GUILFORD COUNTY SCHOOLS

ACES

After-School Care Enrichment Services

Parent Handbook

Updated 2026

Guilford COUNTY SCHOOLS

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ACES provide a balance of academic, enrichment, and recreational after-school activities. The program expands children's experiences, extends their learning and provides warm and caring support for children and peace of mind for parents.

MISSION

Help children develop

- **CURIOSITY**
- **CREATIVITY**
- **CHARACTER**

GOAL

Provide a quality, affordable and convenient after-school care program where children in kindergarten through fifth grade can study and play with school friends in a safe, nurturing, and fun environment.

ACES PROGRAM ACTIVITIES

Academics, Enrichment and Recreation

The ACES program provides a balance of academic, enrichment, and recreational after-school activities with a child-to-staff ratio of 25:1. The program expands children's experiences, extends their learning, and provides warm and caring support for children and peace of mind for parents. Involvement in ACES helps build positive school-family relationships and strengthens our schools' educational partnership with parents and students.

During the program, ACES students

- pursue academic excellence by working on homework and engaging in literacy-rich activities that support school success.
- build strong character as they learn about and grow in the Guilford County Schools (GCS) character traits: courage, integrity, kindness, perseverance, respect, responsibility, and self-discipline.
- make a difference in the community and world through planning and participating in service-learning projects.
- develop friendships and strengthen social skills while studying and playing with classmates.
- cultivate curiosity as they explore global issues and learn about themselves and the world.
- express creativity through hands-on, multi-cultural enrichment activities such as arts and crafts, readers' theater, music, and computer projects.
- increase physical fitness by participating in fun indoor and outdoor games; and
- enjoy a healthy afternoon snack prepared by the GCS School Nutrition Services staff.

> **EDUCATION** *is the most* **POWERFUL** *weapon which you can* **CHANGE THE WORLD.**
>
> –Nelson Mandela

ACES Programming

Social and Emotional Learning (SEL) –

The five SEL competencies are (1) Self-Awareness, (2) Social Awareness, (3) Responsible Decision- Making, (4) Self-Management, and (5) Relationship Skills. Our SEL curriculum will help our students develop these important life skills, as well as offer multiple opportunities for students to provide meaningful service to their school community.

Books, Books, and More Books – The key to mastering any skill is LOTS of practice and that includes reading! This means students will be able to select books on their reading level, so they experience success and develop their love of reading. In addition, ACES team members read high interest children's books aloud and facilitate discussions, games, drama, art, music and writing activities that help students extend their thinking about the ideas in the stories. Guest readers also visit to read great books aloud and to share about college and careers.

Math and Science – Students use the Versa Tiles Readiness Lab® (hands-on, self- correcting practice activities) to build key skills and concepts (letters, words, sounds, numbers, groupings, etc.) and students use the Versa Tile Math Lab® to review and practice classroom math lessons. Students also enjoy hands-on science and technology activities.

Fitness – ACES offers fun gross-motor movement games and activities to help students improve their physical fitness.

ACES Environment and Resources

The design of the ACES area and resources meets the developmental needs and interests of school-age children. Children enjoy a wide variety of arts and crafts, music, movement, blocks and construction, drama, language/ reading, math/ reasoning, science/nature and cultural awareness games, puzzles, and toys.

Academic Opportunities

ACES supports students' school success by embedding academics in after-school activities and providing time for students to work on homework. Terrific books, STEM (Science, Technology, Engineering, Math) activities and Versa Tiles hands-on, self-correcting math learning labs are integral components of the ACES program. Students at many ACES programs also utilize academic software on their individual devices.

Homework

ACES provides Academic Time Monday through Thursday for students to work on homework and other quiet learning activities. ACES group leaders encourage students to first work independently on their homework and to then work cooperatively with their ACES grade- level study buddy and classmates to help one another understand their assignments. During the academic period, students who do not work on homework participate in quiet learning activities that strengthen their reading, writing, listening and math skills.

Students and their parents/guardians determine if the student will work on homework during ACES. The child and parent complete the ***ACES Homework Agreement*** to indicate the parent's expectations of their child. The agreement helps parents, students, and ACES staff members have a clear understanding of their roles and responsibilities regarding homework.

