



Center/Parent Handbook

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Overview: The Colt's Corral program is an adult supervised out-of-school time discovery center for Kindergarten through 6th grade children in the Centennial community. The program offers a series of activities devoted to the physical, emotional and social development of children. The program is designed to entertain, exercise and stimulate children while reinforcing good social skills.

Allowing children to participate in the program in the elementary old gym at Centennial removes many of the uncertainties parents face when their children must walk to and from school or enter an empty house.

Mission: To provide a daily supervised school's out time program setting that is educational and recreational for children grades Kindergarten to 6th grade in the Centennial community.

Goals and Objectives: The goal of the program is to provide a number of activities to fulfill the interests of the children while still providing a secure, caring and fun environment outside of normal school hours. The objective of the program is to:

- Help children succeed in school by providing "informal" activities
- Keep kids involved during critical after-school and summer hours
- Get children involved and connected to the community
- Provide a safe and logical solution for parents
- Daily schedules are posted at sign in for parents to see how the day is planned for that day

Business Philosophy: It is important to provide quality school's out time programs with an array of learning opportunities that promote healthy development. The basis of the programs would be to build and instill common ethical practices through the six pillars of character:

- Trustworthiness
- Respect
- Responsibility
- Fairness
- Caring
- Citizenship

We will incorporate these through the planned recreational activities, arts, crafts, games, songs, music and various other community functions. We will also encourage the positive behaviors to apply outside of the program (i.e. at school, at home, during sports, homework room/area, etc.).

Parental Access: Parent(s) will have unlimited access to his/her child while the child is at the site. A parent will also be afforded access to visit with any employee caring for his/her child.

A copy of a court order must be on file with the center if any biological parent is to be denied access to a child.

Visitor Access: Any person in the center who is not an owner, staff member, substitute or volunteer who has had a record check and approval to be involved with child care shall not have "unrestricted access" to children for whom that person is not the parent, guardian, or custodian, nor be counted in the staff to child ratio.

*Unrestricted access means that a person has contact with a child along or is directly responsible for child care. It is imperative that centers not allow people who have not had a record check assume child care responsibilities or be alone with children. This directly relates both to child safety and liability to the center.

Persons who do not have unrestricted access will be under the direct supervision and monitoring of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary

responsibility of the supervision and monitoring will be assumed by the teacher unless he/she delegates it to the assistant teacher due to a conflict of interest with the person.

Center staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If staff is unsure about the reason, they will contact their supervisor to get approval for the person to be on site. If it becomes a dangerous situation staff will follow the center's intruder procedures. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by paid staff and will not be allowed to interact with the children on the premises.

A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian, or custodian) who is required to register with the Nebraska sex offender registry:

- a. Shall not operate, manage, be employed by, or act as a contractor or volunteer at the child care center.
- b. Shall not be on the property of the child care center without the written permission of the center director, except for the time reasonably necessary to transport the offender's own minor child or ward to and from the center.

I. The center director is not obligated to provide written permission and must consult with their DHHS licensing consultant first.

ii. If written permission is granted it shall include the conditions under which the sex offender may be present, including:

1. The precise location in the center where the sex offender may be present.
2. The reason for the sex offender's presence at the facility.
3. The duration of the sex offender's presence.
4. Description of how the center staff will supervise the sex offender to ensure that the sex offender is not left alone with a child.
5. The written permission shall be signed and dated by the director and sex offender and kept on file for review by the center licensing consultant.

Mandatory Reporters: Department of Health and Human Services (DHHS) requires caregivers to report suspected cases of child abuse. The center reporting policy will also include the reporting of parents who appear to be impaired by drugs or alcohol.

Program Hours of Operation:

Before and After School: The Colt's Corral is open Monday through Friday starting on the first day of school through the scheduled last day of school.

Before School	6:30 a.m. – School Begins
After School	After School – 5:45 p.m.
Non-School Days (i.e. vacation days, teacher work days)	6:30 a.m. – 5:45 p.m.
Snow Days	6:30 a.m. – 5:45 p.m.

The Colt's Corral schedule operates on a year around calendar except for legal holidays in accordance with the school calendar. Our program will be closed on the following dates as paid holidays. If the holiday lands on a Saturday, we will observe the holiday on Friday. If the holiday lands on a Sunday, we will observe the holiday on Monday.

- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve Day – close at 12:00 p.m.
- Christmas Day
- New Year's Eve Day – close at 12:00 p.m.
- New Year's Day
- Memorial Day
- Independence Day

Snow Days: On days when school is cancelled due to snow or ice, please call The Colt's Corral to see if we will be open. A recorded message will be left by 6:00 a.m. on our voicemail and our Facebook page will be updated providing this information. Hours for snow days are 6:30 a.m. – 5:45 p.m. If weather is so severe that program operation is not possible, we will be closed. Our full day rate will apply for any unscheduled no school days.

Late Starts/Early Outs: If school dismisses early, our program begins at the time of dismissal. Fees for unscheduled early dismissals are \$5.00 extra, in addition to your weekly fee and payable with the following week's payment. If weather is so severe that the program operation is not possible, we will send an email with our closing time for the day.

Full time Program Rates: With enrollment fee of \$60 your child is considered a full time student. Therefore, a flat rate of \$60 will apply every week during the school year. Rate includes before/after and any schedule early/late starts. The flat rate for summer break is yet to be determined. The fee is applicable regardless of the number of days in attendance. We have a 10% discount that applies to each additional child in your household.

Part-time Program Policy: If you choose to use the part-time program and want a guaranteed spot for your child. You will need to request an advanced monthly calendar. On the calendar you will complete all days your child will attend the program. These days are set and are not refunded or exchanged for another day due to your child being sick, doctor appointment, etc. Payment is due with your calendar in either a lump sum payment or weekly postdated checks that are deposited weekly. The calendar is due on the 25th of the month prior to the child needing care. (Rates on page 9) We have a 10% discount that applies to each additional child in your household.

Tuition and Payment Policy: Tuition is due in advance each Monday by 5:30 p.m. to the Director. If your tuition is not paid in advance, your child will not be able to receive care and a late charge of \$10 per week/family will be charged unless you have made special arrangements with the Director. We reserve the right to suspend or terminate program services if payments are chronically late or withheld. Tuition will not be prorated or credited for days missed.

Payment can be made by personal check, money order, cashier's check, cash or automatic withdrawal. There will be a \$15 fee for returned checks. We will give your check back to you and you will be required to pay cash for the amount of the check and the \$15 fee within three business days. If more than two checks are returned within a two-month period, you will be required to pay cash at all times. Once personal check privileges have been taken away, they will not be reinstated.

No refunds will be given if a child(ren) are withdrawn or dropped from the program.

Statements will be printed at the end of each month as requested. Monthly statements verify the accuracy of billing and payments or can be used for child care flex accounts. We will also provide an annual itemized statement of payments for tax purposes. Statements will be available by January 31st of the following year.

Enrollment Policies: All enrollment forms must be completed prior to a child's starting date. Parents will be responsible for payment of weekly fees in order to reserve an enrollment spot until all forms are completed.

First time enrollment – There is a one-time registration fee of \$25 per child. Payment must be made at the time of registration. The following forms must be completed and returned prior to your child's starting date:

- Contract
- Enrollment Form
- Authorization Form

- Health/Immunization Statement
- Copy of Immunization Statement

A medical authorization form may be required for special circumstances such as inhalers, epi pen, etc.

PROGRAM PROCEDURES:

Release of Children: All children must be signed in when they arrive and signed out at the end of the day by a parent/guardian. Failure to sign in or out could result in suspension of childcare.

Children will be allowed to leave with persons other than a parent/guardian, or person on the emergency contact list, only if permission has been given to the Director in writing by the parent.

Attendance: Please call before 7:00 a.m. if your child will be late or not attending that day. If a child does not report to The Colt’s Corral right after school and if a parent has not notified the On-site Coordinator, a staff member will check the school office, the classroom teachers and then contact the parent. If the parent is not available, emergency contact person(s) will be notified. The police department will be contacted for assistance if necessary.

Custody/Restraining Orders:

Is there any custody or restraining orders for any persons who may attempt to pick up or have contact with this child while at the site? We will need a copy of the restraining order for authorities to enforce it.

Name: _____

Relationship to Child: _____

Meals: The Colt’s Corral does not provide breakfast on regular school days. If you want your child to eat breakfast at school, the cost will be charged to your child’s school lunch account. If you receive free/reduced lunches, then you will also receive free/reduced breakfast. Breakfast is served from 7:50 a.m. – 8:20 a.m. daily. Your child is welcome to bring breakfast from home to eat at our facility.

The Colt’s Corral does provide a nutritious snack after school daily. Meals will meet state nutrition guidelines and a menu will be posted on the bulletin board as well. Please inform us if your child has special dietary needs or food allergies which may affect snacks.

