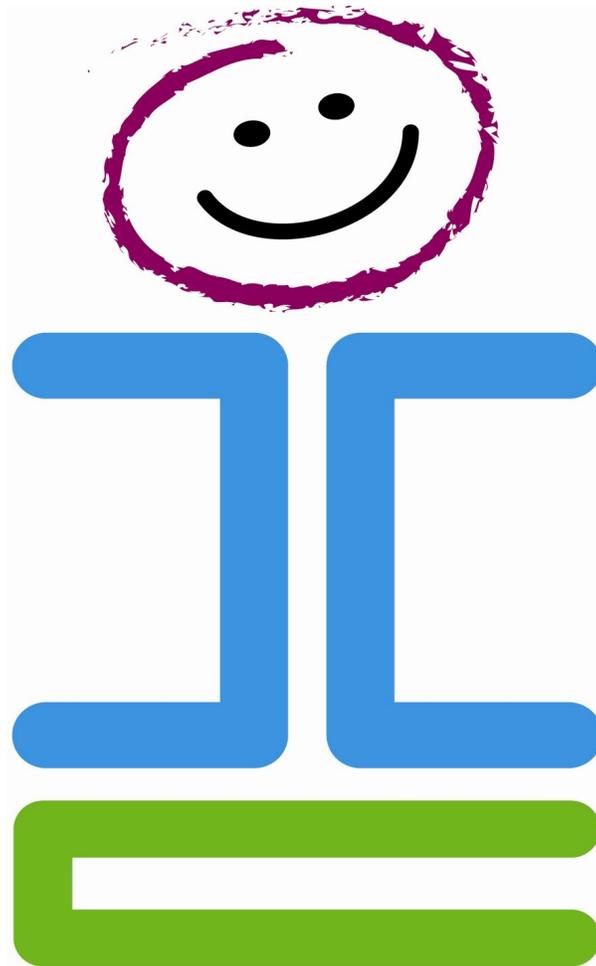


**Ithaca Community
Childcare Center
SAP
PARENT HANDBOOK**



Where your child is the center™

.Main Center 257-0200

579 Warren Road

Kendal at Ithaca 266-5309

2250 North Triphammer Road

HOURS: 7:30 AM – 5:30 PM (M-F)

PLEASE NOTE: The Center closes at 5:30 PM. Please plan to arrive with enough time to gather your child's belongings, talk with your child's teacher and exit the building by 5:30.

School Age Program (SAP) 257-4670

Vineyard Church, 23 Cinema Drive

HOURS: 2:00 – 5:45 PM (M-F)

PLEASE NOTE: The School Age Program closes at 5:45 PM. Please plan to arrive with enough time to gather your child's belongings, talk with a counselor and exit the building by 5:45.

In case of an emergency, the Executive Director or Program Director may be reached at home on weekends or in the evening.

EXECUTIVE DIRECTOR: Sherri Koski director@icthre.org (cell 342-5999)

PROGRAM DIRECTOR: Jeanne Malone program@icthre.org (cell 279-1688)

2017-2018 EXECUTIVE COMMITTEE (BOARD OFFICERS)

Dan Hazlitt -President

Sarah Tomei-Vice President

David Herrick-Secretary

Gregory Besharov-Treasurer

Ithaca Community Childcare Center's SCHOOL AGE PROGRAM (SAP)

Welcome to IC3's School Age Program (SAP). We believe your child will enjoy the comfortable and engaging environment. If you have any questions, please do not hesitate to call us.

Administered by: Ithaca Community Childcare Center (579 Warren Road)

Main Center Phone Number: 257-0200

On-Site Phone Number: 257-4670 (1:45-5:45 p.m.)

LOCATION: The Vineyard Church located at 23 Cinema Drive. When school is dismissed, your child will board an ICSD bus and be dropped off at the IC3 after school program. Our staff members will sign your child into the program.

