**OPERATIONAL POLICIES**

**AND PROCEDURES**

*Policies and Procedures comply with North Carolina Child Care Requirements*

***After-School***

***and***

***Summer Camp***



**Community Schools**

**Revised July 2019**

***TABLE OF CONTENTS***

**Introduction** **2**

 Mission Statement

 *Operational Policies and Procedures* Booklet

Non-Discrimination

**Hours/Days of Operation**  **2**

 After-School Program and Special Options

 Summer Camp

**Hazardous Weather Operations** **3**

 Early School Dismissal

 Delayed School Opening

 School Cancelled All Day

 Hazardous Weather on Teacher Workday

**Program Descriptions** **3-4**

 Activities/Schedules

 Snacks/Lunches

 Special Programs and Community Partnerships

 Field Trips

**Program Policies** **4-9**

 Safe Arrival of Children **4**

 Safe Departure of Children **4**

 Personal Belongings **5**

 Homework **5**

Screen Time **5**

 Aquatic Activities **5**

 Field Trips **6**

 Parent Responsibilities **6**

 Parent Involvement **6-7**

 Discipline and Behavior Management **7**

 Health and Safety **8**

 Checklist for Safety Precautions **9**

**Maintenance of Facilities** **9**

**Emergency Information** **9-10**

 Emergency Telephone Numbers

 Emergency Transportation

 General Information/Staff Responsibilities

 Procedures for Medical Emergencies

 Emergency Closing

**Registration/Enrollment and Withdrawal** **10-11**

 Registration/Enrollment

 Changes in Registration

 Withdrawals

**Fees/Payments** **12**

 After-School

 Teacher Workdays, Spring Break Care Program, After-School Enrichment Sessions

 Summer Camp

**Telephone Numbers** **13**

***INTRODUCTION***

A school-age care program operates after the school day in each of the eleven elementary schools in the Chapel Hill-Carrboro City Schools district: Carrboro, Ephesus, Estes Hills, Frank Porter Graham, Glenwood, McDougle, Morris Grove, Northside, Rashkis, Scroggs and Seawell. The programs serve students in grades K-5. A school-age care program during the summer is also provided at three or more of the elementary schools; locations vary each year. Children who have completed kindergarten through fifth grade are eligible for enrollment in the summer program.

The programs are operated by Community Schools of Chapel Hill-Carrboro City Schools. The staff at each site consists of a Site Director and a varying number of Group Leaders based on the enrollment.

The programs are licensed by the North Carolina Department of Health and Human Services, Division of Child Development and all programs hold a four or five-star rated license. Each After-School program is dedicated to providing quality school-age care and uses the National After-School Association Standards as a guideline.

**MISSION STATEMENT**

The Community Schools programs provide safe, high quality, licensed school-age care that leads children towards independence by stimulating social, emotional, intellectual and physical development through age-appropriate enrichment and recreational activities.

***OPERATIONAL POLICIES AND PROCEDURES* BOOKLET**

Policies and procedures comply with North Carolina Child Care Requirements. A copy of these *Operational Policies and Procedures* is available on the District website. Copies are also available at each program site and in the Community Schools office.

**NON-DISCRIMINATION**

The Board prohibits any policy or procedure which results in discrimination, sexual misconduct, sexual assault, harassment, or bullying based on any of the following: race, color, religion, atheism, ancestry, national origin, gender, socioeconomic status, gender identity, physical appearance, sexual orientation, mental, physical, developmental, or sensory disability, immigration status, or any other classification that is protected by law, regulation or Board policy. The Board further prohibits discrimination against a person perceived to have any of the above characteristics or against a person for associating with someone protected by this policy.

Individuals who wish to file discrimination, harassment, and/or Title 9 complaints may call the Civil Rights Compliance Coordinator: Misti Williams, Senior Executive Director for Leadership and Strategy at 919-967-8211 ext. 28235

***HOURS / DAYS OF OPERATION***

**AFTER-SCHOOL PROGRAM AND SPECIAL OPTIONS**

**Regular School Days: End of school day until 6:00 p.m.**

**Teacher Workday Program: 7:45 a.m. to 5:45 p.m.**

Special registration and extra fees are required. Space is limited. Registration and fee information is distributed to After-School parents in August with the first billing statement of the school year. Registration continues throughout the year as space allows.

**Spring Break Care Program: 7:45 a.m. to 5:45 p.m.**

Special registration and extra fees are required. Space is limited. The program is offered at one school only. Registration and fee information is distributed to After-School parents in early spring.

**School Holidays,**

 **Winter Break: CLOSED**

**SUMMER CAMP**

Summer Camp operates weekdays from 7:45 a.m. to 5:45 p.m. for six one-week sessions. The program is closed one day in observance of Independence Day. The program begins a week or more following the last day of school in June and ends a few weeks before the opening of school in August.

