

Carelot Clubhouse



Family Handbook

Corporate Address:

315 Flanders Road, East Lyme, CT 06333
(860) 739-1993

Website: www.carelot.net

A member of the Carelot Children's Centers
Family of Companies
Offering School Age
Programs throughout Connecticut.
Check out our website for a location near you.

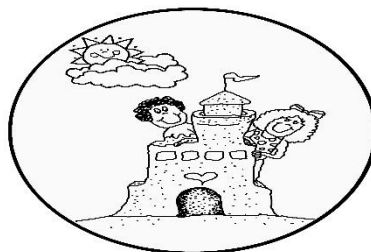


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PROGRAM ORIENTATION

Welcome

Our handbook has been created to help you have a better understanding of the program at Carelot Clubhouse. It contains policies, rules, regulations and general information. All of our programs are led by a team of qualified individuals who interact positively with the children to meet individual needs. If you have any questions, don't hesitate to ask! The door to communication is always open; from our Teachers to our Program coordinators, to our Directors. Thank you for entrusting us with your child (ren)!

Mission and Purpose

Carelot is committed to providing a safe, comfortable supervised program for children in kindergarten through eighth grade. The Program promotes individual self-esteem and provides opportunities for recreation, relaxation, and creative learning experiences. The Program offers age-specific and mixed-group programming, cultural sensitivity, and mutual respect between the children and staff. Parental involvement is welcomed and encouraged.

Philosophy and Curriculum

The Carelot Clubhouse program offers a personal, creative, safe, and nurturing environment. The overriding strength of our Program lies in our integration with the Public School curriculum and community, our respect for each other (child, teacher, parent/guardian), and a friendly learning atmosphere that takes each child's interests and uniqueness into account. The Program is committed to enhancing your child's out of school experience and includes the following elements:

- staff and programming that model mutual respect, tolerance, cooperation, and conflict resolution; developmentally-appropriate activities in a nurturing and culturally sensitive environment;
- a variety of recreation, enrichment and creative learning activities for different interests;
- time for indoor and outdoor play as well as homework assistance;
- regular communication among school staff to enhance activities.

By participating in a mixed age group, the children learn group interaction, responsibility, taking initiative, cooperation, as well as respect for one another. Children learn to make appropriate choices, use free time wisely and develop hobbies and skills for life-long learning.

Enrichment Activities

We provide a balance of recreational and educational experiences throughout the school year. Enrichment activities may include: Martial Arts, Knitting, Cooking, Physical Education, Science Activities and much more!!!! The Clubhouse is always looking for classes to offer as enrichments. If you would like to share a skill or know someone who would be a good instructor, contact the Clubhouse Staff! A calendar of events will be available to families!

Field Trips

To broaden each child's experience we occasionally will go off site. Parents/Guardians will be notified in advance of upcoming field trips and permission slips will be required for your child to attend. There may be an additional fee to attend field trips. Advance notice will be given to allow time for families to plan accordingly.

Homework Help

A quiet study program in which children can read or do homework is available for those students who wish to work on projects/homework. Guidance is always offered.

Licensing

Our Centers and programs are licensed by the Connecticut Office of Early Childhood Education or run under the Dept. of Educ. who regulates the care we provide and reviews our programs through unannounced visits and regular re-licensing regulations that Carelot is required to meet.

Staffing

Our program is staffed by professionals with varying degrees of education and experience in early childhood and education. All staff are required to complete in-service hours throughout the year. These in-services include but are not limited to: child abuse & neglect, CPR/1st Aid, positive discipline, child development, health practices, school age activities and more! For the safety of our children and families, staff are required to wear a photo ID badge for easier recognition of Carelot staff. Our staff work together as a team throughout the programs; therefore, we ask that you become acquainted with all of our staff! You can count on staff to assist and encourage participation in all areas. The staff can keep families informed of center events/meetings. At least annually, the Directors will conduct a family survey to

assess the quality of service the children and families receive throughout the year. Please take the time to complete these written surveys and make suggestions for improvement. These surveys are a key part of our annual program/center wide evaluation. It is our goal to continually improve our programs to meet the needs of those students in our care!