It is the responsibility of ACES staff to provide a comfortable homework area with some homework materials, to offer limited guidance and to communicate successes or concerns about homework to parents. ACES group leaders cannot tutor individual students or check each child's homework due to their responsibility to maintain oversight of all children in their assigned group.

Indoor and Outdoor Play

Students participate in recreational and physical fitness activities each afternoon. For outdoor play the length of time outside, areas of the playground used, and activities are adjusted based upon environmental conditions. Children should wear closed toe shoes that allow them to play safely. During cold weather children also need a coat or jacket.

> *Every individual matters. Every individual has a role to play. Every individual makes a difference. And we have a choice: What sort of difference do we want to make?*
>
> –Jane Goodall

Personal Belongings

Children may not bring personal items such as toys, games and media devices to ACES that are prohibited during the school day. GCS is not responsible for lost, damaged or missing personal belongings.

Students and parents are not allowed to go back to the classroom for forgotten, missing, or lost items for any reason.

ENROLLMENT AND WITHDRAWAL

Who is Eligible?

Students in kindergarten through fifth grade, and currently enrolled at a school offering ACES are eligible to participate in the school's ACES Program, if space is available in the appropriate group.

Students may be appropriate for ACES who:

- are enrolled in kindergarten through fifth grade at a school offering an ACES program;
- can independently participate in a group setting of approximately 25 students supervised by a single group leader, in an indoor and outdoor environment that is less structured than the school day classroom;
- can take care of themselves in age-appropriate ways (toileting, feeding, personal care, no diapers/pull-ups) within the ACES child-to-staff ratio of 25:1 or with reasonable accommodations provided by the parent or others;
- do not pose a direct threat to the health or safety of themselves or others;
- work quietly on homework or academic-related activities;
- can go outside each day that environmental conditions permit according to the child-care weather watch chart;
- demonstrate respect and regard for fellow students and ACES staff;
- meet behavior expectations and follow rules identified in the ACES and school's handbook; and
- follow GCS' policies and procedures regarding student conduct.

All children are important in GCS. The ACES program is not designed to be a therapeutic or treatment program and is not able to provide a 1:1 student to staff ratio. For children requiring special assistance, parents will need to schedule a meeting with the ACES district office to discuss their specific needs, and together a full assessment will determine whether ACES will be able to safely accommodate your child.

Enrollment

ACES enrollment is open throughout the school year on a first-come, first-served, space-available basis. Visits to the ACES program are welcomed and recommended as part of the enrollment process by appointment with the ACES site coordinator.

Each Spring online applications for the next school year are accepted during designated time periods. The time periods are announced to parents through multiple school communication methods. Enrollment is open to all students at the school. Please contact the ACES site coordinator for availability and contract status updates.

To enroll a child, the parent or guardian must complete the online ACES enrollment application. A non-refundable enrollment fee is due when the application is submitted. The enrollment fee is not required for students who have a DSS or another agency childcare voucher.

The enrollment fee reserves a space for the child in the ACES program. If all spaces in the ACES program are filled, the enrollment fee enables the child to be placed on the ACES waiting list until a space becomes available in ACES program. If no space becomes available during the school year, the enrollment fee will be reimbursed to the parent at the end of the school year.

Enrollment applications are not accepted from families with past due accounts.

Withdrawing and Re-Enrolling

To withdraw a child from ACES, the parent should complete the online ***Withdrawal form.*** ACES Payment must be made for the week in which notification is made.

If a child is absent from ACES for one week and payment is not received for that week, the child will be considered withdrawn from the ACES

program. Parents who withdraw a child from ACES and later want to re-enroll the child must submit a new online application along with payment for any delinquent fees and the fee for the first week back in the program. An additional enrollment fee will be charged for students who return to ACES during the school year. As for any new applicant, a space must be available in the appropriate group for the child to enroll. If no space is available, the child's name will remain on the ACES pending contract waitlist.

DAYS AND HOURS OF OPERATION

ACES Calendar

The *ACES Calendar* for the school year is available from the ACES site coordinator or the ACES Department page of the GCS website.