During non-school days, morning/afternoon snacks are provided. Parents may provide a healthy sack lunch for their child. Please remember that your child’s sack lunch must be nutritionally balanced. All lunches, if needed, will be kept in a refrigerator. PLEASE NO POP OR CANDY.

Parent Communication: We invite and welcome your phone calls at any time; however, there are times when it is inconvenient to answer the phone. Please leave a message or send us an email and as soon as we are able we will return your call or respond to your email. We also have an open door policy. Parents are welcome to come and visit at any time during childcare hours.

Personal Belongings: Please label your child’s belongings: backpacks, jackets, boots, etc. Your child will have a hook to keep his/her belongings. We are not responsible for lost or stolen items.

Winter Weather: During the winter months, we encourage all children to have coats, hats, snow pants, and gloves or mittens to play safely and comfortably outside. Children will need to wear coats when the temperature is below 55 degrees.

Late Pick-up Policy: Program hours are 6:30 a.m. to 5:45 p.m. If you pick your child up after 5:45 p.m. there will be a late fee of \$1.00 per minute. If you have not called or arrived to pick up your child by 5:45 p.m., we will begin calling the emergency contacts listed on your enrollment form. If we are unable to reach you or an emergency contact, we will notify the local Department of Human Services. We may reserve the right to terminate your child(ren) if there are three late pick-ups.

Termination: We reserve the right to terminate any child or family from the program who does not abide by the policies set forth in this contract. We also reserve the right to terminate any child or family for any reason or no reason at all. Also each family is required to give The Colt's Corral at least a two week notice when they chose to leave the program. Tuition will be charged for those two weeks whether your child/children will be in attendance or not.

Health Policy: Children are required to have a Health and Immunization Statement and an Emergency Form completed by a parent at enrollment.

Wellness: If your child is running a fever of 101 degrees or more, is vomiting, has diarrhea, or has evidence of any communicable disease, please keep them at home or find other childcare arrangements. If your child develops any of these symptoms while in our care, you will be required to pick up him/her immediately. The child will be segregated from others with staff member until parent arrives. Before returning to childcare, your child must be free of all symptoms for 24 hours and have a doctor's approval.

Parents will be notified immediately when a child becomes ill or seriously injured while at the program.

Hand Washing: Children and employees will be required to wash their hands upon arriving at the program, before leaving the restroom, before eating, before water play, after handling animals, after outside activities, before any food activity, when visibly soiled, and before leaving.

Medication: Parents must complete a Medication Authorization form when a child is to be given a prescription or over the counter medication. The doctor's directions must accompany prescription medication. If your child is taking medication, please be sure to fill out a medication form. Please also label the medication clearly with your child's name. All medication must remain in the original container and will be inaccessible to children while at the facility. Please do not leave medication in your child's bag.

Additionally, if your child requires an inhaler, epi pen, etc. at school, we will require that they have an additional one for our center. Doctor instructions must accompany special medication circumstances.

Emergency Care: If your child requires immediate medical attention, you will be contacted, and if we are unable to reach you, your child will be transported by ambulance to the most appropriate medical facility. All costs incurred will be your responsibility.

Employee Training: Employees will use universal precautions in handling blood and body fluids recommended by the Center for Disease Control. The employees receive training in the program's medical and dental emergency procedures.

Safety Policy: The guidelines have been set for your child's safety and help ensure a safe and wholesome environment.

- No child will be left alone while at the facility.
- Parents must use the Sign In and Out Book when children arrive and depart from the center.

- An Authorization form must be completed at enrollment. Parents must list persons authorized to pick up a child from the facility. The list will include the person's phone number and his/her relationship to the child(ren).
- The center has written emergency plans for fire, tornado, flood, and other man-made disaster.
- In a case of having to evacuate the school due to an emergency, parents will be notified via email or phone in an event of emergency. Student will be escorted to St. Paul Lutheran School, if phone contact is unavailable, children will remain there until parent arrives. Children with special needs will be identified, evacuated and can be picked up at the same location as other students in the program.
- Tornado and fire drills will be practiced monthly as required by law.
- Emergency evacuation plans will be posted in center.
- All phones will post emergency numbers for police, fire department, and poison control center.
- All employees will be certified in First Aid and CPR within the first six months of employment.
- First Aid Kits will be available within the center, on the playground, and on field trips.
- Copies of Emergency forms are taken when transporting children.
- An employee completes an Accident Report or written notification to the parent of minor injuries that occur. Serious injuries will be reported immediately to the parent.
- No smoking is allowed within the center, in facility vehicles, or on school grounds.