***AFTER-SCHOOL HAZARDOUS WEATHER OPERATIONS***

Announcements are made through the school district’s *Connect-Ed* system, on the Lincoln Center announcement line at 967-8211 ext. 28317 and on the school district website, www.chccs.org. Parents may also call the Community Schools office at 967-8211 ext. 28266 or the program site office for information concerning After-School operation. Operating procedures during hazardous weather are as follows:

**Early School Dismissal:** After-School ***will not*** operate.

**Delayed School Opening:** After-School ***will*** operate as usual. Child care before the start of the school day is not available.

**School Cancelled All Day:** After-School ***will not*** operate.

**Hazardous Weather on TWD:** Unless conditions are severe, the Teacher Workday (TWD) program ***will***  *o*perate, although any field trips planned for the day may be cancelled. Only students registered in advance for the program may attend. If the Teacher Workday program operates, credits will not be issued for non-attendance.

 **Note:** There may be times when severe weather conditions necessitate closing After-School before 6:00 p.m. or cancelling After-School when school is dismissed at the regular closing time. Parents should call the Community Schools office or the program site office for the latest information. Also, there will be a Connect to Ed phone call making parents aware of the changes for after school.

***PROGRAM DESCRIPTIONS***

**ACTIVITIES / SCHEDULES**

A written daily/weekly schedule for each group of children is posted at each program location.

The programs provide each child an opportunity to participate in a variety of indoor and outdoor activities daily. Daily activities are planned to:

* reflect a balance between self-directed and adult-guided activities.
* include periods of play and periods of relative quiet.
* provide opportunities for outdoor play daily, weather permitting, and for vigorous indoor play during inclement weather.
* stimulate the social, emotional, intellectual and physical development of the children.
* provide opportunities to participate in a variety of indoor activities including, but not limited to: arts and crafts, dramatic play, science, cooking, small and large group games and language arts.
* provide opportunities to have fun and build friendships.
* promote respect of others and enhance positive attitudes.
* develop self-confidence through challenges and achievement.
* develop talent and creative skills.
* allow time for homework.

**SNACKS / LUNCHES**

* All snacks and lunches served to children are prepared by the school district’s Child Nutrition Department and meet the *National School Lunch Program* guidelines and the *USDA Meal Patterns for Children in Child Care Programs* guidelines. A monthly menu, which follows the school district’s nutrition policy, is posted at each program location. Children may also have additional snacks prepared at the site as part of a special activity. Bringing “junk food” from home is discouraged since foods served to children must meet specific nutritional guidelines.
* According to NC Sanitation Guidelines for child care centers, “ready-to-eat meals from outside sources shall be obtained from a food handling establishment inspected by the Health Department.” Therefore, it is best for parents to send non-food treats for special occasions, or nutritious foods that are *not* homemade.
* A child with a food allergy or other modified diet needs must have a *Medical Statement* form completed, signed and on file with the school and cafeteria to have an alternative snack food or lunch provided for the child. Parents are required to provide a snack or lunch for their child until the form is submitted and processed (approximately two weeks). The *Medical Statement* form can be obtained from the School Nurse or After-School Site Director.
* If a child is allergic to cow’s milk, a *Request for Milk Substitution* is to be completed and submitted by the parent to the Site Director.
* During After-School, children receive a daily snack.
* During theSummer Camp and Teacher Workday programs, food served consists of two daily snacks (morning and afternoon) and lunch.
* During the Spring Break Care program, only morning and afternoon snacks are provided. Children are to bring a bag lunch and beverage.

**SPECIAL PROGRAMS AND COMMUNITY PARTNERSHIPS**

Community resource persons in the areas of art, music, drama, dance, and sports are scheduled to work with the children in the After-School and Summer Camp programs. During After-School, participation in some activities may be optional with extra fees required. During Summer Camp, all activity costs are included in the tuition fee. Programs also maintain partnerships with community organizations such as UNC, 4-H, and Girl Scouts that provide additional activities for children.

**FIELD TRIPS**

Field trips are an integral part of the Summer Camp and Teacher Workday programs. Field trips may include visits to other CHCCS After-School sites, local parks, museums, amusement centers (e.g., skating rinks), etc. For more information, see the *Field Trips* section.

***PROGRAM POLICIES***

**SAFE ARRIVAL OF CHILDREN**

* Children leave their classrooms at the end of the school day and go directly to the After-School program location.
* Children enrolled in the Teacher Workday, Spring Break Care and Summer Camp programs must be accompanied inside the facility to the program location and signed in by an adult.
* Parents must notify the Site Director when their child will be absent from the After-School, Summer Camp, Teacher Workday or Spring Break Care programs.
* Parents must inform the Site Director if a child will be absent from the After-School program on a routine basis because of Brownies, Cub Scouts, dance lessons, athletic activities, etc.
* If a child is absent during the regular school day due to illness, the child may not attend the After-School program that day. The After-School and Summer Camp programs do not have the facilities or staff to care for sick children.