After-School

ACES operates on school days from school dismissal until 6:00 p.m., Monday through Friday, from the first to the last day of the school year.

DAYS ACES DOES NOT OPERATE

State Holidays, School Breaks and Remote Learning Days

ACES does not operate on North Carolina state holidays, school district scheduled vacation days, all teacher workdays and during winter and spring breaks. ACES does not operate on remote learning days as students are not in the building. Please refer to the ACES Calendar for specific dates.

Inclement Weather

ACES does not provide after-school care when school is closed for students due to inclement weather conditions. Even if the day is designated as an "Optional Teacher Workday", ACES does not operate.

If the district announces that school is closed early due to inclement weather, ACES will not operate that afternoon, and parents must pick up their child by the announced school closing time. If school lets out at the usual time but weather conditions worsen during the ACES hours, parents are strongly encouraged to pick up their child as early as possible so the family and ACES staff can arrive home before roads are unsafe.

School closing information is available on the GCS website at www.gcsnc.com, GCSTV (TW Cable channel 2 or 74-1, AT&T U-verse 99) and on local TV and radio stations.

FEES AND PAYMENTS

Enrollment Fee

A non-refundable enrollment fee is due when the initial ACES application for the school year is approved by the ACES Site Coordinator.

The enrollment fee reserves a space for the child in the ACES program. If all spaces in the appropriate group are filled, the enrollment fee enables the child to be placed on the ACES pending contract waitlist until a space becomes available in the appropriate group during that school year. If no space becomes available, the fee will be reimbursed.

Should a child be withdrawn during the course of the year, an additional enrollment fee will be charged per child for each re-enrollment during a school year.

Annual Tuition

ACES program expenses (staff salaries and benefits, program supplies and materials, contracted services, snacks, meals, administrative costs, etc.) are paid from tuition paid by ACES parents/guardians and by agencies that provide childcare vouchers to parents.

Tuition Installment Payments

The ACES annual tuition is generally paid by parents in installments. Parents can choose to pay the full annual tuition or installment payments by semester, month, or weekly in advance of services.

If parents select weekly installment payments, the weekly installment amount is the same. However, the weekly installment payment is reduced for weeks when the district provides just two ACES days ($30) or one ACES day ($15).

The weekly installment payment is due regardless of the number of days a student attends during the week and must be paid even when the child is absent the entire week. Weekly payments are not made for winter and spring break or if ACES is closed an entire week due to inclement weather.

ACES payments are due based on the weekly payment schedule and the weekly invoice or the first business day of the week ACES services are rendered.

Parents may pay in advance for as many weeks as they choose.

> *Setting an example is not the main means of influencing another; It is the only means.*
>
> –Albert Einstein

On-Time Payments

Parents/guardians are expected to make on time payments for ACES services. If payment for a week has not been made by the date on the invoice, a $15.00 late fee will be applied to the child's total balance due. If the total balance due is not paid by noon on Friday, the account will be withdrawn. Once withdrawn, a child must be re-enrolled, a new contract created, and a new $15.00 enrollment fee paid. Space for re-enrollment is not guaranteed once a child is withdrawn for non-payment.

Parents and/or guardians with past due tuition and/or balance due must pay the balance due or make alternate arrangements for their child's after-school care. If the child will need to ride the school bus, the parent/guardian will need to complete the Request for School Bus Transportation form and submit it to the school office. It may take up to 10 days for the GCS Transportation Services to process the request and begin transporting the child in the afternoon.

It is the parent's responsibility to inform the child's teacher of the change.

If payment for the current week is not received, students cannot attend ACES. ACES site coordinators and principals reserve the right to withdraw a child from the ACES program if payments are routinely paid late or to deny participation if tuition for the week has not been paid.

Late Pick-Up Fee

A late fee of $1.00 per minute, per child, is charged automatically by the software for each minute that a child remains after 6:01 pm. This fee will be due by the next business day.

After a child has been left at ACES for 30 minutes or more with no communication from the parent, the ACES office or ACES site coordinator, as mandatory reporters, may call Child Protective Services and/or law enforcement; if a child is not picked up by 6:30 p.m. Repeated late pick-ups may cause the site coordinator and principal to dismiss the child from ACES.