Family Communication

At Carelot, we believe that communication between home and school is very important. We would appreciate it if you would advise a Clubhouse staff member of any important information or changes in your family life which may affect your child's daily life. Open communication between parents/guardians and staff is a valuable tool in providing quality care for your child and will always remain confidential. Any confidential information or concerns should be briefly discussed with the staff. Handouts/flyers will be handed out from time to time. Please be sure to read upcoming events and announcements.

Hours of Operation/Holiday Closings

The afterschool programs are open during the school year and will follow the public school calendar for closings etc. The centers are open year round Monday through Friday with great vacation and summer camp programs. Please be sure to check your district calendar for these days. Tuition is calculated on an annual basis. The fact that there will be holidays, vacations, and absences due to illness has been figured into this annual calculation. Therefore, tuition charges do not change for a single week due to absences of your child for any reason. The Clubhouse Program will run until the last full week of the school year.

Inclement Weather Closings

Carelot will follow the school district's policy on early closings/ delays/or closings! We will be closed when the school is closed. Check with your director for exact details for your program. You may also receive emails or updates on our Facebook page.

ENROLLMENT AND BILLING POLICIES

Admission/Registration Procedures

All families interested in enrolling their child at Carelot are required to complete a registration form. A non-refundable fee in the amount of \$50 per family must accompany the registration form. All families must complete enrollment paperwork prior to their start date. Individual children's records are kept in accordance with State of Connecticut Licensing requirements. Families are responsible for completing all of the information given upon enrollment and keeping the information current!

- * Registration form
- * Emergency Information form
- * Parent/Guardian Agreement – last page of the handbook
- * Billing Agreement
- * Updated Physical & Immunizations signed by a Physician or Nurse Practitioner
- * Fact Sheet
- * KI form if in Waterford, New London or East Lyme Vicinity
- * Credit Card Authorization form
- * Tuition Express paperwork

School Age Summer/Vacation Program

Summer Care is available each summer/school vacations for children ages 6-12 years. The enrollment policies are the same for these students. The daily schedule for our summer camp/vacation program includes structured activities and time for long term activities/projects. The children are given a "down" time for quiet activities during the day to relax. All activities are geared toward the abilities of school aged children. Our program offers: class meetings, cooperative activities and projects, field trips, guest speakers, board games, computers, dramatic play, block play, arts and crafts, wood working and much more! The summer/vacation program location will vary. Details will be given as to where the programs will take place.

Tuition Payments

Tuition is based upon an annual cost for your child's enrollment and includes all items on the school calendar. Lack of attendance in the program for any reason does not change your monthly fee. The tuition rate can be found on your tuition rate sheet. Snow days and scheduled early dismissal days are included in your fees. Payment is required in advance of receipt of services. Tuition Fees are considered enrollment fees, not attendance fees. Fees must be paid whether or not your child is in attendance (i.e.: absences due to illness or vacation.) Tuition will be billed based on the number of days your child has been enrolled in the program according to the billing contract.

- * All payments are to be made online using Tuition Express
- * Tuition is required for all days a child is enrolled. Since the program bases its fees on annual costs, your contracted monthly tuition rate is required whether a child is absent or not. There is a 10% discount for the 2nd child enrolled and a 20% discount on the third child enrolled in the program.
- * An Annual Registration Fee of \$50.00 is due by September 1st of each year per family.

Financial Assistance

Carelot Clubhouse accepts the Care 4 Kids program. See a staff member for details.

Late Payments

A late payment fee of \$25.00 will be charged if payment is not received by the 1st of the month and charged weekly until payment has been made. Families who have not paid tuition will receive a late payment notice or balance sheet as a reminder. Unpaid tuition will result in the withdrawal of the child from the program's care and your credit card will be billed for the balance due. In the event it is necessary to refer this matter to an attorney for collection, the family will be responsible for any and all attorney's fees incurred to Carelot. Payments can be made by using TUITION EXPRESS.