**SAFE DEPARTURE OF CHILDREN**

* Parents must pick up their children and sign them out daily at the program site by closing time.
* Parents or other individuals who arrive to pick up a child will be asked to show photo identification to a staff member prior to the child being released to them.
* Written authorization is required when someone besides the designated adult(s) arrives to pick up the child, or the child is going to leave with another child’s parent. It is strongly recommended that children not walk home alone or be released to anyone under the age of 18. Staff must see the person(s) picking up the child.
* No parent will be denied the right to sign their child out unless a copy of a court order that relinquishes those parental rights is on file in the After-School/Summer Camp program office.
* If a staff member suspects that the person who has come to sign out a child is exhibiting signs of inebriation, an emergency contact (listed on the child’s enrollment form) will be called to pick up the child. If the adult insists on driving the child home, staff will notify police.
* Parents who wish to pick up their children from a field trip location are to make prior arrangements with the Site Director.
* Parents and children are not permitted to remain at the program site after closing time.
* Parents must pick up children and leave the building by:

After-School 6:00 p.m.

Teacher Workdays 5:45 p.m.

Spring Break Care 5:45 p.m.

Summer Camp 5:45 p.m.

A late pick up fee of $1 is charged for each minute after closing time. Ten occurrences of late pick-ups will result in a child's dismissal from the program. If you have difficulty arriving at the site by closing time on a routine basis, contact the Site Director for help with carpooling options.

If a child is not picked up by closing time, the Site Director will call the parent's home and work numbers. If the parent cannot be reached, the emergency contacts listed for the child will be called. If the parent or emergency contacts cannot be reached within 45 minutes of closing time, the Site Director will call 911, ask for the Social Worker on call and request assistance. At that time, a decision will be made as to whether or not the child will be released to the Social Worker at the Police Department. The Site Director will notify the Director of Community Schools and/or the Senior Executive Director of Student Services.

**PERSONAL BELONGINGS**

There are no provisions to safeguard personal belongings such as electronic equipment, toys, videos, CDs and other items of value. Parents are asked to restrict children from bringing these items to the program site. Program staff cannot be responsible for broken or lost items. Age-appropriate equipment and activities are available at each program location and space is available for book bags and other items that students bring to and from school. Program staff work with the children to ensure they learn to take responsibility for their school and personal belongings.

**HOMEWORK**

Homework time is an important component of a quality after-school program. Students need a balance of active and quiet activities during after-school hours. Site Directors will ensure the following occur daily:

* An age-appropriate homework/quiet time will be scheduled daily to provide time for children to complete homework assignments.
* Completion of homework assignments is the responsibility of each child. Children will be encouraged, but not forced, to complete their homework during this time period. Extra paper, pencils, pens, and other items will be available for children.
* The homework time will be in an appropriate space such as a classroom or media center. The environment is to remain quiet so children can concentrate on their work.
* Staff will assist children, as needed, with homework.
* Children without homework assignments are to read, do quiet educational activities or rest during this time. Activities such as active board games, toys and art projects will not be permitted during this time as they create a distraction to children working on homework assignments.
* Children who need additional time to complete assignments will have the choice to continue to work in an appropriate setting under adult supervision.

**SCREEN TIME**

Screen time will be limited to completion of homework, a maximum of 30 minutes per day and no more than 2.5 hours a week.

**AQUATIC ACTIVITIES**

* This aquatic activities policy addresses all activities that take place in or around a body of water such as swimming, swimming instruction, wading, visits to water parks and boating. This policy is followed by After-School and Summer Camp staff during all aquatic activities.
* For every 25 children, there must be at least one person with a current lifeguard training certificate who is not counted in the staff-child ratio.
* A staff-child ratio of 1:13 must be met for children 5 years or older.
* Regardless of the number of children participating, at least two staff members must supervise aquatic activities.
* No staff or children may enter the water without a lifeguard on duty.
* Aquatic supervision must be maintained at all times. Half of the program staff needed to meet staff-child ratios must be in the water and the other half must be out of the water.
* Staff must be in pre-assigned areas that will allow them at all times to hear, see and respond quickly to children. Staff must escort children to and from the restroom.
* Staff must be dressed out in swimsuits and water/pool rules must be reviewed with children prior to entering the water.
* During a swim test, one staff person plus one lifeguard must be in the water supervising the test and

assisting the child if necessary.

