Program:**

### **Enrollment**

- Completed enrollment packets must be given to the Site Director before the child's first day at The Center.
- A nonrefundable \$30.00 administrative fee and at least the first week's program fee is required by the enrollment date. When you initially enroll your child will receive a Critchlow Adkins Children's Centers T-shirt.
- Each parent will be asked to meet with the Site Director at least once a year to review their child's folder and to update all information and forms.
- During the time the child is enrolled at The Center it is very important to report any changes in information (i.e. telephone number, address, income, etc.) to the Site Director immediately. It is vital that the Site Director has correct emergency numbers so staff may contact parents if need be.

\*\* Each parent is encouraged to bring his or her child for a pre-enrollment visit. This introduction to a new experience will help make the child's first days more comfortable.

### **Grievance Procedures**

Each and every concern or suggestion from a parent is very important to us. We want to keep the lines of communication open and tend to the needs of our children in the best way possible. Parents with concerns or suggestions regarding classroom activities or personnel should take the following steps:

- Talk directly with the Managing Teacher of the classroom.
- Talk with the Site Director (with or without the teacher(s) of the classroom).
- If the parent feels no resolve on the issue they should then set up a conference by phone or letter with the Executive Director of The Center.

Concerns about Center policies or procedures should be expressed in writing and addressed to the Executive Director.

## **Section III: Center Practices**

### **Arrival and Departure**

The designated adult must accompany children to and from The Center. The adult is responsible for signing the child in and out each day, as well as informing a staff person the child has arrived or is leaving the program. Parents are fully responsible for their children after they have been signed out with The Center.

#### **For Your Child's Safety:**

- Please call the site if someone other than the usual person is picking up a child. The staff must have permission to release the child to someone other than the designated parent(s). If a parent has called and designated someone else to pick up their child, the individual must bring some form of photo I.D. to verify their identity. The designated person picking up the child must sign the child in or out. If the individual's name is not listed on the child's application or emergency card, the staff cannot release the child without parental permission. This is for the safety of each child in our care.
- NOTE: When arriving and departing any of our sites, you may not park in the NO PARKING zone in front of the building. This order comes from the Fire Marshall. It is very important to keep this area clear for emergency vehicles.
- When arriving at our sites you may not leave your car running unattended due to safety and liability issues.
- At the present time we follow the Talbot County Public School security and emergency procedures. A comprehensive procedure manual is in place at each site.

### **Cell Phone**

Please do not use your cell phone inside the centers. If you must take or make a phone call, please step outside to do so. Transitions are made easier when your child has your full attention at drop off and pick up, and your full attention allows for clearer communication between teachers and parents.

### **Volunteers**

Volunteers are welcome at Critchlow Adkins Children's Center. Each volunteer will receive an orientation. A child care center volunteer shall be under the close supervision of a staff member No volunteer will be left alone with children.

## **SECTION IV: Learning Environment**



Your child's class/group schedule is posted in the classroom. A copy of this schedule is available to you upon request. We encourage you to become aware of the activities and projects your child is involved in and volunteer and/or assist when possible.

### **Curriculum**

We use *The Creative Curriculum for Preschool* by Teaching Strategies as our core curriculum. This is a research-based system that offers early childhood educators a comprehensive collection of resources to help them build high-quality programs. This curriculum is one of the 8 state recommended preschool curricula. Teaching Strategies recently updated this and we are using the 5th Edition. This integrated curriculum combines and overlaps subject areas, and enhance each other, supports the children's exploration, experimentation, creativity, and problem solving.

The learning environment is arranged into interest areas to create a positive atmosphere.

- |                     |                                 |                       |
|---------------------|---------------------------------|-----------------------|
| *Art                | *Dramatic Play (Housekeeping)   | *Library (Quiet Area) |
| *Music and Movement | *Manipulatives (Toys and Games) | *Sand and Water       |
| *Science            | *Technology                     | *Blocks               |
| *Outdoors           |                                 |                       |

### **Screenings**

The Office of Child Care is requiring licensed centers to complete screenings on all children. The tool we use is the Ages and Stages Questionnaire (ASQ) and Ages and Stages Questionnaire – Social Emotional (ASQ-SE). The ASQ is a developmental screening tool designed for use by early educators and health care professionals. It relies on parents as experts, is easy-to-use, family-friendly and creates the snapshot needed to catch delays *and* celebrate milestones. The ASQ-SE is an easy-to-use tool with all the advantages of ASQ-3—it's cost-effective, parent-completed, and culturally sensitive. With questionnaire results, professionals can quickly recognize young children at risk for social or emotional difficulties, identify behaviors of concern to caregivers, and identify any need for further assessment. If a child has an IFSP or IEP, a copy of the plan will be shared with the Primary Care teacher. The teacher will incorporate the goals identified by the plan into the child's individual instruction.