Field Trip Policy: Field trips may be planned for scheduled early dismissal days or on scheduled full days. We will provide notification two weeks in advanced of the field trip. It is important for you to check regularly for such information, and read notices posted near the sign in/sign out form.

If your child will not be participating in a field trip, you are responsible for making alternate arrangements in advance. Our staff will not be able to remain at the program site during the field trip because they are needed with the group.

Transportation will be contracted through a service which has drivers that are trained according to state and school district policies. District guidelines regarding proper school bus behavior are discussed with all participants prior to the field trip. If a child does not follow guidelines consistently, he or she may be denied ongoing bus privileges for the remainder of the school year or summer. The parent or guardian would then be responsible for alternative transportation arrangements.

The program carries liability insurance for the program. Medical claims for individual children remain the responsibility of the parent or guardian. Children may be transported in an employee vehicle in the case of an emergency or with the consent of a parent.

Behavior Guidelines: Social growth is crucial during elementary years. The Colt's Corral program will focus on helping children learn appropriate behavior. Positive disciplinary methods including, but not limited to, redirection and behavior management programs will be used. Behavioral guidelines, using the Six Character Counts Pillars, have been established with the goal of maintaining physical and emotional well-being of each child, as well as teaching self-discipline, judgment and manners.

The Colt's Corral program will use a Character Report or a Problem Report for recording disciplinary action. A copy of the Character Report or Problem Report will be given to the parent. The Character Report lists the behaviors expected of the child in the Striving to Build Good Character chart listed on the last page of the document. A Problem Report will be used in extreme cases when a Character Report is not sufficient.

If a child receives three Problem Reports, a conference between the Director and the parent(s) will be scheduled. After the conference, if a child receives an additional Problem Report another conference will be scheduled to determine the enrollment status of the child.

In cases where a Problem Report is not sufficient (physical contact to another child or employee, continuous disruptive behavior, etc.) a child may be suspended between the child's parent and the Director. Child Care payments will be required during the suspension.

Parents and teachers are viewed as partners in guiding a child's development and this approach will be utilized.

Biting Policy: It is important that the caregivers remain calm and in control of their emotions when biting occurs. Staff should not show anger or frustration toward the child. The caregiver should calmly respond to the child, letting them know that biting is not ok. In addition, the following steps should be taken:

1. The teacher will remove the child from the situation and focus caring attention on the child who was bitten.
2. Encourage the biter to help take care of the child that was bitten (hold ice pack, comfort the child).
3. The care giver should talk to the child who bit and talk about different strategies that the child can use next time instead of biting. This should be done in a short, simple way.

Discharge Policy: Children may be discharged from the program for failure to meet center policies, failure to pay, inability of a child to adjust to group experience, or other reasons as determined by the Director. A child that poses a threat to other children, employee, or his/herself may also be discharged from the program.

Discontinuance Policy: If your child(ren) is not going to be attending The Colt’s Corral program for 6 or more consecutive weeks you may pay a hold over fee of \$100.00 and the 1st week’s tuition for when they will return to the program. For example: If your child will not be attending during the summer, you may pay the \$100 hold over fee and the tuition rate for the first week of school. That tuition will be credited to your account.

Drop-In Policy: Space in The Colt’s Corral program is limited; however, there may be days when we have availability to handle a drop-in situation. Please contact the Director as soon as feasible to determine availability. We will require that the parent have the required enrollment and registration information on the child(ren) completed. Payment will also be required at the time of drop off.

Part-time/Drop-In Rates:

Before School	\$5
After School	\$10
Late Start	\$6
Early out	\$15
All Day Care	\$25

***Unscheduled** Early-out / late start days will carry an additional \$5.00 fee on top of the above listed rates.

Grievance Procedure: The following procedure is in effect to resolve grievances involving a parent and/or child and employees.