* Staff must take a head count every 15 minutes.
* No water toys are permitted to be used by children during aquatic activities.

**FIELD TRIPS**

* Transportation for field trips is provided by school district activity buses. These vehicles meet all safety standards as required by the school district.
* The driver for all trips is a licensed school bus driver who meets qualifications required by the school district.
* The parent or guardian signature on the child’s *Program Enrollment Form* gives permission for program field trips to community swimming pools or to a CHCCS program site to attend a special event.
* A sign will be posted at the program location at least one week in advance to notify parents about a field trip; individual notices are not routinely issued. The sign will include departure and return times and specific information about the trip. *Parents are responsible for checking for this information regularly*.
* All students are expected to go on field trips. If a parent does not want the child to participate on a field trip, the child should not attend the After-School or Summer Camp program that day.
* Children are not permitted to bring money on field trips. The cost of all activities is covered by tuition fees.
* The Site Director and Group Leaders from the school-age care program will accompany and supervise the children on field trips. The staff are responsible for:
* supervising constantly to ensure that each child remains seated throughout the bus trip and keeps his/her body parts inside the vehicle;
* ensuring that no child is left unattended by an adult;
* ensuring that each child is accounted for during the field trip;
* ensuring that a first aid kit is available for emergency use; and
* notifying the rescue squad and parents/guardians in case of an emergency, and administering proper first aid until help arrives.
* Site Directors will have emergency numbers and emergency transportation permission for each child on every field trip.
* The activity bus will return to the school no later than 5:45 p.m. for all field trips.
* If there is an accident or if the group will be late returning to the school, the Director of Community Schools, the Senior Executive Director, of Student Services, and parents will be notified.

**PARENT RESPONSIBILITIES**

* Complete the After-School or Summer Camp *Program Enrollment Form* upon enrollment, providing all required information.
* Notify the Site Director and the Community Schools office staff when there are changes to any of the information provided on the enrollment form, including changes to address, telephone numbers, allergy information, and emergency contacts. Notify the Site Director of any changes in those individuals authorized to pick up the child.
* Accompany the child to and from the program location.
* Sign the child out of the After-School program each day, and sign the child in and out for Teacher Workdays, Spring Break Care and Summer Camp.
* Notify the Site Director if the child will be absent. A message may be left on the program site voice mail or through email.
* Check the parent information board daily for new or updated information.
* Pick up a sick or injured child from the program site as quickly as possible after being notified by the Site Director.
* Notify the Site Director when a child cannot be outdoors because of a physical condition.

**PARENT INVOLVEMENT**

* Parents are encouraged to visit the program location before enrolling their child, and are encouraged to make frequent visits once their child is enrolled.
* An After-School Parent and Child Orientation session is held at each program site before the first week of school in the fall.
* Parents are encouraged to attend talent shows, and other events at the program site during the school year or summer term.
* Parents are encouraged to share their talents and special skills with the children.
* Parents are invited to participate as members of the After-School Site Advisory Committee. They should communicate their interest to the Site Director or to the Director of Community Schools.
* Parents are encouraged to schedule a meeting with the Site Director to discuss a concern about their child.
* Parents and staff are expected to communicate with one another informally on a regular basis regarding the program and care of each child.
* If there is a question or concern about the program, the parent is encouraged to consult the Site Director, the Community Schools Program Supervisor or the Director of Community Schools.
* Parents are encouraged to complete the annual program survey and provide input for program improvement.

**DISCIPLINE AND BEHAVIOR MANAGEMENT**

Praise and positive reinforcement are effective methods for behavior management of children. When children experience positive, non-violent and understanding interactions with adults and others, they develop a good self-concept, problem-solving skills and self-discipline. Based on this belief of how children learn and

develop values, program staff will practice the following discipline and behavior management policy:

**We DO:**

* Praise, reward and encourage all of the children
* Reason with and set limits for the children
* Model appropriate behavior for the children
* Modify the program environment to attempt to prevent problems before they occur
* Listen to the children
* Provide alternatives for inappropriate behavior
* Provide the children with natural and logical consequences of their behavior
* Treat the children as individuals and respect their needs, desires and feelings
* Ignore minor misbehaviors
* Explain things to the children on their levels
* Remain consistent in our behavior management program
* Use effective guidance and behavior management techniques that focus on a child’s development
* Use short supervised periods of time-out sparingly

**We DO NOT:**

* Spank, shake, bite, pinch, push, pull, slap or otherwise physically punish the children
* Make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children
* Shame or punish the children when bathroom accidents occur
* Deny food or rest as punishment
* Relate discipline to eating, resting, or sleeping
* Leave the children alone, unattended, or without supervision
* Place the children in locked rooms, closets, or boxes as punishment
* Allow discipline of children by children
* Criticize, make fun of, or otherwise belittle children's parents, family, or ethnic group

All elementary After-School and Summer Camp programs follow the CHCCS Student Code of Conduct and use Positive Behavior Intervention and Support (PBIS) to prevent disruptive behavior from occurring, rather than after there is a problem. The purpose of PBIS is to establish a positive program climate in order to build a foundation in which all students can achieve social and academic success. All programs develop a matrix with a limited number of expectations that correlate with school day's behavior expectations. These expectations provide an atmosphere of safe, respectful, and responsible behavior. Program staff provide interventions necessary when students are unclear about program expectations for behavior and when behavior is interfering with student activities.