### **Assessments**

The first 5 years of life are very important for your child because this time sets the stage for success in school and later life. During early childhood, your child will gain many experiences and learn many skills. It is important to ensure that each child's development proceeds well during this period. The Work Sampling System/ and or Creative Curriculum is an assessment tool that will provide a quick check of your child's development. The information gathered will help reveal your child's strengths and areas of growth over 7 Domains. This information is used to develop goals for your child and to include in our lessons plans to provide individualized instruction.

The results of the assessment will be discussed at the parent teacher conferences. If we have any concerns about your child's development we will discuss these with you. If you have any concerns about your child, you can reach your child's teacher at any time to discuss your concerns.

## Positive Behavior Practice




Children who are having difficulty for any reason will be re-directed to another activity with teacher assistance. In the event that a child's behavior is likely to result in harm to the child, others or property, or seriously disrupts group interaction, the child may be separated briefly from the group. The child will be taken up to the office to sit with an administrator where he/she can gain enough self-control to rejoin the group. The child will always be left in an area where he/she is in full view of, and can be supervised and supported by a staff member. Interaction between the child and a staff member will take place immediately following the separation to guide the child toward appropriate group behavior. A method of discipline which frightens, demean, or humiliate a child is strictly prohibited.

## Anti-Bullying Policy

Critchlow Adkins Children's Centers is committed to providing an environment for children that is safe, welcoming, and free from bullying (the persistent behavior by a child which intimidates/threatens or has a harmful or distressing impact on another child or group). Bullying can be emotional, physical, verbal, or psychological. Bullying of any form is unacceptable and will not be tolerated.

## Children's Dress and Supplies



- The children are given the freedom to explore and create with a variety of mediums. They glue, paint, cook and play in sand and water. Please dress children in clothes that will not be ruined by these activities.
- The children go outdoors daily, so please dress them according to the weather. In winter provide a warm coat, hat and gloves or mittens. Waterproof shoe wear is required when snow is on the ground.
- Shoes with ties or buckles are safe for children to wear and tennis shoes are great in the summer. Flip-flops and slip-on shoes are dangerous at any time and are not acceptable footwear at the center. Dress shoes without rubber soles are also inappropriate for outdoor activities. 
- Draw strings on hooded jackets and sweatshirts can cause serious injury to children when using outdoor equipment; therefore children should not wear clothing with drawstrings to The Center.
- Please bring a complete set of clean clothes (shirt, pants, socks, underwear) for the child's cubby in case of accidents or spills.
- The Center is not responsible for toys or other belongings brought to the site. Children and parents are encouraged to keep toys and other belongings at home. The sites are well equipped to keep children active and busy. Please note that the use of handheld devices video games, iPods, CD players, cell phones, etc. is not permitted. Please do not allow your child to bring these devices to Critchlow Adkins Children's Centers. CACC will not be responsible for lost or stolen devices.
- Preschool children are encouraged to bring a blanket, small pillow, or stuffed animal from home to use during nap/rest time. This can help a child adjust to their new environment.

## Inclusion

Critchlow Adkins Children's serves children with the guidance of different laws and regulations related to: - Americans with Disabilities Act (ADA) – law which protects the rights of individuals with disabilities to participate in public activities - Individuals with Disabilities Education Act of 2004 (IDEA) Part B and Part C - law that outlines rights and regulations for students with disabilities in the U.S. who require special education for children ages 3-22 (Part B) and 0-3 (Part C) - Section 504 of the Rehabilitation Act - specifies that no one with a disability can be excluded from participating in programs or activities. Staff working with a child and family with a disability, whether identified with an IEP or IFSP or not, is responsible for making reasonable accommodations or adaptations to support the participation of the children and family in the program.