Forms of Payment

Parents can make online payments for ACES. ACES payments may also be made using money orders and official bank checks. Payers should place these payments in the locked ACES box. Money orders and official bank checks must be payable to the school's ACES program. Please include account number and child's name in the memo section.

If the payment amount on a money order or official bank check is more than the amount due, the remaining credit balance will be available on the child's account for the next payment.

The preferred payment method is credit/debit card or bank draft through the online portal.

Invalid Payments

If a parent/guardian has a payment method, that is returned as "invalid", and one that will not allow the payment to process (ex. NSF, Do not Honor, Hold, etc.), ACES reserves the right to require all future payments to be made using an alternate method such as money order or an official bank check.

Families who do not promptly rectify invalid payments will not be allowed to continue to utilize ACES services.

> *It's not our job to toughen our children to face a cruel and heartless world. It's our job to raise children who will make the world less cruel and heartless.*
>
> –L.R. Knost

Federal Tax ID Number

Parents who claim a childcare tax credit for ACES tuition payments use the GCS Federal Tax ID Number 56-6000522 as the provider's tax identification number.

FINANCIAL ASSISTANCE

Subsidy Payments Accepted

Childcare vouchers from the Department of Social Services (DSS) and scholarships from Children and Families First are accepted by ACES programs that are licensed by the NC Division of Child Development and Early Education.

Other subsidy payments such as from adoption services or other DSS agencies are also accepted at licensed ACES programs.

Applying for Financial Assistance

Eligible parents or guardians can apply for DSS childcare vouchers at the Guilford County DSS Child Care Services office at 1203 Maple Street in Greensboro or at 325 Russell Ave. in High Point; (336) 641-3715 for both offices. Parents who are not eligible for DSS assistance, and who live or work in Greensboro, may be eligible for Children and GenerationEd day care scholarships. Interested parents should contact Children and GenerationEd at 1200 Arlington Street, Greensboro (336) 378-7700.

Parent Responsibilities

Parents paying for ACES with DSS childcare vouchers, Children and Families First Scholarships, or other subsidies must provide up-to-date documentation to the ACES site coordinator to show that a child's tuition will be paid by the agency.

The caregiver is responsible for following the agency's rules and procedures for maintaining

financial assistance. The caregiver's failure to follow agency regulations can result in DSS childcare voucher revocation. If the DSS childcare voucher is revoked, or financial assistance ends, the caregiver must pay the full weekly tuition for the child to attend ACES after the DSS termination date or the financial assistance expiration date. Families will pay full tuition until proper documentation is approved and received.

When a family's coverage lapses or is terminated, they will be responsible for the full weekly tuition.

ACCIDENTS AND ILLNESS

Accidents and Emergencies

When a child is injured in ACES, the site coordinator will ensure appropriate care is provided and will then notify the parent/guardian. If needed, the site coordinator will ask the parent, or person authorized on the enrollment application, to pick up the child. If the injury warrants immediate medical attention, 911 will be called to secure medical treatment for the child. If the child receives medical treatment for the injury, the site coordinator will complete the *NC-DCDEE Incident Report* form, obtain the parent/guardian's signature on the form, and provide a copy of the form to the parent/guardian and principal.

The site coordinator will submit to the principal the *GCS Student Accident Report* for all injuries in ACES. The parent/guardian can request a copy of this report.

Parents are responsible for any expenses resulting from the child's injury (EMS team, hospital, doctor, medicine, medical supplies, etc). It is recommended that children enrolled in ACES have medical insurance through personal insurance coverage or through the school student accident insurance plan. School accident insurance information is available through the school office at the beginning of each school year.

Illness

ACES has neither the facilities nor staff to provide care for sick children. For the protection of the sick child and all students in the program, children may not participate in ACES if they have any of the following symptoms: temperature, diarrhea, vomiting, a rash, discharging eyes or ears, conjunctivitis (pink eye) or if feeling unwell prevents them from participating in program activities. Parents/guardians will be called when children show evidence of illness, and depending on the severity of the symptoms, may be asked to pick up a child immediately. Students who are absent from school or who leave school early due to illness cannot attend ACES on that day and are fever free for 24 hours without medication.