HOURS: Our program runs from 2:00-5:45 PM daily. Our full day program runs from 7:30 a.m. to 5:45 p.m. on many days when school is closed.

Opportunities to Be Involved

The SAP staff encourages parents to participate in our program's activities at whatever level is possible within the confines of your schedule. One of our goals is to help your child integrate their experiences at home and at school into a coherent whole. When a child, parent, SAP staff, and other families work together and get to know each other, the children feel more comfortable in both settings, the parents feel more informed, transitions are easier, and everyone feels more supported. Parents are the most important link in this chain.

Please consider some of the following: Bringing supplies and materials for art and/or science projects, leading a group project, share a family tradition or recipe, or just come in to play with the children. Consider arriving early for pick-up so that you can learn what is going on and where you might help out. We welcome your participation at all times.

About The School Age Program (SAP)

School Age Programs: What are they?

After School Programs are different from both school and childcare programs for younger children. Our primary goals are recreation, skill building and providing a safe and peaceful environment for the children. We emphasize mutual cooperation, consideration of others, and peaceful coexistence. A safe and peaceful environment is created through careful supervision by staff, the development of separate areas supporting a variety of activities including an area of blocks, a quiet reading area, gross motor space where running can be enjoyed, as well as appropriate areas for board games, sports, art, and science projects. The environment as a whole takes into consideration a child's physical, cognitive, social, and emotional development.

Recreation includes supervised free time with a wide variety of choices involving games, sports, art and imagination. Skill building is developed through organized sports that are cooperative and non-competitive. The emphasis is on learning to play, not winning. Play is an essential element in

a high-quality school age program. The National Association of Elementary School Principals in its “Standards of Quality Programs for Young Children” has stated: “Spontaneous play, either alone or with other children, is a natural way for young children to learn to deal with one another and to understand their environment; play should be valued and included in the program plan.”

A high quality program depends upon a professional staff and informed and involved parents. The Day Care and Child Development Council supports the development of professional School Age staff through the School Age Program Directors’ Meetings, extensive trainings, and a wide variety of resources. Parents are kept informed through a variety of media including newsletters, bulletins, emails, and daily conversations. Participation is encouraged in a variety of ways. All programs guarantee unlimited access to parents. Parents are always welcome.

The IC3 School Age Program (SAP)

For over thirty years, our School Age Program has been a part of the After School Programs of Tompkins County offering after school care for children who are not able to go home when the school day is complete. We are licensed by New York State Department of Children and Family Services, and adhere to extensive regulations in creating and supporting the program. These regulations are available at anytime to parents and staff.

Our goal is to create a program emphasizing recreation, skill building, and providing a safe and peaceful environment. Children are encouraged to grow emotionally, socially, cognitively, and physically. We carefully design our environments to encourage and support appropriate behavior and growth. Planning for activities and staffing is based on the diverse interests and needs of the children. We plan for activities that are exciting, interesting, provide choices, build skills, and reflect the physical, social, cognitive, and emotional needs of the children in our program. The ways in which we address each of these areas are outlined below.

Emotional: The school age program is relaxed and informal, to complement the long day children have already put in at school. The teachers work as a team to provide multi-age and multi-cultural experiences for small and large groups. They often have opportunities to interact individually with children.

Social: The children have opportunities to play and work with children in their own age group as well as children of other ages. Older children can model behavior, skills and learning processes for younger children. Younger children provide older children with an opportunity to share what they have learned and to develop a sense of caring. Teachers nurture a feeling of respect for one’s self and for others. They work with children on conflict resolution, encouraging children to use their words to express their feelings and to solve problems in a socially accepted manner.

Cognitive: Activities are designed to foster self-confidence while working with various art media, arts and crafts materials, and creating scientific experiments. Areas are designated for dramatic play, blocks, table games, and small construction. Emphasis is on the process, not the product.