When a child receives an IFSP or IEP the agency as an agreement between Talbot County Board of Education to provide a copy per parent's permission. Each child has an individualized instruction, reviewed monthly or as needed.

## Field Trips



The children are routinely provided with educational and recreational activities off site. Public or private school buses provide transportation for field trips. We are fortunate to often receive grants that help pay for most of our field trips, but there are times when we will have to ask parents to contribute to some of these costs, though minimal.

Parents will be notified of field trips by classroom signs, newsletters and/or monthly activity calendars posted in the room entrance area. A parent is responsible for reading signs, calendars, and newsletters regularly to become abreast of field trip information

## Screen Time Policy

Critchlow Adkins Children's Centers follows the recommendations established by the American Academy of Pediatrics, which has found that too much television reviewing has been linked to poor performance in school, overweight children and the establishment of poor dietary habits.

For children age two and older who are in care four or more hours, television screen time is limited to 60 minutes per week and no more than 30 minutes at a time. Computer use is limited to 15 minutes per child, per day, except school age children who are completing homework, school work, or supervised enrichment activities.

For children age two and older who are in care less than four hours per day, television screen time is limited to 30 minutes per week. Computer use is limited to 15 minutes per child, per day, except school age children who are completing homework, school work, or supervised enrichment activities.

## Transitions

As your child grows and matures he or she will transition from one classroom to another. We strive to make these transitions as stress-free as possible for both you and your child. You will be notified in advance if your child will be transitioning to another room. Both classrooms work together to devise a visitation schedule for your child so that they will not be a stranger when they officially move.

## **Section V: Fees**

### Tuition Assistance

Tuition assistance may be available for qualifying families. (Excludes Part Time Care)

*Total gross household income, as verified on the application for tuition assistance, is used to determine the fee level. A family not eligible for the Child Care Subsidy program and electing to use our tuition assistance program must provide proof of current full-time employment or full-time student status and accurate information about their total gross household income.*

*\*Please be sure to provide any changes in income to the Site Director immediately so your fee can be adjusted. This responsibility to provide informational changes is on individual honor system. Please be honest.*

**Payment Procedures**

We are proud to accept:



- Fees are due at least weekly, one week in advance of service rendered. This means that the fee is due each Friday for the upcoming week’s services.
- An account may be paid bi-weekly or monthly, but this payment must also cover the upcoming weeks’ services.
- The parent continues to be responsible for payment of fees when a child is absent.
- Payment by Visa or MasterCard may be made through PayPal.
- Payments must be in the form of a check, money order, cashier check or credit card. Cash will not be accepted.

**Delinquent Accounts and Unpaid Fees**

\*\*The Center reserves the right to terminate enrollment at any time due to delinquent accounts or failure to pay on an account. If an account is not paid by Monday of the current week, service will not be provided from that day forward unless the account is brought up to date. Should extenuating circumstances prevent the timely payment of fees due, it is the parent’s responsibility to contact the Site Director to discuss the possibility of an alternative payment agreement in order to keep the child enrolled. The parent, or other person indicated on the enrollment form as responsible for payment of fees, is responsible for all charges accrued on the account including collection costs. This includes but is not limited to:

- late penalties
- attorney fees
- any associated court costs and collection agency fees.

*A 10-day notice letter will be sent when attempts for collection have not been successful by The Center. After 10 days the account will be sent to a collection agency and collection costs will then be added to the amount due.*

**\*\*ACCOUNTS THAT MUST BE SENT TO OUR COLLECTION AGENCY ARE NOT ELIGIBLE FOR RE-ENROLLMENT UNTIL THE ACCOUNT HAS BEEN PAID IN FULL.**

**Late Pick Up Fees**



Our MSDE Office of Child Care License ends at 5:30pm. After that time you will be charged for our services at \$1.00 per minute to CACC:

5:31 pm = \$1.00 per minute

When lateness in picking up a child becomes a problem, The Center reserves the right to terminate the enrollment of a child because we cannot continue to be out of licensing compliance.

**Miscellaneous Charges and Fees**

There will be a returned check fee of \$25.00.

