



# Family Handbook

School year 2016-17

## School Age Child Care

Western Indiana Community Action Agency, Inc.

Carole Barr, Executive Director

705 South 5<sup>th</sup> Street, 2<sup>nd</sup> floor

Terre Haute, IN 47807

812-232-1264

TeOnna Lewis, SACC Director

[tlewis@wicaa.org](mailto:tlewis@wicaa.org)

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## Enrollment

To enroll in our program the parent or legal guardian must complete an application or registration form. This form is available in our office Monday through Friday from 8:00 a.m. to 4:00 p.m. You may also get a form from the childcare provider at the school or from the School Age Child Care website at [www.wicaa.org](http://www.wicaa.org). Most schools have their program site in the cafeteria/multi-purpose room. The main offices at the schools do not have the registration forms.

There is a \$15.00 registration fee charged per child. If the child/ren will be receiving assistance through WICAA the registration fee is waived. This fee is non-refundable. Many parents enroll their children in case of an emergency and therefore do not have to worry about who is going to care for their child/ren.

**Hours:** Monday-Friday 6:30 a.m. to 8:00 a.m. and 2:30 p.m. to 6:00 p.m.

## Rates – due weekly

### Weekly Rates

Number of Hours	One Child	Each Additional Child
Up to 3.5 Hours	\$29	\$27
3.75 to 6.25 Hours	\$39	\$35
6.5 to 13.25 Hours	\$58	\$52
13.5 to 25 Hours	\$73	\$65

Each additional sibling is charged a discounted rate after the first sibling. We only charge when the child is present.

All children must be picked up by 6:00 p.m. A late fee of \$1.00 per child each minute you are late picking your child up will be added to your regular weekly rate. If you are routinely late picking your child up, you may face additional penalties up to and including termination of your child care. SACC does not offer split rates for siblings who are in two different time brackets. You will be charged based on the highest bracket.

## **Payments**

Balances must be paid in full on a weekly basis. You may make payments directly to the childcare staff at your school, mail/bring payments directly into the office at 705 S. 5<sup>th</sup> Street, Terre Haute, IN 47807, or make a payment via PayPal by going to our website [www.wicaa.org](http://www.wicaa.org) and selecting WICAA Child Care Programs. At the bottom of the page is a secure option to make a payment through PayPal using your bank account or a credit/debit card. If you make a payment at the school, keep in mind that it will not be documented on your account until the office receives it the following week. If you would like for your payment to be applied immediately, please bring it into the SACC office. When paying with a check or money order, please make sure that you include your child's name and school on the payment.

If your account is not paid on a weekly basis you will be notified that your child/ren may not return until the full balance is paid. If your child continues to come to School Age Child Care after you have been notified, parents and/or the emergency contacts will be contacted to pick up the child. Periodically we submit past due accounts to a collection agency.

## **Billing Statements**

The SACC office will mail billing statements to all parents with a current balance once a month. If you have a dollar amount listed in parentheses that equals a credit. You will not receive a monthly billing statement if you have a balance of zero or a credit on your account.

## **Insufficient Funds**

If a check is returned for insufficient funds there is a charge of \$20.00. You also will be required to pay, from that point on, by cash or money order.

## **Record Keeping**

Attendance is taken when your child arrives. If your child is attending before school care you must come in to sign the attendance sheet. Every day your child attends afterschool care, the childcare provider will sign your child in. When you sign for picking your child up, make sure the number of hours your child was present for that day was marked. This lets you know how many hours you are being charged for, and your signature shows you agree with the hours marked. If this is not happening please let the School Age Child Care (SACC) office know.

If you have a question regarding your childcare bill that is past due please call the School Age Child Care (SACC) office at 812-232-1264. Please do not ask the childcare provider as they do not have the past records and it takes their attention away from your child/ren.

Please make sure that the childcare provider gives you a receipt for all payments. If there is ever a discrepancy this is your proof that you made that payment. On the receipt it should state your name, your child's name, the dollar amount and the school the child attends.

## **Tax Information**

**EIN # 35-1115813**

SACC will mail your tax information with your January billing statement. The statements will be printed on pink paper. Please keep this for your records.

## **WICAA Scholarship**

If you feel that you are in need of financial assistance please call the School Age Child Care Director at 812-232-1264. We must have proof of the family income for all adults over the age of 18. This includes proof of any TANF or SSI, SSD payments you might receive. If your child is accepted for Financial Assistance you will be expected to renew your application at the beginning of each semester. We do have a limited number of Scholarships to offer, on a first come first served basis. If there is a co-pay, it must be paid on time or you could lose your assistance. Scholarship recipients must also maintain good behavior and have regular attendance.

## **General Rules and Regulations**

We follow all rules and regulations set forth by the Vigo County School Corporation's Student/Parent Handbook. All schools follow the same daily schedule after school, which includes Exercise Time, Restroom and Snack Time, Homework Time, Free Play Time, and also staff-planned activities such as crafts, games, and movies.