Receipts

Receipts for payments are available monthly by request. Please be sure to indicate on your Parent/Guardian Agreement if you wish to receive monthly receipts. If you do not request monthly receipts, a year end receipt will be issued to all currently enrolled families for their income taxes. Don't forget to take advantage of the child care tax credit. Tuition Express will also allow families the opportunity to print their own receipts online.

Returned Checks/Denied Credit Card Charges

Any check/credit card returned for insufficient funds will be charged an additional \$25.00. Should repeated problems occur (3 occurrences) with insufficient funds, you will be required to make payment by Cash or Money Order Only at the corporate office located at 315 Flanders Road, East Lyme, CT 06333. You will also be responsible for a late fee if payment is returned for insufficient funds.

Late Policy

The hours that you have contracted for child care are the hours which your child should be in attendance at the program. The staff is scheduled according to the children's schedules. Dropping your child off prior to your scheduled time or picking up later can significantly disrupt our group size and teacher/child ratio. It is important that when scheduling care, you allow adequate time for drop off and pick up times.

If you need to drop off later or pick up early, please inform a staff member or director directly. We are not as concerned about this since it does not have a negative impact on our group size and teacher/child ratios.

The program closes promptly at 6:00pm. It is very important to pick up your child **prior** to the program's closing time. Staff must leave on time to pick up their own children or take care of their family obligations. Families, who are late picking up their child (ren) after the closing time of 6:00pm, will be charged an additional fee of \$5.00 per child for each 5 minutes or fraction thereof, beginning on the sixth minute after closing time. For example, if you pick up your child at 6:12pm, the late fee would be \$10.00 per child. A late pick up slip will be completed by the teacher and signed by you. This total will then be added to your tuition. If a child is not picked up by 6:00pm, staff will begin calling phone numbers to contact parents/guardians or emergency contacts to come pick up the child. If a child still has not been picked up by 6:30pm and no contact has been made concerning arrangements to pick up your child, the local police departments will be notified. A child left for ½ hour after the close of business, is considered abandoned. Please ensure that all people picking up your child know when the center closes. Continual late pickups will result in withdrawal from the center.

Schedule Changes

We base our staffing on the contracted hours you have given us upon enrollment. A request for a schedule change can be requested at any time. If space is available, we will add the extra hours you need to your permanent schedule. Any DECREASE in hours will require a four week written notice.



Notification of Absences

Please call the contact number provided at enrollment. If you are unable to reach someone, you can call the Corporate Offices at 860-739-1993.

Notification of Withdrawal

Families may withdraw their child from the program at any time. The program withdrawal notice must be completed at

least one month in advance of withdrawal. This form may be picked up from a staff member. Withdrawal notification is not official without this form being completed. Families are required to keep a Credit Card Authorization Form on file with a current credit card to be used if the tuition balance is not paid in full at the time of withdrawal.

Termination of Care

Carelot Children's Center reserves the right to discontinue child care in situations where families fail to adhere to center policies. Some examples would include:

- Delinquent payments
- Excessively picking up your child late
- Failure to provide or update medical or emergency contact information
- Failure to abide by the policies set forth in this handbook and contract
- Disruptive or threatening behavior that is detrimental to our learning environment or the safety of the children and/or staff

If it appears that our program does not suit the needs of an individual family or child, we will consult with that family to determine if child care will be discontinued. Arrangements for emergency leave (unexpected and lasting more than a week) may be approved by the Director and must be requested in writing. The Director has the right to determine when a child will be terminated from the program. The program will give a family two week notice to allow them time to find alternate care. Extreme situations as determined by the Director, however, will result in immediate termination of child care services.