During the school year, when schools are closed for conferences, holidays or bad weather, the following charges will be added to the regular weekly fees for children in the before and/or after school and Pre K wrap around programs:

| Type of Care Child is Accessing | Before and After Care | Before or After Care | Pre K  |
|---------------------------------|-----------------------|----------------------|--------|
| NO SCHOOL                       | \$5.00                | \$7.50               | \$2.50 |
| EARLY DISMISSAL                 | \$2.50                | \$5.00               | \$2.50 |

Parents with vouchers accessing the above services will be charged \$1.00 per child per incident.

## Section VI: Health, Safety and Nutrition

The centers maintain clean, safe, and healthful environments. Our goal is to protect and enhance the health and safety of all children and staff. Adults model good health and safety behaviors and promote good daily health routines. Teachers are trained in CPR and First Aid.

### Physical Fitness

CACC recognizes the importance of physical development of children. Staff will promote physical development of all children, including participation of children with disabilities. CACC Provides sufficient time (30-60 minutes) and space indoors and outdoors for active play and large motor development such as jumping, running, balancing, climbing, and riding tricycles (unstructured moderate to vigorous physical activity or MVPA). In addition, CACC provides music and movement activities as part of the daily curriculum for all age groups. Teachers will follow the required weather restrictions and conditions for safety, heat and cold when making decisions regarding outdoor play. We may utilize the gym, cafeteria or outdoor space to meet this requirement.

### Nutrition



Nutrition is a very important part of our program and each center follows guidelines set forth by the Maryland Child Care Food Program developed by the Maryland State Department of Education. Family style eating is an integral part of our programs. The center is very concerned about the food children eat and adheres to a food program that consists of Meals and snacks have limited added sugar and sodium fat. Staff sit with children during mealtimes to serve as role models and to encourage healthy eating habits. Monthly menus are posted in each center, and are given to parents each month. Meal times are listed on a schedule and posted in each classroom.. Children arriving before, during or after breakfast or lunch time should eat before they arrive. Children **MAY NOT** bring outside food to eat in the classroom for breakfast or snack. Our breakfast menu consists of milk, juice or fruit and a grain (cereal, toast, etc.). Preschool children must bring lunch each day. On days when school is not in session (snow days, holidays, summer, etc.), children in the before and after school programs must also bring a lunch. Lunch times may vary between 11:00 a.m. and 12:00 noon depending on the classroom's schedule. PLEASE BE VERY CAREFUL TO MONITOR THE ITEMS IN PRE-PACKAGED LUNCHES TO BE SURE THEY FOLLOW OUR RECOMMENDED FOOD LISTS BELOW. WE ASK THAT YOU REMOVE THE ITEMS THAT ARE NOT COMPLIANT. A child's lunch box/bag should be labeled and should include the following types of foods daily:

#### **A grain**

Crackers  
Bread, etc.

#### **A protein**

Meat  
Fish  
Cheese  
Nuts, etc.

#### **A fruit**

Canned  
Fresh

#### **A vegetable**

Raw carrots  
Celery  
Cucumbers  
Tomato, etc.

**Please do not send a beverage; milk is provided at lunch.**

**Please do not send gum or candy.**

**Please do not send foods that need to be heated.**

For some ideas for a healthy lunch or go to [www.usda.gov](http://www.usda.gov) or [www.choosemyplate.gov](http://www.choosemyplate.gov) .

\*\*The uneaten portion of a child's lunch will be returned so that the parent will know what foods the child has eaten.

A doctor's note is required if your child requires food substitutions or is unable to participate in center meals. Parents of any child with severe food allergies or special nutritional needs should see the site director of your center.

## Celebrations



Due to multiple children's allergies and child care food program requirements, we are unable to host birthday parties at the Center. You are welcome to bring any store bought cake or cupcakes to share after lunch on your child's birthday.

## Illness



1. If a child shows symptoms of an illness including but not limited to:

- fever (100 degrees F or above)
- vomiting
- diarrhea
- suspicious sores
- rashes
- pink eye or
- ringworm

The parent will be contacted to come and pick up their child. A sick child must be removed from the center immediately to protect the well children.

A child who has had a fever or other signs of illness, may not return to the center for one whole day UNLESS accompanied by a doctor's note stating that the child is not contagious. The director may not re-admit a child to the center after an absence of three or more days due to illness, without first receiving a written statement from the parent or physician stating that the child may return to a regular schedule.

For example: If child leaves the center with a fever at 1:00 p.m. on Tuesday, they MAY NOT return until Thursday morning symptom free.