Physical: Children have use of gross motor space and outdoor play areas. Large motor skills continue to develop as children climb, run, and swing and practice ball skills. Indoors, activity areas are planned to provide opportunities to use and develop small motor skills. Skill building is

an important part of this process as the children develop more sophisticated coordination and skills.

Our school age program is built on the premise that all of life is learning and learning can be fun. Learning does not stop when school lets out but is present in every experience. Children feel safe in a caring environment that provides opportunities to make choices, develop independence, accept responsibility, and nurture relationships.

Group Size and Staffing

We enroll up to 50 children per day in our K-5 program. The staff at the program consists of 1 Program Leader and 5 Counselors. The staff works as a team to coordinate all school age programming. The staff exchanges information with parents at regular intervals to keep everyone apprised of how and what the children are doing. These discussions are conducted appropriately, which, at times, means not in front of the children. The Program Leader is available to meet with parents if there are any program concerns that you wish to discuss. Please call the Main Center to leave a message 607-257-0200 or call the program directly at 607-257-4670. You can also email the Program Leader at schoolageprogram@ictthree.org,

Behavior Guidance

The Ithaca Community Childcare Center uses positive guidance as a learning tool to provide children with guidance and security necessary for emotional and social growth. Guidance techniques are designed and carried out in such a way as to help the individual child develop self-control and to assume responsibility for his or her actions.

Positive guidance methods used in this learning process include: redirection, positive reinforcement, alternatives and choices, problem solving techniques, modeling, limit setting and time spent away from the group or situation to gain control.

The After School staff encourage positive behavior that allows for a safe environment for all students, free from verbal and physical harassment. Staff expect children to be respectful to others and property, to follow directions, use appropriate language, stay with assigned Counselor and comply with After School rules.

The staff at the After School Program will make every effort to work with children having difficulties, in order that they may participate safely and the safety and well-being of all the children is protected. On occasion, children have interactions with others that are not appropriate. If a child has an inappropriate interaction with another child, Counselor and/or Program Leader, a parent/guardian/family member will be called and asked to pick up the child. The child may return to after school the following day.

If a child displays frequent disruptive behavior which is detrimental to the physical or emotional well-being of another child/children or disrupts the operation of the program, the Program Leader will discuss the behavior with a parent, guardian or family member. If the behavior continues, resulting in a second offense, the parent, guardian or family member will be called and asked to take the child home and the child will not be allowed to attend the following day. On the third offense, the parent, guardian or family member will be called and asked to take the child home and

the child will be suspended from the program for 3 days. On the fourth offense, the child's enrollment in the program will be terminated.

The Executive Director or Program Director reserves the right to exclude a child from the program when the emotional and physical well-being of the children and the staff is in jeopardy. This notice can come without warning if the situation warrants.

It is also our policy that we will handle all discipline situations which may arise with the children while they are at the School Age Program. IC3's confidentiality policy states that matters relating to children and their families are confidential and are not to be discussed with other families. If a parent has concerns regarding another child's behavior, we strongly encourage parents to discuss these concerns with the SAP Program Leader and/or Counselors.

SAP Daily Schedule

While the actual daily schedule and planning varies depending on the children, the weather, and the planned activities, following is a general outline of how the School Age Program is scheduled.

2:00 –3:15 Arrival/attendance, floor activities, snack available, children may choose to eat or continue his/her activity

3:15-5:15 - Rotation of activities: crafts, manipulative, board games, gross motor and art activities

4:15-5:15- Daily enrichments which rotate approximately every six weeks

5:15- Clean-up in classrooms and gathering room, wind down time

During rotations, children have choice within the designated rotation area. A hands-on activity developmentally and age appropriate for grades K-5; block building; board games, outdoors activities and games, indoor free play, quiet activities, arts and crafts or completing homework.

“Wind down time” is a time at the end of the afternoon when everyone should start to wind down and engage in a quieter activity that includes one of the following:

Storytelling, playing quiet board games, organized quiet games in the gym, coloring or drawing.