HEALTH AND SAFETY

Medical Examinations & Immunizations

The State of Connecticut Office of Early Childhood Education requires all child care programs to have a physical examination signed by a physician, as well as updated immunizations for each child enrolled. School age students will follow the physical schedule set forth by the Public School System. It is the family's responsibility to keep their child's immunizations up to date and submit a copy to the office to be kept on file. Failure to update physicals and immunizations will result in the termination of child care services.



Health Policies

Carelot understands that it is difficult for a parent/guardian to leave or miss work, but children occasionally are not able to attend or are excluded from the child care program. Parents/guardians should have alternative arrangements made in the event they cannot miss work to take care of their child should the child not be able to attend the child care program. If a child is excluded for health reasons, a parent/guardian will be contacted. Parents/Guardians are required to pick up the child from the child care program (within 1- 1 ½ hours) to prevent contagion of other children and provide adequate staffing for all children. Carelot is not licensed/set up to care for sick children beyond this time period.

Children should not attend Carelot or will be excluded from the program if they have any of the following symptoms or problems:

- * Fever (Temperature of 99 degrees under the arm, 100 degrees by mouth, 101 degrees rectal or 101 degrees taken by ear using "rectal" equivalent.
- * Any rash suspicious of being contagious or infected
- * Any vomiting that is uncontrolled (requires cleaning of environment) or any vomiting accompanied by other symptoms (fever, rash, diarrhea, crankiness, etc.)
- * Any uncontrolled diarrhea or any diarrhea that is accompanied by other symptoms (fever, rash, vomiting, crankiness, etc.)
- * Any skin rash, lesion, wound with bleeding or oozing of fluids or discharge
- * Any eye symptoms suspicious of possible eye infection (redness/discharge etc.)
- * Any mouth sores.
- * Any constant or uncontrolled nasal discharge or productive cough
- * Any suspicion of head lice, scabies, or other infections.
- * Any condition or problem preventing child from participating comfortably in usual program activities
- * Any illness or condition or problem that requires one-on-one care
- * Any suspicion of contagious illness that is reportable to the health department

In order to attend Carelot or return after being excluded, the following conditions must be met:

- * Child must be free of illness symptoms (fever, diarrhea, vomiting, etc.) a full 24 hours. If excluded, may not return until after one full school day
- * Child must be free of rash, suspicious eye symptoms, mouth sores, etc. or have written medical confirmation that symptoms are not contagious or able to be spread to others
- * Child receiving antibiotic medications for a current infection must have taken medication for a full 24 hours before attending or returning to Carelot
- * Child must be free of open or oozing skin conditions unless 1. a written medical statement that the condition is not contagious or able to be spread to others **and** 2. involved area can be covered by a bandage **without** seepage of drainage through the bandage.
- * Child with suspicion of head lice, scabies or other infestations may return if the following conditions are met:
 - o 1. with written medical confirmation of no infestations or 2. after treatment is begun and have proof that child is larvae or nit free. (either with written medical note or arrangement made with child care center nurse consultant to check child). Carelot will have the final say.
- * Child excluded with request for physician input must have written reply from physician
- * Child with contagious disease (chicken pox, etc.) may return according to infectious disease protocols (check with Carelot Nurse Consultant)
- * Child must be able to fully participate in all usual program activities, including outdoor time

Carelot Children's Center has the **FINAL** say whether a child may attend or is excluded from the program.