1. Attempt to solve the problem with the people involved. Most problems are minor or the result or misunderstanding and can be solved by the directly affected parties.
2. If the problem cannot be resolved to everyone’s satisfaction, go to the immediate supervisor and clearly state that you have a grievance.
3. The immediate supervisor and all of the people involved will meet in an attempt to resolve the dispute. After reviewing all relevant information, the group (chaired by the immediate supervisor) will attempt to resolve the dispute. Decisions will be made with the consensus of all the people involved if at all possible. If a consensus cannot be reached, the immediate supervisor will decide and detail what actions are necessary.
4. If the immediate supervisor’s solution does not satisfy the grievant(s), the parent and/or employee may appeal the decision to the Business Manager. All records of the previous meeting will be forwarded to the Business Manager for review. The Business Manager will meet with the parent and/or employee. A decision will be reached at this meeting. The decisions made at this meeting are considered final within the organization.
5. **Hold Harmless Agreement:** The Colt’s Corral and its employees assume no liability for injury to any child during his/her participation in the program. The parent or guardian will be responsible for paying all costs and fees contingent on any emergency medical care and/or treatment of the child(ren).

Striving to Build Good Character: All involved in this program are expected to make every effort to adhere to the Six Character Counts Pillars.

	Colt's Corral Employees	Child	Child's Parents
Trustworthiness	<p>Do all you can to keep the environment socially, emotionally, and physically safe for all children</p> <ul style="list-style-type: none"> • Implement the policies and rules as expected • Do what you say you are going to do • Set a good example for the children • Keep your promises. 	<ul style="list-style-type: none"> • Do what you say you are going to do • Set a good example for other children • Keep your promises • Be honest (do not lie, cheat or steal) 	<p>Notify The Colt's Corral if your child is going to be absent</p> <ul style="list-style-type: none"> • Pick up your child on time • Be aware of all the rules and supportive of employees enforcing them • Watch carefully into and out of the parking lot.
Respect	<ul style="list-style-type: none"> • Show respect to all children in your thoughts, words, and actions • Listen to others • Do not allow for bullying and teasing of any child • Respect the children's feelings as you would those of your friends and family members • Use appropriate language, courtesy and manners and demand the same from the children • Praise the children when they make a good attempt (be encouraging). 	<ul style="list-style-type: none"> • Show respect by using appropriate language, voice tone and actions • Be quiet and listen when employees are speaking or giving directions • Listen when other children are sharing, resist the need to be the center of attention • Wear clothes that allow you to comfortably and safely participate in activities. 	<ul style="list-style-type: none"> • Show respect to your child, other children, employees and other parents in your words and actions • Be sure your child is dressed appropriately for weather and activities • Notify The Colt's Corral if your child has any special needs, considerations or challenges so they can make the experience as successful as possible. • Use appropriate language, courtesy, manners and demand the same from your child.
Responsibility	<ul style="list-style-type: none"> • Model responsibility by being on time, prepared and a willing worker • Allow the children to be responsible for their own participation (don't do things for them that they can do for themselves). 	<ul style="list-style-type: none"> • Take responsibility for your own actions, property and participation • Accept responsibility and consequences for your actions (don't accuse or blame others) • Assist others so that everyone has fun • Do not bully or tease anyone and don't allow others to either (be polite in words and actions). 	<ul style="list-style-type: none"> • Model responsibility by arriving on time at the beginning and ending of the day • Assist your child in having what they need • Support your child's participation by having them share what they've done and assisting them with their Acts of Kindness.
Fairness	<ul style="list-style-type: none"> • Treat all children equally, without favoritism or prejudice • Impose consequences fairly and consistently • Gather all of the facts before making a decision 	<ul style="list-style-type: none"> • Be open minded and impartial • Be fair and treat all children equally • Play by the rules 	<ul style="list-style-type: none"> • Model fairness by treating employees, your child, and other children equally and impartially • Get all the facts when discussing an issue with an employee or child
Caring	<ul style="list-style-type: none"> • Treat other employees with kindness • Model kindness, understanding, patience, gratitude and forgiveness with all children 	<ul style="list-style-type: none"> • Be kind to others (keep hands and feet to self) • Help those that want and need help 	<ul style="list-style-type: none"> • Model patience and kindness with employees • Expect your child to be kind, use appropriate manners and show gratitude
Citizenship	<ul style="list-style-type: none"> • Do your part and more (do not wait to be asked, look for how you can make The Colt's Corral a better place to be) • Model to the children that you clean up even if you didn't make the mess • Take good care of the supplies, do not be wasteful • Make sure all children participate to the best of their ability 	<ul style="list-style-type: none"> • Clean up after yourself • Participate in activities of your choice • Volunteer to perform jobs and chores • Be a good representative of the community. 	<ul style="list-style-type: none"> • Model citizenship by volunteering to help and following the rules • Expect your child to clean up after themselves and play by the rules.