Repeated inappropriate behavior by a child is grounds for temporary suspension or permanent dismissal from the program. Conferences are arranged with parents when necessary to attempt to correct the inappropriate behavior before suspension or dismissal. Occurrences of inappropriate behavior and communications with parents are documented by the Site Director at the school-age care site. Fees are not prorated or refunded when a child is sent home for the remainder of the day or suspended due to inappropriate behavior.

At the time of enrollment, parents must sign a statement that they have read and understand the programs’ operational policies, which includes the discipline and behavior management policy.

The discipline and behavior management policy is discussed with employees at the time of hiring. All employees must sign a statement that indicates they have received and read a copy of this policy. The signed statements are kept in the employees' personnel files.

**HEALTH AND SAFETY**

**Illness of Children:**

If a child shows signs of any of the following, the child will be isolated from the other children. The parent will be contacted to pick up the child.

* Oral temperature of 100˚ or higher
* Suspected signs of a communicable disease
* Vomiting
* Diarrhea
* Constant cough or difficulty breathing
* Complaints of sore throat or chest discomfort
* Discharge from or inflamed tissue around the eyes or ears
* Undiagnosed rash or skin sore with suspicion of communicable nature
* Continuing headaches or general malaise

**Readmission Following Illness:**

A child with a temperature of 100˚ or higher, vomiting or diarrhea may not return to the program until symptom-free for 24 hours.

A child with undiagnosed rash may return to the program contingent upon a note from a physician, being symptom-free and receiving appropriate treatment.

For all other illnesses, a child may return to the program when symptom-free.

**Medications:**

When a child needs medication to be administered by the program staff, the parent must:

* Send only prescribed medication in its original container bearing the pharmacist’s label which lists the child’s name, name of the medication, time of day to administer the medication, dosage, date the prescription was filled and the physician's name.
* Send written permission for the staff to administer the prescribed medication to the child along with information concerning any possible side effects.
* Sign a permission form if an over the counter medication, sunscreen, insect repellant, etc. is to be used by the child.
* Inform the staff when the prescribed or over the counter medication is to be discontinued; the unused portion will be returned to the parent.

**Communicable Diseases and Infections:**

There are staff members at each program site who can recognize communicable diseases and infections. If a child or family member of a child has been exposed to a communicable disease such as chicken pox, impetigo, lice, scabies, strep infection, etc., the parent must inform the Site Director. When a child with a communicable disease is identified, that child will be isolated from the other children. The parent will be contacted to pick up the child immediately. Information and recommendations are provided by the school district's Health Services Coordinator and the Orange County Health Department.

**Chronic Health Conditions:**

Training, support and coordination of services by the school nurse and district Health Services Coordinator are provided to program staff who supervise children with chronic health conditions.

**Health Services Coordinator:**

The school district’s Health Services Coordinator will serve as a consultant to each program Site Director and will answer questions about health issues, communicable diseases, chronic health conditions, etc. Parent cooperation is needed in following the recommendations of the Health Services Coordinator regarding program health policies.

**Smoking and Tobacco Restrictions**

The CHCCS-Community Schools After-School programs operate in a smoke and tobacco free environment.

**Reporting Suspected Child Abuse/Neglect:**

North Carolina Child Care Licensing Law requires that all suspected cases of child abuse and/or neglect be reported to Child Protective Services of the Orange County Department of Social Services. If such a case arises, the After School staff reports it to the Department of Social Services, the Director of Community Schools and/or the Assistant to the Superintendent. The Site Director, Director of Community Schools and/or Assistant to the Superintendent will cooperate with the Department of Social Services if an investigation ensues.

**Insurance:**

The After-School and Summer Camp programs **do not** carry medical insurance. Therefore, Community Schools does not pay or reimburse parents for expenses that may be incurred if a child is injured while attending the programs.

**CHECKLIST FOR SAFETY PRECAUTIONS**

* The following are posted or located near a telephone and are accessible to all school-age care staff: emergency procedures and phone numbers, first aid information chart, emergency evacuation routes, children's allergy list, behavior management policy, and *Accident Report* forms.
* Each site will have an easily identifiable file with each child's emergency contact names and phone numbers, and a release to receive emergency medical treatment and transportation.
* All medicines are to be stored in a locked compartment and out of the reach of children.