Notifying ACES of Student Absences

Parents should notify the ACES site coordinator if their child will not attend ACES that day. If a parent cannot inform the ACES site coordinator of the absence in person, the parent should notify the site coordinator by phone, text message, or e-mail.

MEDICAL OR OTHER HEALTH CONDITIONS

Notifying ACES Staff

It is very important that ACES staff know if a child has a health condition (allergy to bee stings or food, diabetes, seizure disorder), fears, or is receiving special services for any conditions. It is also important for appropriate ACES staff members to know if a child has a *Diabetes, Health, or School Emergency Care Plan*, and may need care during ACES. Parents must report their child's needs on the ACES enrollment application in the *Medical and Other Needs* section and discuss the needs with the ACES site coordinator prior to start date.

Administration of Medication

Administration of medications to students at school is governed by GCS Policy 6125, *Administration of Medications to Students*

and NC DCDEE. If medication is required when the child is at school, the medication will be administered in accordance with the health care clinician's instructions and established procedures. The request for administration of medication during ACES must be made by the parent/guardian on the ***Authorization of Medication for a Student at School*** form and be submitted to the school office. After it is reviewed and signed by the principal and school nurse, the parent must provide a copy to the ACES site coordinator prior to start date.

Parents may not send prescriptions or over-the-counter medications to ACES with their child. Should medications be prescribed after enrollment, medications and forms must be supplied to the ACES office prior to start date or prior to the child returning to the program. All medication must be in its' original packaging, including the student's name, dosage, amount, and expiration date.

Diabetes, Health or Emergency Care Plan

It is the parent/guardian's responsibility to ensure that if their child needs a ***Diabetes, Health, or School Emergency Care Plan*** one is developed by the school administration, parent/ guardian, and school nurse and that a copy of the plan is provided to the ACES site coordinator. It is also the parent's responsibility to indicate on the ACES enrollment application that the child has, or will have, a plan, and what care may be needed during ACES. All paperwork must be hand delivered to the ACES site coordinator prior to start date.

If the child needs quick access to an item such as an inhaler or epinephrine auto-injector, the ACES staff will follow GCS policy 6125, and GCS Policy 6221* and Policy 6221-R*, ***Students with Food Allergies*** and NC DCDEE.

*It is the parent's/guardian's responsibility to provide any medications required during ACES hours.

Behavior Expectations
Mutual Respect

ACES staff, students, and parents are expected to demonstrate mutual respect and regard for one another. Parents/guardians should immediately report concerns regarding inappropriate language or behavior to the ACES site coordinator or principal.

Disrespectful language or behavior directed towards an ACES staff member, student, or others by a student or parent is a serious offense and can result in the child being removed from ACES.

Code of Conduct

The Guilford County Schools Student Handbook contains the district's system-wide standards for the proper conduct and behavior of students and discipline. In addition, each school has a handbook outlining school procedures and rules. Parents/ guardians and students receive a copy of the district and school student handbook at the beginning of each school year and sign a statement of receipt and review.

ACES conduct and discipline procedures align with district and school policies and procedures. GCS standards of school behavior that apply to school sites, off-site school-sponsored activities and any form of transportation provided by the district applies during the ACES program. Violations of the Guilford County Schools Code of Conduct that result in a child's suspension from school during the regular instructional day will also result in suspension from the ACES program.

Discipline

The goal of ACES discipline is to help students build strong character and to grow in the GCS character traits of courage, integrity, kindness, perseverance, respect, responsibility, and self-discipline. ACES staff members set clear expectations and use positive reinforcement such as praise, recognition, and incentives to encourage appropriate behavior. Inappropriate behavior is dealt with through developmentally appropriate guidance strategies such as redirecting the child, setting limits, giving choices

and natural, logical consequences, and providing short intervals of reflection time.

Some inappropriate behaviors may be dealt with through parent/site coordinator conferences or parent/site coordinator/principal conferences. At schools using the Positive Behavior Intervention System (PBIS), school day expectations, consequences and incentives are followed during ACES, as well.