Sign In and Out

SAP Leader and/or Counselors will sign your child in on a daily basis. Parents, Guardians, and/or family members are expected to sign the child out each day using the kiosk. Parents, Guardians, and/or family members will be instructed on how to use the kiosk during the first week of enrollment.

Phone Calls to SAP: The program has its own phone line (607-257-4670).

Drop-In Policy: If your child is enrolled on a part-time basis in SAP, you may request extra days. These requests will be honored based on availability of enrollment for that day. You will be

charged for extra days on the next tuition bill. Requests for extra days should be made with the SAP Program Leader in advance.

If Your Child Will be Absent: Whenever your child will be absent or late for any reason (appointments or illness), please call the main Center (607-257-0200) by 12:30 p.m. After 12:30, you may call 607-257-4670 (SAP direct line) and leave a message on the machine. You may also email the Program Leader at schoolageprogram@icthree.org. It is vital that you inform us if your child will be absent.

Field Trips: On full days, field trips may be planned, and arrival and departure times will be posted in advance. Parents are always encouraged to attend. Some field trips require a nominal fee (no more than \$5). You will be notified in advance of any field trip fees.

Full-Day Program: We provide full-day care for your child from 7:30 a.m. to 5:30 p.m. on many days when the public schools are closed. All children must be signed up in advance for full days. This allows the SAP Leader to plan staffing, field trips, activities, snacks, etc. Attendance for full days is covered in your tuition as long as your child is enrolled for that day of the week. Sign-up for full day care via email will be sent 2 weeks in advance. All children (even those who are normally scheduled to attend SAP on that day) must be signed up in advance for these full days. Children enrolled in our program but who are not normally scheduled to attend the program on that particular day may also attend if there are any openings for an additional fee. You will be charged for an extra day on the next tuition bill. Space is available on first-come first-served basis.

Fees for Full Days: For those children who are not normally scheduled to attend SAP that day: you will be charged at your regular daily rate for that day. Charge(s) will be added to your next tuition statement. If your child is normally scheduled to attend SAP on that day: there is no additional charge for that day.

**** Whenever there is a full day, expected or unexpected, please send a bag lunch with your child (we will provide a morning and afternoon snack). ****

We may be able to offer care on some days when the schools are closed due to weather and IC3 child care is open. Listen to local radio stations for information on those days. The Program Leader will also contact families by email.

Picking up Your Child: The program runs from 2:00 until 5:45 PM. Please allow time for your child to put away materials or games s/he has been using, gather their belongings and for you to talk to the counselors and make your way out of the building by 5:45 PM.

Families who are repeatedly late (more than two times within a 6 month period) will receive a late fee of \$50 each time they are between 1 and 15 minutes late. After 5:45, every effort will be made to reach parents and emergency contacts by telephone. After 15 minutes, the parents will receive an additional \$50 fee, and at 30 minutes, if no contact has been made with parents or emergency contacts, the police will be called.

In addition, any family, even if they have not been late in the past, arriving after 6:00 will automatically incur a \$100 fine. IC3 will make every effort to reach parents and emergency

contacts by telephone. We recognize that emergencies do arise, and in such cases the Executive Director will use his/her discretion in assigning the fee.

For more assistance or information contact the Executive Director.

Who May Pick Up Your Child: Only an authorized adult may pick up your child. An authorized adult is one whose name is written on the child's enrollment form. Whenever someone other than those authorized on the enrollment form will be picking up your child, the "Consent to Release Child" form must be completed or a note to this effect must be completed and signed by the parent prior to or on that day. Please make sure your child also knows who will be picking him/her up. We will not release your child to anyone unknown to us without written authorization. In case of an emergency, you may call the SAP staff or main Center to give your verbal authorization. Authorization will be given only if we recognize your voice; you should send written authorization the following day. *NOTE: If there are special circumstances why a parent or other relative may not be allowed to pick up your child (i.e., custody disputes, etc.), the Executive Director must be notified immediately.*

Please note: As mandated child abuse reporters, we will not release a child to any adult if there is suspicion of inebriation. We will call the local authorities to ask them to administer a test to check the level of alcohol in the blood to learn if there is any impairment of the person's ability to drive.