School Age Child Care does not provide transportation home to children, but if you have scheduling conflicts that don't meet our required pick-up times, we encourage you to speak with other enrolled parents to possibly work out a car-pooling agreement. If you make arrangements for another adult to pick-up your child, please list them as an emergency contact on your application.

For the safety of the children enrolled in SACC, it is our policy to report to the police anyone who picks up a child who smells of alcohol or who appears to be impaired.

Please notify our office if you move or your phone number changes. This is a safety issue.

Seasonal holiday crafts and activities will be offered to all children throughout the school year. If you have concerns about a holiday activity you do not want your child participating in, please contact the SACC Director.

## General Safety Rules

1. Children are to remain under supervision at all times.
2. Children are not allowed to bring anything from home that is a weapon or that could be used as a weapon.
3. Children are not to return to their classroom once they are under our care.
4. Children are to observe the same school rules in the childcare as they do while they are in school.
  - No horseplay, fighting, hitting, touching, etc.
  - No foul language
  - No calling other children names
  - No telling each other to “shut up”; children need to show respect to themselves as well as others
  - No skateboards or roller skates in tennis shoes
  - No playing on stages or with school equipment
  - Use inside voices
  - Clothing attire that is deemed appropriate by VCSC guidelines
  - No electronic games, trading cards, or personal toys

## Snacks

Every day your child will be given a snack that meets the state requirements. Children are not allowed to bring food or drink from home unless approved by SACC Director.

## Cell Phones

A student may possess a cell phone/paging device in school, on school property, at after school activities, and at school related functions, provided that during these times the cell phone/paging device remains off and out of sight. Parent must request any exceptions in writing.

## Discipline

We use time out as the primary form of discipline. We have set forth this policy of discipline:

### **1<sup>st</sup> offense**

Talk to the child

### **2<sup>nd</sup> offense**

Time out

### **3<sup>rd</sup> offense**

Write sentences

### **4<sup>th</sup> offense**

Child writes a letter home, letting parents know what they did wrong.

### **5<sup>th</sup> offense**

Phone call to SACC Director

These are guidelines for the SACC staff to follow. The childcare providers are to use their own judgment in determining the severity of each situation and the discipline action they deem necessary. If your child's behavior results in a formal write-up, it will be kept in their personal file and you will be notified if they are at risk of being asked to leave our program.

If there is a particular discipline method that works best for your child please let the childcare provider know. We want to work with you. If you are working with a doctor/psychologist on problems your child may be experiencing please include us as part of the team. We want to help. If at any time the SACC Director deems your child is not appropriate for our program their childcare could be terminated.

### **Emergency Procedures**

The safety and well-being of your children is our primary objective. Childcare providers have received first aid and CPR training. If your child has a medical problem please make sure you have noted this on the registration form. Registration forms are kept confidential. Each site has a copy of the registration form as well as the SACC office. Please make sure we know how you want us to handle an emergency, e.g., do you want an ambulance called, how do you handle your child throwing a temper tantrum, etc. If your child becomes injured the childcare provider will make an accident report. You the parent will be responsible for any cost resulting from injury.

If your child has a severe food allergy, we will require a doctor's note in order to serve them an alternate snack. If a doctor's note is provided, you may also provide your own snacks for your child. If your child has a bee allergy and requires an emergency EpiPen, please have your doctor notify us in writing. We will then supply a lock-box to the school for storage. We do not have access to items you provide to the school nurse's office.

### **Fire Drill/Tornado Drills**

It is a requirement that each site conduct a monthly fire/tornado drill.

### **School Closings**

We will be closed:

- When there is no school due to holidays.
- During school breaks or vacations.

We will not have a.m. childcare when:

- There is a delay.

We will not have p.m. childcare when:

- The schools release early due to weather.

It is the parents' responsibility to be aware of delays or early dismissals.

## **Complaint Procedures**

School Age Child Care believes in an open communication policy under which participants who have a complaint or disagreement are encouraged to attempt resolution by a frank discussion with their immediate childcare provider. This usually resolves most problems. If the situation is financial or they feel that they were unable to come to an agreement with the childcare provider they will need to contact the SACC Director. Oftentimes a meeting with the parents or concerned parties with the childcare provider and SACC Director will result in resolution.

If the complaint is not settled, the participant should submit in writing to the Executive Director. If the complaint is still not resolved, the Executive Director will submit it in writing to the WICAA Board. A final decision will be made within 30 days.

If you have questions or concerns about the School Age Child Care Program in your school, please contact the SACC Director at 812-232-1264.

If you would like to get a note to the Director in the SACC office, please ask the childcare staff at your school for a Parent/Staff Contact form.

Western Indiana Community Action Agency, Inc. is an equal opportunity provider and employer. All services will be provided without regard to race, age, color, religion, sex, disability, national origin, ancestry, or status as a veteran.