2. Head lice is a chronic problem among school children. A child treated for head lice may not return to the center until all nits are removed from the child's hair and a doctor's note that the child is able to return.

## Long-term Sickness Policy

When an extended illness or surgery causes a child to be absent from the center for a week or more, it may result in loss of pay for a parent and additional medical bills. These strains on a family's budget may make it difficult for parents to keep the child care fees current.

Therefore the long-term sick policy for The Center is as follows:

If a parent has been enrolled in one or more sites continuously for one year AND if the account is paid in full as of the Friday prior to the child's absence due to illness of at least 5 consecutive child care days, a parent may make a written request to the Site Director to reduce the fee by 1/2 for the week in which the child will be out. The request can only be granted once a year.

A note must accompany the request from the child's doctor as to the nature and duration of the illness or surgery.

## Medication Administration.



### COMAR 13A.16.01-.19 Child Care Centers (as amended effective 4/14/14)

- 1) Medication, whether prescription or non-prescription, may not be administered to a child in care unless:
    - a) Parental permission to administer the medication is documented on a completed, signed, and dated medication authorization form, provided by the office, which is received at the center before the medication is
    - 2) administered; and
    - 3) administered; and
    - a) A licensed health practitioner has approved the administration of the medication and the medication dosage.
  - 4) A prescription medication may not be administered to a child unless at least one dose of the medication has been given to the child at home.
  - 5) If the medication is by prescription, it is labeled by the pharmacy or physician with:
    - a) The child's name;
    - b) The date of the prescription;
    - c) The name of the medication;
    - d) The medication dosage;
    - e) The administration schedule;
    - f) The administration route;
    - g) If applicable, special instructions, such as "take with food";
    - h) The duration of the prescription; and
    - i) An expiration date that states when the medication is no longer useable.
  - 6) B. Topical Applications. A diaper rash product, sunscreen, or insect repellent supplied by a child's parent may be applied without prior approval of a licensed health practitioner.
  - 7) C. Medication shall be administered according to the instructions on the label of the medication container or a licensed health practitioner's written instructions, whichever are more recently dated.
- D. Recording Requirements.
- (1) Each administration of a prescription or non-prescription medication to a child, including self-administration of a medication by the child, shall be noted in the child's record.
  - (2) Application of a diaper rash product, sunscreen, or insect repellent supplied by a child's parent shall be recorded in the child's record.

## Injuries

First Aid kits are readily accessible to all groups and located in each classroom, outside on playgrounds, and on field trips. An accident report is written at the time of the accident describing the accident, injury, and actions taken. Parents will be notified of minor injuries at the end of the day and asked to sign the accident report. Examples of minor accidents include: small scratches, cuts, scrapes, bites, splinters, and minor bruises or discoloration of the skin. In the event of a serious injury, a parent will be notified. If the parents are not available, the emergency numbers on the child's emergency card will be called. If the person(s) cannot be reached, the child will be taken to the Emergency Room.



## Pets



We love animals and pets, but cannot allow your pets to visit our classrooms. Many children (and adults) have allergies to animals. Pets can be unpredictable especially with a group of curious young children and they may bite. Classroom pets here at the Center include fish and hermit crabs. Reptiles are not allowed as classroom pets due to risk of salmonella infection. Classroom pets are typically part of the science curriculum, but also teach children about safety and the care of pets. Occasionally, we will have an animal program that will visit. We assure that the animals are safe and suitable for contact with children. If a child (or staff member) is allergic to one of our classroom pets, or other furnishing or supplies used in our program, we will make accommodations as recommended by a health professional. If the animal is unhealthy, we will remove it from the classroom.

## No Smoking Policy



All CACC sites are located on Talbot County School Property, including the Pre School Site. Therefore we must abide by their rules and regulations. So per the Talbot County Board of Education policy, smoking on school property is prohibited. Please extinguish your cigarette, cigar or pipe before exiting your car.

## Emergency Preparedness

Emergency evacuation plans are posted in each classroom. Drills for evacuation of the Center are practiced monthly.

## Reporting Procedures Involving Child Abuse/Neglect



All child care providers are required by law to report any suspected child abuse to Child Protective Services. In Maryland, the child abuse and neglect law requires that anyone who SUSPECTS that a child has been or is being mistreated must report the matter to Child Protective Services. Any professional who knowingly fails to make a required report of child abuse/neglect may be subjected to certain professional sanctions. If your child has an unusual-appearing injury, please notify the teacher when he/she arrives at the Center.