Students whose behavior may be harmful to themselves or others, and/or that has a detrimental effect on the ACES program, may be suspended or dismissed from the program for the remainder of the school year by the ACES site coordinator and school principal.

PICK UP AND SIGN OUT

Persons Authorized to Pick Up Child

Only parents/legal guardians and the persons designated on the ACES enrollment application can pick up a child unless the parent submits written notification to the ACES site coordinator. All persons who pick up children must be at least 16 years of age. A driver's license or government issued identification will be required if the designated person is not recognized by ACES staff or verification of their age is needed. If an emergency prevents a parent from providing communication (written or electronic) about the change, the ACES site coordinator will use the *ACES Emergency Pick-up Authorization* form to gather essential information.

Persons Prohibited from Picking Up Child

In families in which separation or divorce has occurred, unless there is a court prohibition, either parent or other authorized person may pick up the child. If a non-custodial parent is restricted or prohibited from picking up the child, a copy of the current court-approved parenting plan and/or child protective custody order must be submitted to the ACES site coordinator for the child's ACES file.

Sign-In and Sign-Out

A parent, or another adult authorized on the child's ACES enrollment application, must sign out and post the pick-up time of the child each day. After a child is signed out, parents and authorized pick-up persons must keep the child with them and exit the school through the doors designated for ACES departure.

For doctor, dentist and other appointments, children may be signed out and then signed back in by a parent or authorized person if the departure and return times can be coordinated with the ACES schedule. These departures/returns must be approved in advance by the ACES site coordinator.

All adults and students should depart from ACES by 6:00 pm for the ACES staff to leave the building on time. A late fee of $1.00 per minute, per child, is charged for each minute that a child remains after 6:01 pm. This fee will be due by the next business day.

> *There is more hunger for love and appreciation in this world than for bread.*
>
> –Mother Teresa

Impaired Driver

If there is suspicion that an authorized pick-up person is driving while impaired when the individual comes to pick up a child, an ACES staff member may encourage the person to seek alternate transportation or to allow the staff member to contact another authorized pick-up person. An ACES staff member may contact law enforcement and/or DSS if there are concerns for the safety of the child.

ACES STAFF

ACES Team

ACES staff members work as a team to provide quality care, setting behavior expectations, actively supervising ACES children and building positive relationships with students and families.

The ACES child-to-staff ratio is 25:1.

GCS Employees

ACES staff members and substitutes are employees of GCS. Staff have to meet all applicable requirements for childcare with NC-DCDEE and have been approved by the district to work with ACES students. ACES site coordinators report to and are supervised by the school principal and supported by the ACES office. ACES group leaders report to and are supervised by the ACES site coordinator.

ACES programs may employ classroom teachers or other district-approved staff to serve as substitutes.

Professional Development

ACES staff members participate in on-going professional development that equips the staff to work as a team to provide high-quality care and service. The training enhances the staff's ability to:

- provide a safe, child-centered environment.
- set behavior expectations and actively supervise ACES children.
- offer developmentally appropriate academic, enrichment and recreational activities that cultivate curiosity, creativity, and character.
- grow community leaders and provide meaningful service to the school community; and
- build positive relationships with students and families.

The ACES site coordinator and one or more group leaders are also trained in playground safety, first aid, and CPR.

SNACKS AND MEALS

Afternoon Snacks

Snacks that meet USDA nutritional requirements are prepared by the Guilford County School Nutrition Services staff for ACES students. Snacks include milk, 100% fruit juice, water, fresh fruits and vegetables, and a variety of crackers, breads, and bars. Snack menus are posted on the ACES Parent Information board and on the GCS website.

Parent-Supplied Foods

ACES students are encouraged to enjoy the delicious snacks prepared by School Nutrition Services staff, and parents are discouraged from sending supplemental food with their child. Food items restricted during the school day cannot be taken out or eaten during ACES. This is important as many students have food allergies. Foods shared by a parent with other students must align with school day rules, come from a facility inspected by Environmental Health Services, and be stored and served in a manner that meets Environmental Health Department regulations.