***MAINTENANCE OF FACILITIES***

The Chapel Hill-Carrboro City Schools (CHCCS) custodial staff at each school clean the After-School and Summer Camp program facilities, including restrooms, on a daily basis. Staff are responsible for general clean-up after snacks and other program activities.

The CHCCS Maintenance Department staff maintains the school/program facilities and grounds. A program staff member reports any problem to the Site Director who completes and submits a work order to the Principal or the Director of Community Schools for approval, and then to the Maintenance Department.

Annual sanitation inspections are completed by the NC Department of Environment and Natural Resources, Division of Environmental Health, to meet NC Child Care Licensing requirement

***EMERGENCY INFORMATION***

At the time of registration, each child's parent, guardian or full-time custodian must sign a statement authorizing the center to obtain medical attention for the child in an emergency situation.

**EMERGENCY TELEPHONE NUMBERS**

Emergency phone numbers are listed on the last page of this booklet. For all field trips, the number and location of the nearest hospital facility will be obtained by the Site Director before the field trip occurs.

**EMERGENCY TRANSPORTATION**

A means of transportation (school district activity bus or ambulance) will be available in case of an emergency.

**GENERAL INFORMATION / STAFF RESPONSIBILITIES**

* Group Leaders will notify the Site Director immediately when any accident occurs, regardless of the degree of seriousness. The Director of Community Schools will be notified in the absence of the Site Director.
* For all accidents and medical emergencies, the Site Director is responsible for determining the type of medical assistance needed. A designated Group Leader is responsible for making that decision in the Site Director's absence. Substitutes and volunteers are not responsible for decision-making in the case of an accident or emergency.
* All accidents are documented by the Site Director on an *Incident Report Form.* Copies of this form are distributed as follows: parent/guardian; child’s file and Director of Community Schools.
* The Site Director will take copies of children's emergency files and emergency procedures on all field trips.
* When medical assistance is required, the Site Director will attempt to contact the parents and the designated doctor for the child. If the parents or doctor cannot be contacted, the Site Director will use the UNC Hospital Emergency Room or the nearest hospital facility.

**PROCEDURES FOR MEDICAL EMERGENCIES**

**Minor Accidents:** Simple first aid is administered at the program site by staff certified in Standard First Aid for injuries or illnesses requiring minimal attention. Accidents are documented on the *Incident Report* form and copies distributed as described above.

**Staff Emergencies:** All children will be instructed in the following so as to be prepared if a staff member sustains an incapacitating injury:

1. The location of the program walkie talkies.

2. How to use the program walkie talkies

3. A child will place the call only if a staff member is unable to do so.

4. Two students will together locate another staff member for help, if the walkie talkie does not work.

**Accidents Requiring Emergency Medical Assistance:** The Site Director will follow these procedures:

1. Call 911 (or the operator if 911 is not accessible in the area). If the injury is life-threatening, administer first aid and/or CPR.

2. Notify parent or guardian.

3. Notify the Director of Community Schools and/or the Senoir Executive Director of Student Services.

4. Designate a substitute Site Director so as to maintain the proper child-staff ratio.

5. Accompany the child to the appropriate medical facility and meet parents.

6. Complete *Accident* and *Incident Report* forms and distribute copies as described above.

**EMERGENCY CLOSING**

In the event of a building emergency at the program site (lack of electricity, water, heat, etc.), parents are notified and expected to pick up their children as quickly as possible.

***REGISTRATION / ENROLLMENT AND WITHDRAWAL / WAIT LIST***

**REGISTRATION & ENROLLMENT**

Registration for all programs is administered through the Community Schools office at Lincoln Center. Enrollment forms and payments cannot be accepted at the program sites. Space in all programs is limited and waiting lists are formed as necessary.

**After-School:** Registration begins during the month of April for the following school year. **Students are not** **automatically enrolled year to year**. Students must be re-enrolled by the parent during the designated period and remain enrolled in the program through the last school day of the current school year to be guaranteed a space for the next year. All children in the Chapel Hill-Carrboro City Schools district have equal access to the After-School program. At the time of registration, an enrollment form, a non-refundable registration fee and a refundable deposit are collected.

**Summer Camp:** Children who have completed kindergarten through fifth grade are eligible for the Summer Camp program. Registration begins in January for the coming summer. Space in Summer Camp is not guaranteed for students enrolled in the After-School program. A registration fee, enrollment form and deposit per week are required at the time of registration. Registration fees and deposits are non-refundable.