## **Section VII: Parents**

### **Parent Involvement**



Parents and guardians are always welcome, and encouraged, to visit their children at the center. Parental supervision plays a very important role in ensuring that a childcare center maintains high quality care. Parents are also welcome to chaperone field trips, volunteer in the classroom (i.e. read stories), and assist with parties and other events. If a parent or other relative wishes to become involved at any time, please contact the Site Director.

### **Parent Advisory Committee**

The Center is seeking parents for their Parent Advisory Committee for your child development Center. The committee will be comprised of parents/families/guardians who reflect the diversity of our CACC families. The Parent Advisory Committee (PAC) would advise the Center on parents' perspectives and recommendations on child development; reach out to engage parents in the decision-making process; and build a partnership for student achievement among families and the Center. The PAC would hold a regular meeting once a month for an hour to plan and implement activities at your Center during the school year. We believe the committee will help strengthen relationships between the Center and families, as well as enhance the quality of our programs for your child through a teamwork approach.

If you would be interested in serving on the Parent Advisory Committee please contact your Site Director.

### **Parent- Center Communications**

- **Director**

The site director is available to assist you with confidential issues concerning your child, your family, or issues that may arise in the classroom or the center. Making an appointment to talk about confidential issues ensures that you have enough time to talk.

- **Informal Daily Communication**

Check in with your child's teacher every morning at drop off time. It is important for us to be aware of any information that may affect your child's day at school. You may occasionally receive a call from the teacher to advise you about an incident during the day or to ask for your input on an issue that has come up during the day. Always feel comfortable to call us any time to check on your child. Please take a moment at pick-up time to find out how your child's day has been.

- **Email Communication and Newsletters**

Centers will be sending newsletters and reminders home to keep families informed about the program, parent events, classroom activities, general information and reminders of interest to all families.

- **Boundaries**

Although we love our CACC children and families, our staff MUST have the opportunity to enjoy time away from their job and attend to their needs and the needs of their families. Therefore, we request that you please not call or text staff at their homes. We appreciate your understanding in this matter.

### **Chaperones**

Chaperone for Critchlow Adkins Children's Centers (CACC) you are asked to be in charge of your own child or assist with a small group of children. We expect all CACC rules and regulations, as well as the rules and regulations appropriate to the activity we are participating in, to be followed by everyone in attendance. CACC also expects their chaperones to be good role models for our students, as a chaperone, there is no smoking or drinking of alcoholic beverages while on a CACC field trip. Sometimes the places we visit have food and beverage purchases available. Unless it is pre-arranged with the teacher(s) in charge, there is to be no purchase of food or beverage for adult or child consumption.

### **Pictures**

Due to the need to respect the confidentiality of children enrolled in our centers, parents may NOT take pictures of any child in our care.

## Section VIII: CACC Withdrawal Policies and Procedures

### **Withdrawal by The Parent**

When a parent chooses to withdraw their child, two weeks written notice to the Site Director is required. This step is needed so ample time is given to contact our next potential client on our waiting list and enable them to prepare for enrollment of their child.

If, after a child is withdrawn, the parent wishes to re-enroll the following policies apply:

- The child may not re-enroll before 30 days of the withdrawal date have elapsed.
- The previous account must be paid in full.
- There must be an opening available in the program.
- A new \$30 administrative fee and one week's fee must be paid in advance\*.

\*Parents already enrolled in CACC who plan to withdraw their child (ren) for the entire summer program may choose to reserve a place for their child (ren) in our fall program with a \$30 deposit per child, which will be applied to the first week's fee upon re-enrollment in the fall. The \$30 deposit per child must be paid before the last day of school in June and is not refundable if you do not return in the fall.

Please Note: When proper notice is not given, the account will be charged from the date of notice to cover the two-week withdrawal period. The account must be paid in full before the withdrawal date. Unpaid accounts will go to collections (see pg. 10).