Food Allergies

GCS policy 6221* and 6221-R*, ***Students with Food Allergies***, are followed in ACES. The parent/guardian should indicate on the student's ACES

enrollment application that the child has a food allergy.

Snack and Mealtimes

Children may eat only during designated snack times. School Nutrition Services may provide alternate menu items for students with food allergies or food restrictions if the parent submits to the cafeteria manager the USDA-required statement from a medical authority stating the specific food allergy or restriction and acceptable alternatives.

Student Wellness

GCS Policy 6140, ***Student Wellness***, are followed in ACES. Foods and beverages served for snacks, meals, and celebrations are planned to meet the Eat Smart Nutrition Standards and come from facilities inspected by Environmental Health Services. ACES fitness activities help students improve their physical fitness and support good health.

COMMUNICATION

Parent Information

Parents will receive the ***ACES Parent Handbook*** from ACES Department page on the GCS website. ACES information is shared with parents through ACES newsletters and memorandum distributed by the ACES site coordinator. The newsletters and memorandum communicate the school's ACES news and information, changes in ACES procedures, and information regarding special events planned for ACES students.

In addition, ACES schedules and weekly activity plans for each group are posted for parents to view. Snack menus, the site coordinator's work schedule, NC-DCDEE licensure documents, and other ACES correspondence are posted on the ACES Parent Information board.

Contacting ACES Site Coordinator

Each ACES site coordinator has a cellular phone so parents may contact the site coordinator throughout ACES hours and leave the site coordinator a voice or text message at any time.

Changes in Contact Information

Parents/guardians must update both the school office and the ACES site coordinator in writing when there are changes in the contact information provided on the ACES enrollment application (new address, phone number, employer, work number, cellular phone number, email address, emergency contact, persons authorized to pick up child, student's health condition or allergies, etc.). Parents should also update the information in their online profile.

Questions and Concerns

Parents/guardians should contact the ACES site coordinator to obtain or provide information about the ACES program. The school principal should be contacted if questions or concerns are not resolved after speaking with the ACES site coordinator. Additional information may be obtained by contacting the school district's ACES office at (336) 370-2321 or aces@gcsnc.com.

LICENSED CHILD CARE

ACES programs are licensed by the NC Department of Health and Human Services, Division of Child Development and Early Education (NC-DCDEE). The agency is responsible for regulating licensed childcare programs in the state. Licensed childcare programs earn from one to five stars based upon the education and experience levels of staff and programming standards. ACES programs exceed the State's minimum licensing standards. The program's NC-DCDEE license, which indicates the program's star rating is posted in the ACES area. The assigned NC-DCDEE licensing consultant visits the ACES program at least annually to monitor for compliance with childcare requirements and to provide technical assistance.

For information on child care law and rules, parents can read the NC-DCDEE brochure, ***Summary: North Carolina Child Care Law and Rules***, provided by the ACES site coordinator, or review the ***Summary of the North Carolina Child Care Law for Child Care Centers*** poster displayed in the ACES area. Parents may also contact the Division of Child Development and Early Education at (919) 527-6500 or 1-800-859-0829, or visit the division's homepage at www.ncchildcare.nc.gov.

CHILD PROTECTION

North Carolina law provides that "any person or institution who has cause to suspect that any juvenile is abused, neglected, or dependent shall report the case of that juvenile to the director of social services in the county where the juvenile resides or is found" (NC General Statutes, Chapter 7B Juvenile Code, Article 7B-301).

> *I Implore you to see with a child's eyes, to hear with a child's ears, and to feel with a child's heart.*
>
> –Antonia Novello

In compliance with federal law, Guilford County Schools administers all educational programs, employment activities, and admissions without discrimination because of race, religion, national or ethnic origin, color, age, military service, disability, or gender, except where exemption is appropriate and allowed by law. Refer to the Guilford County Board of Education's Discrimination Free Environment Policy AC for a complete statement. Inquiries or complaints should be directed to the Guilford County Schools Compliance Officer, 120 Franklin Boulevard, Greensboro, NC 27401; 336-370-8154.

All Guilford County Schools facilities, both educational and athletic, are tobacco-free learning environments.

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