SNOW DAY/EARLY CLOSINGS: We are obligated to maintain state-mandated adult/child ratios whenever the Center is open. Every effort will be made to keep our programs operating on inclement weather days. The decision on whether normal operations will be canceled or altered will be at the discretion of the Executive Director.

In case of inclement weather Ithaca Community Childcare Center may choose to delay opening, close early or close for the day. The following factors are considered by the Executive Director when making weather related decisions; weather conditions in Ithaca and surrounding communities, the decisions of other local agencies regarding their opening/closing hours, the ability of staff to commute safely to program due to many of our employees living outside the Center's immediate vicinity, and recommendations of the Tompkins County Sheriff's Department.

Please note that on days of severely adverse weather conditions, staff absenteeism may be higher than normal.

Be prepared: Stay tuned to the weather forecasts during the winter, listen to the radio in the morning and throughout the day on particularly inclement days, and have specific back-up coverage prepared for your child's care and/or emergency pick-up.

IF IC3 PROGRAMS ARE CLOSED, DELAYED: you may receive a text message, email or hear an announcement on local radio stations/News 10 Now by 6:45 am.

A delay allows an appropriate decision to be made. Taking into consideration information gathered from the resources mentioned above. This means that a decision is in the process of being made. When on a delay, the Center and programs will not open before 9:30AM. We may open as late as 11AM or cancel for the day. **The final decision will be texted/mailed to families between 8-9 AM.**

For your convenience, **we will also change the message on the IC3 voice mail informing you about a delay or closing.** Simply dial 607-257-0200 and press 7 after the greeting. Please be patient when calling because there will be several calls coming in at once.

If there will be an **EARLY CLOSING**, a decision will be made by 12 noon, this means that due to worsening conditions, the Center and programs will close early. The Center will make every effort via phone call, email or text message to reach families regarding the early closing.

Please check the following locations for any questions regarding closing or delay information:
Our website: www.ichthree.org and our Facebook page
Call the main center 607-257-0200 and press 7 after the greeting.

IC3 will also be utilizing our email system and text messaging through our database. If you haven't already registered your cell phone number and carrier with the front desk, please do so to get important delay/closing information.

Health Notes

Health Policy: The SAP is administered through Ithaca Community Childcare Center and is licensed and regulated through the New York State Department of Children and Family Services. Therefore, the IC3 Health Policies and Guidelines for Excluding a Child from Group Care apply to the School Age Program as well. A copy of the Health Policy is available at SAP. Any child who is absent from school due to illness must also be absent from After School.

In Case of Emergency: You will be called immediately if your child is sick or injured. Please be sure that the SAP counselors know of your location during program hours. If your child is injured and you cannot be reached, the staff will notify your emergency contacts and proceed to get medical attention for your child as they see appropriate. Your signature on the Parent/Center Agreement and the Emergency Consent forms give us this authorization. We will document everything we do and continue to try to reach you. We carry accident, general liability insurance and automobile liability insurance.

Financial Notes

NOTE: All fiscal matters are handled by the Finance Manager at the main center (579 Warren Road). Please call 607-257-0200 or email accounts@ichthree.org with any fiscal or tuition questions.

Tuition Statements (Bills): Tuition statements will be provided prior to the 1st of each month and are distributed through email. Statements are provided for your records, showing account activity for the past 30 days and charges for the upcoming month. Because your tuition charges remain the same each month, payment of tuition is due by the 1st of the month regardless of whether you have received your statement by that date. **If you do not receive a bill, please notify IC3's Finance**

Manager immediately. We recommend you retain these statements for your future income tax records.