**Teacher Workdays:** Registration information for child care on Teacher Workdays is mailed at the beginning of the school year. Registrations are accepted throughout the school year as space allows. Enrollment is limited, and only registered students may attend. An extra fee (see current year’s fee schedule) is charged to the account for each Teacher Workday for which a child is registered, regardless of attendance.

**Spring Break Care:** Registration information for Spring Break Care is mailed in early spring. Enrollment is limited, and only registered students may attend. An extra fee (see current year’s fee schedule) is charged to the account for Spring Break Care if a child is registered, regardless of attendance.

***Note:*** *Following registration for the above programs, confirmation of enrollment or waiting list notification is mailed. If notification is not received, it is important that the parent contact Community Schools regarding enrollment status!*

**CHANGES IN REGISTRATION**

**After-School:** If a child changes schools during the course of the school year, the child's name will be placed on the priority waiting list for the program if a space is not available at the new school.

**Summer Camp:** Requests to change sites will be honored if space is available and if the request is made at least one week prior to the start of the session. Complete information concerning payment policies and provisions for changing sites is issued to parents when registration is confirmed. Deposits may not be transferred to different weeks of camp.

**DSS VOUCHERS**

DSS approved vouchers for After-School, Summer Camp and Spring Break must be signed by the parent and submitted to the Community Schools office a minimum of three days prior to the child’s enrollment date.

**DEPOSITS**

**After-School:** A deposit fee must be paid to the Community Schools office at the time of registration in order to complete the enrollment process and secure an After-School space for your child. The deposit fee equals one half month’s tuition.

**Summer Camp:** A deposit fee must be paid to the Community Schools office at the time of registration for Summer Camp. A deposit fee is collected for each week of camp enrollment.

**ENROLLMENT**

Children are placed in similar-grade or multi-grade groups dependent upon enrollment numbers. Changes in enrollment in the programs may result in regrouping of students at any point during the program term.

A child who is not enrolled in the After-School or Summer Camp program is not permitted to attend as a visitor with an enrolled child.

**WITHDRAWALS**

**After-School:**

Notification of withdrawal from the After-School program must be made by a phone call, written notification or email notification to the Community Schools Office. Notice of withdrawal must **not** be given to the After-School staff. Accounts are billed for a two week period beginning on the day the withdrawal request is received in the office. The deposit paid at the beginning of the program term is applied to these charges. A refund for any credit balance is mailed to the parent within approximately two weeks. Fees are prorated at $11.50 per day if the student’s last day falls before the end of a month, except for withdrawals during December, when there is no proration of fees. When a credit on an account necessitates that a refund check be issued, the parent must provide an identifying number (social security or driver’s license) in order for the refund to be processed.

Re-enrollment priority for the next school year will not be granted to students who are not enrolled in the program through the last school day of the year. If a child is withdrawn from the program and wishes to rejoin at a later date, the child's name will be placed on a waiting list if necessary. A space cannot be guaranteed or held once a child is withdrawn.

**Summer Camp:** Parents may withdraw their child from a session of Summer Camp by notifying the Community Schools office staff (not the program site staff) by phone, in writing or by email. Notification must be received in the office at least two weeks prior to the start of the session. If a child is withdrawn from the session without a two week’s notice, payment in full is due for the session. When a child is withdrawn within the proper notification period, any camp tuition prepayments will be refunded less the deposit fees. Registration and deposit fees are non-refundable.

**Teacher Workdays:** Cancellation of registration for this program must be received at least two weeks in advance of the Teacher Workday in order to avoid full charges. A withdrawal fee per child is charged. Parents may refer to the information on the registration form regarding policies and fees for cancellation or changes in the Teacher Workday program.

**Spring Break Care:** Cancellation of registration for this program must be received two weeks prior to the first day of Spring Break to avoid full charges. A withdrawal fee per child is charged. Parents may refer to the information on the registration form regarding policies and fees for cancellation of the Spring Break Care program.

**WAIT LISTS**

Once the enrollment capacity has been reached in an After-School program site, a wait list is started. Families will be notified when spaces become available. In order to be placed on the wait list an enrollment form must be completed and submitted to the Community Schools office. Also, if a student is enrolled in the after school program and moves to another school where the enrollment capacity has been reached, the student will not be able to attend the program at the new school until a space becomes available. However, the student will be placed on the wait list as a priority for placement.

***FEES / PAYMENTS***

After-School tuition payments are due in advance on the 1st day of each month. All Community Schools programs are financially self-supporting through parent fees. General policies regarding payments are as follows.