Medication Policy

Carelot Children's Center is **NOT** required by state regulations to administer medications. Individual considerations will be made regarding the ability of the center to administer any medications. Advance arrangements need to be made before the center will accept the responsibility for the administration of any medications. Parents may administer any legal medication to their own child. ILL children will not be allowed to remain at the child care center (i.e. ill child with a fever well not be allowed to remain after receiving medication to lower the temperature). There are many state regulations governing the administration of medication in child care programs. Whenever medications are accepted for administration, the following regulations must be followed:

1. Parent/guardian is to ensure medication authorization forms and medication labels are in accordance with State of Connecticut regulations.
 - ⇒ **NOTE:** orders and labels must reads **EXACTLY** alike. Parents/guardians are advised to have the pharmacy prepare label
 - ⇒ **EXACTLY** like the orders.
2. **SPECIFIC TIME** of administration of medication at child care center must be noted on the medication authorization form. "Before Nap," "After Nap," "With lunch" is acceptable.
 - ⇒ Any "as needed" medication orders will require parental instructions every time medication is to be administered at the center.
3. State of Connecticut regulations allow parents to sign for only a select few medications to be administered at child care centers. ALL other prescription and non-prescription medications require physician authorization.

The following are the ONLY medications parents/guardians may sign for:

- ♥ Non-prescription powders
 - ♥ Non-prescription insect repellents*
 - ♥ Non-prescription PABA free sun screen products*
 - ♥ Lip balm for preventative care (cannot be used for mouth sores)*
 - ♥ Non-prescription skin lotion for preventative care (cannot be used for skin lesions)*
- *Permission not mandated by state regulations, but required by Carelot Children's Center

ALL OTHER MEDICATIONS REQUIRE MEDICAL AUTHORIZATION.

4. Medication administration plans, orders and medication must be reviewed with a medication certified staff member at the time medication is brought to the child care center. Please plan accordingly to account for the added time this will require. Medications are never allowed to be in with child's belongings (lunch bags, back pack, diaper bags, etc. and never to be brought to center added to bottles or food). **Parents/Guardians are to provide ALL medications administration equipment needed (medication administration devices, droppers etc.) If needed, child care center staff may require parental demonstration of medication administration. ONLY after advance planning and consideration will medications be administered other than by topical or oral methods. ALL other methods of medication administration will only be undertaken after individual consideration.

Injuries

In the case of a serious injury to your child, we will make an immediate attempt to contact a parent/guardian. If necessary, we will call 911 for emergency medical services. Because of this, it is essential that the following information is accurate and up to date at all times:

- ❖ Where you can be reached while your child is in attendance.
- ❖ Physician's Name and Phone Number
- ❖ Emergency Contacts & Information
- ❖ Allergy Information

All injuries, regardless of severity, shall be documented by staff using the appropriate incident/injury report form. This report shall state a description of the injury/incident sustained and care given to the child. This will be done immediately following the injury or within 24 hours after the injury has occurred if the staff is tending to the injured child. The parent/guardian will sign the original report and a copy can be made when requested. Original reports will be submitted to the Nurse Consultant and kept in your child's file. Originals cannot leave the program. If the injury is not of a serious nature, basic first aid will be applied and the parents/guardians will be notified at the end of the day.

Parents/Guardians understand and agree to absolve Carelot and its staff of any and all liability claims, courses of actions, including attorney fees and any and all medical expenses resulting from injury.



Nutrition

The program will meet the child's nutritional needs by providing a time for snack each afternoon. Please send in a nutritious snack for your child. It is very important that you notify the program of any food allergies that your child might have (emergency forms as well as physical forms have a place for this information). Our nurse consultant will write up a care plan including the allergy, the reaction, and necessary information regarding the allergy. The parent/guardian and the center staff will sign the care plan.

Persons Authorized to Pick Up

Children will be released from the program ONLY to authorized persons whose names appear on the emergency forms or on a written note from the parent/guardian. (A note should be given to the center staff in advance – please do not send the note with the person who is picking up). A telephone call or faxed note will also suffice in the case of an emergency. If a phone call is made, a staff member will call you back to verify the authorized pick up information.

Anyone who is picking up your child and is unfamiliar to a staff member must show photo identification before the child can be released. Anyone who does not provide identification will be turned away (this includes parents/guardians).

If any individual (including the parent/guardian) attempts to pick up a child and appears to be under the influence of alcohol or drugs (as determined by the appropriate staff person), the staff will contact another person on the list to pick up your child. If this individual insists the child be released to his or her custody, the center staff will contact the police immediately.