### **Withdrawal by The Center**

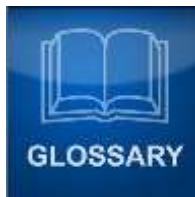
Critchlow Adkins Children's Centers explores many avenues to ensure that each child receives quality care. There are times when various community partnerships, along with additional cooperation from the parent(s), is needed to help CACC provide an appropriate environment that fits the needs of your child. However, there may come a time, when all other avenues have been explored, The Center determines that there is not a goodness of fit between the child and our environment. At this time a decision will be made to terminate enrollment for the betterment of the child and other center participants.

### **Exit Evaluation**



When a child is withdrawn from The Center, the parent will receive an exit evaluation form to be completed and returned to the Executive Director. Please be honest with these evaluations and share information about the child's experience. The will help The Center to assess the strengths and weaknesses of its programs.

## GLOSSARY



### **DEFINITION OF TERMS**

**The Center**-- Critchlow Adkins Children's Centers, presently consisting of 5 locations.

**Center or site**-- Refers to any of our 5 locations. Includes the following: Pre School Site (PSS), School Age Site (SAS), St. Michaels Site (SMS), Cordova School Site (CSS), and White Marsh Site (WMS).

**DSS**—Department of Social Services

**Total Gross Household Income**-- Income before taxes and deductions. Includes salary, overtime wages, child support, social security or social services payments, interest and dividend, etc. of all wage earners in the household. See the application for tuition assistance for more details.

**Family**-- biological parent(s), step parent(s), or court appointed guardian(s), plus the child and related siblings (biological or step) living in the household.

**Continuous enrollment**-- The child has not been withdrawn from the Center but may have transferred directly from one center to another center.

**PARENT SERVICE AGREEMENT AND ENROLLMENT LETTER**



Dear Parent,

Thank you for enrolling your child in our Center. We look forward to serving your child care needs.

The Center and your family are entering into a partnership to help foster your child's safety, growth and development. As in any partnership there are responsibilities. Please read this Parent Handbook and abide by its policies and procedures. Retain it in a safe place for future reference.

The Site Director will complete this Parent Enrollment Letter at the end of our Parent Handbook with you once key portions of the handbook are reviewed.

Child's enrollment date: \_\_\_\_\_

- Hours of Operation and Days Closed (pg.1) \_\_\_\_\_
- Closings Due to Unusual Conditions (pg. 1) \_\_\_\_\_
- Enrollment (pg. 2) \_\_\_\_\_
- Grievance Procedure (pg. 2) \_\_\_\_\_
- Arrival & Departure (pg. 2) \_\_\_\_\_
- Cell Phones (pg. 2) \_\_\_\_\_
- Volunteer Policy (pg. 2) \_\_\_\_\_
- Curriculum (pg. 3) \_\_\_\_\_
- Screenings (pg. 3) \_\_\_\_\_
- Assessments (pg. 3) \_\_\_\_\_
- Positive Behavior (pg. 4) \_\_\_\_\_
- Bullying (pg. 4) \_\_\_\_\_
- Children's Dress & Supplies (pg. 4) \_\_\_\_\_
- Inclusion (pg. 5) \_\_\_\_\_
- Field Trips (pg. 5) \_\_\_\_\_
- Transitions (pg. 5) \_\_\_\_\_
- Payment Procedures (pg. 6) \_\_\_\_\_
- Delinquent Accounts (pg. 6) \_\_\_\_\_
- Fees (pg. 6) \_\_\_\_\_
- Physical Fitness (pg. 7) \_\_\_\_\_
- Nutrition (pg. 7) \_\_\_\_\_
- Celebrations (pg.8) \_\_\_\_\_
- Illness (pg. 8) \_\_\_\_\_
- Sick Policy (pg. 8) \_\_\_\_\_
- Medication Administration (pg. 9) \_\_\_\_\_
- Injuries (pg. 9) \_\_\_\_\_
- Pets (pg. 10) \_\_\_\_\_
- No Smoking Policy (pg. 10) \_\_\_\_\_
- Parent Involvement (pg. 11) \_\_\_\_\_
- Communication (pg. 11) \_\_\_\_\_
- Chaperone Policy (pg. 11) \_\_\_\_\_
- Withdrawal (pg. 12) \_\_\_\_\_

I, \_\_\_\_\_, agree to abide by all of the policies and procedures set forth in this parent handbook by Critchlow Adkins Children's Centers.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Signature

Sincerely,

\_\_\_\_\_  
Site Director