* Fees may be paid by check, money order, over the phone or online with a debit or credit card through the K12 Payment Center at [www.k12paymentcenter.com](http://www.k12paymentcenter.com). **Cash cannot be accepted**. Checks are made payable to CHCCS, and may be delivered in person or mailed to Community Schools, Lincoln Center, 750 S. Merritt Mill Rd., Chapel Hill, NC 27516. The student’s name should be written on the check.
* Payments cannot be accepted at the program sites. For the After-School program, payments that are received or delivered in personby the 10th of the month are considered on time. For the Summer Camp program, payments that are received or delivered in personby the due date are considered on time. *Please note that payments made via the Lincoln Center Internal Mail drop box located outside the building are not always delivered to the Community Schools office each day!*
* Receipts are furnished upon request and are mailed when the payment is posted to the account.
* Billing statements are issued each month, however, fees must be paid by on time regardless of when statements are issued and whether or not they are received.
* Fees are not prorated due to non-attendance or absence due to illness or other reasons beyond the control of Community Schools. In addition, fees are not prorated or refunded when a child is sent home for the remainder of the day or suspended due to inappropriate behavior.
* A late pick up fee of $1.00 is charged for each minute after closing time. (See *Hours/Days of Operation*). Ten occurrences of late pick-ups during the year may result in a child's dismissal from the program. A written warning will be issued prior to dismissal.
* There is a $25.00 service charge for returned checks. Checks will not be re-deposited; payment must be made by money order or certified check.
* A delinquent account is grounds for dismissal from the program and paychecks are subject to garnishment. Past due accounts must be paid in full in order to register for future Community Schools programs.

**AFTER-SCHOOL**

A fee schedule is provided to parents prior to the start of the program term. Fees consist of a non - refundable registration fee, a deposit, and a monthly tuition fee due by **the *first* of each month**. A late payment fee of 10% of the outstanding balance is charged to all accounts not paid by the 10th of the month **(not to exceed $35 per month)**. Failure to make payment in full by 5:00 p.m. on the last business day of the month will result in the child's temporary withdrawal. Failure to pay the balance in full by the 5th business day of the following month will result in immediate dismissal from the program.

**TEACHER WORKDAYS, SPRING BREAK CARE PROGRAM, AFTER-SCHOOL ENRICHMENT SESSIONS**

Fees for these optional programs are billed to the After-School account according to *registration, not attendance*. Fees are billed with the appropriate month's tuition fees. Separate checks for tuition and these optional programs are not required.

**SUMMER CAMP**

At the time of registration, a registration fee and deposit per week are required. Deposits are credited toward the weekly tuition. The balance for each week of camp is due two weeks in advance of the session. **Registration and deposit fees are non-refundable.** Account statements may be issued twice, but parents are responsible for paying the balance by the due dates regardless of when statements are issued and whether or not they are received. Failure to pay Summer Camp fees does not constitute notice of cancellation.

**All Community Schools programs are self-supporting. Fee payment policies are strictly enforced.**

***TELEPHONE NUMBERS***

**ADMINISTRATIVE OFFICE**

*Community Schools Lincoln Center 750 S. Merritt Mill Rd. Chapel Hill, NC 27516*

Community Schools Office (Lincoln Center) 919- 967-8211

Director ext. 28266

Program Supervisor ext. 28243

Registrar ext. 28309

Bookkeeper ext. 28280

Secretary ext. 28266

**AFTER-SCHOOL / SUMMER CAMP SITE OFFICES**

Carrboro (main building) 919-968-3652 ext. 35232

Ephesus (next to gym) 919-929-8715 ext. 36275

Estes Hills (multipurpose building) 919-942-4753 ext. 30272

Frank Porter Graham (gym) 919-942-6491 ext. 37234

Glenwood (multipurpose building) 919-968-3473 ext. 38239

McDougle Elem. (next to gym) 919-969-2435 ext. 63120

Morris Grove (next to gym) 919-918-4800 ext. 34506

Northside (next to gym)……………………………………………... 919-918-2220 ext. 26108

Rashkis (next to gym) 919-918-2160 ext. 22505

Scroggs (next to library) 919-918-7165 ext. 39502

Seawell (next to gym) 919-967-4343 ext. 33238

**EMERGENCY NUMBERS**

Orange County Rescue Squad 911

UNC Hospital Emergency Room 919-966-4721

(Manning Drive, Chapel Hill)

CHCCS Health Services Coordinator 919-967-8211, ext. 28245

(Lincoln Center)

To report Suspected Child Abuse/Neglect:

Orange County Department of Social Services 919-968-2800

**FAMILY SERVICES**

Community agencies providing services to Community Schools families:

Orange County Department of Social Services 919-968-2800

Orange-Person-Chatham Mental Health 919-913-4000

Child Care Services Association 919-967-3272

CHCCS Exceptional Children's Services 919-967-8211 ext. 28234

Orange County Health Department 919-968-2022

The Arc of Orange County 919-942-5119