Paying Your Tuition:

- **Tuition payments are due in full by the 1st of each month.** Payments not received by the 1st of the month will be assessed a \$15 late fee. In addition, any account with an outstanding balance as of the 15th of each month will be assessed finance charges at a rate of 1.5% per month.
- **To ensure that your payment is applied to the proper account,** include your child's full name on the memo line if paying by check.
- **If you would like a receipt,** please request a receipt from the SAP leader or call the Center at 607-257-0200.
- **If you have a Select Benefits Form that requires an IC3 signature,** please include the form along with your payment. The form will be signed at the main Center and returned to you within two days. (If no check is attached to your Select Benefits Form, we must verify your payment with our accounting records. We will return the signed form to you in 3-5 days.)
- **You may make tuition payments by** check payable to IC3, at the Check in Kiosk, mail payment to IC3 579 Warren Road Ithaca, NY 14850, call the main center at 607-257-0200 or set up auto charge options with credit card or EFT (Forms are available at the front desk of the main center or emailed if requested)

How Tuition Is Calculated: Monthly tuition charges will remain the same each month, assuming no permanent change in your scholarship amount or your child's enrollment has occurred that month.

Monthly tuition is averaged over an entire year, with each month based on an average of 21.75 days (4.35 weeks) of operation. SAP tuition is averaged over the 10-month period from September-June.

If you enroll or withdraw in the middle of the month, your tuition will be pro-rated based on the number of days actually enrolled.

Absence, Vacation & Unexpected Closing Tuition Policy: If a child is absent from the program for any reason (whether sick, on vacation, or staying home with a visiting relative), tuition must still be paid. . During unexpected closings, snow days, or delayed openings tuition must still be paid.

For extended periods of absence, a parent may withdraw the child and re-enroll later if:

- The period is for at least seven weeks; and
- Six (6) weeks' notice of withdrawal is given to the Enrollment Manager; **and**
The Center is able to fill the spot with a child needing only temporary care.

A child's spot may be held for future re-enrollment if all the above criteria have been met. For all other absences, tuition is paid as usual.

ENROLLMENT CHANGES/WITHDRAWALS: Your child's enrollment has been set according to your request. **If you need to change your child's enrollment or withdraw your**

child from SAP, you must give the Center at least 6 weeks' written notice. This allows us time to find and enroll another child into the program. Children may be enrolled for 2, 3, or 5 days/week. The ability to switch enrollment days depends solely on whether we have an opening on the day(s) you request. Generally, children may be enrolled for 2 or 3 days per week only if there is an exact match for that spot (i.e., a T/TH enrollment must be matched with a M/W/F). Contact the Enrollment Manager with any questions.

Withdrawing From the Program: If a family wishes to withdraw their child from SAP, **a minimum of six (6) weeks' advance written notice is required.** This is necessary to find another child to enroll in that space with no loss of income to the program. If a child is withdrawn without notice, the parents are required to pay six weeks' tuition beyond the date of withdrawal. This final obligation will be pro-rated only if the Center is able to find a child to enroll in that space before the end of the six weeks. Contact the Enrollment Manger with any questions.

Tuition Assistance & Scholarships: Tuition assistance may be available. Please speak to the Enrollment Manager or Executive Director at the main Center for assistance. For short-term emergency needs, a Scholarship Fund is administered by the Day Care Council 607-273-0259. The Department of Social Services may also provide assistance for day care families. Call 607-274-5286 for more information.

Parent-Center Communication

Please remember to check your email daily for news, information, and messages.

Resolving Concerns: Communication between staff and parents is an essential ingredient in providing high-quality care. If you have any questions or concerns about the care your child is receiving, or any aspects of the SAP program, we urge you to discuss them as soon as possible with the SAP Leader, SAP Counselors or the Program Director or Executive Director. If the issue has not been resolved to your satisfaction or you believe that the Board of Directors should be aware of the problem, you are encouraged to contact any member. Please call the Center at 607-257-0200 for contact information.