Conduct Policy

Carelot expects children to respect each other, staff, parents and our physical environment. We believe that children should receive positive reinforcement for good behavior. We at Carelot believe that a child who is active, happy, and interested in a safe and caring environment, which provides choices, will not have an issue with discipline. Our goal is to provide that type of atmosphere at Carelot Clubhouse. If children are disruptive in the program, our first efforts will always be to intervene in ways that are inclusive and instructive. We have, however, developed procedures that deal with the repeated discipline issues that may lead to the dismissal of a child from the program. You will also find details on our discipline policy and child abuse policy with your enrollment packet.

Discipline Policy

As it is the program's goal to provide a safe nurturing, loving environment for the children in our care, it is our responsibility to protect these children whose health and/or welfare may be jeopardized by abuse and/or neglect. Our discipline policy reflects this goal. The goal of behavior management in a child is a long and uneven process. It involves respecting the needs of the individual child, as well as the needs of the children as a group.

The child care staff will meet these goals through consistency, empathy, and understanding of developmentally appropriate expectations. While achieving these goals, staff will always focus on the child's social and emotional needs, which is critical in developing a child's positive self-concept.

Guidance techniques are designed and carried out in such a way as to help the individual child develop self-control and to assume responsibility for his or her actions. The rules are simple and understandable --- redirection, along with and

explanation, is a common technique. Natural and logical consequences are used to help children learn to make good decisions. **Carelot Children's Center issues a detailed Discipline Policy and Child Abuse and Neglect Policy upon enrollment. These policies are also available in the office at any time.

Please remember that young children need the experience of interacting with other children on a consistent basis. Learning how to share and cooperate with others is an ongoing process for young children, and consequently, aggressive behavior will occur (i.e. hitting, yelling, name calling, biting, pinching, kicking, etc.). Although we do not allow this behavior to persist, it does take time for a child to learn a more acceptable way of dealing with his/her anger and frustration (i.e. using appropriate words to express his/her feelings).

Enrollment Period

A Provisional Enrollment period of one month will be in effect for all children who enroll at Carelot Clubhouse. During this period, an evaluation will be made by the Director regarding the child's continued enrolment in the program. The evaluation will be in the best interest of the child and/or common good of all the children enrolled in the Clubhouse program. This period offers the parents/guardian and the Clubhouse Staff the opportunity to feel mutually satisfied that the school program is beneficial for the child's personal and educational well-being. If it is decided that the program does not meet the child's need, a two week notice is required by either party.

Smoking Policy

NO smoking is allowed in any part of Carelot Clubhouse or school grounds.

GENERAL OPERATING POLICIES & PROCEDURES

Sign in and out procedures

Children will be required to sign into the program upon arrival. The program is not responsible for students until they have arrived to the Clubhouse.

Only those people listed on the pick-up list will be allowed to sign out your child from the Carelot Clubhouse program. If your child has written permission to home alone, he/she must sign him/herself out.



Newsletter

A newsletter is created and sent home to all Carelot Clubhouse Families. The newsletter contains important reminders, upcoming events, activities that occurred and great information. Please be sure to read your newsletter and post it in a convenient location.

Child Abuse & Neglect

All child care staff is mandated by law to report any suspected child abuse or neglect to the Connecticut State Department of Children and Families. All child care staff will be aware of abuse and/or neglect of the children in their care. Staff will be in-serviced as to child caregivers indicators as described by DCF!

Referrals

Refer a family to our program and receive a \$25 instant tuition credit for each family that enrolls. See the director/head teacher for details.

Items Brought From Home

Toy weapons and toys of a violent nature are forbidden. These toys will be held in the office if they do come into the program.

Photographs and Publicity

Photographs of the children participating in our program may be taken from time to time and may appear in newspapers, website, magazines, social media sites, brochures or other publicity materials. Your permission for photographs including your child to be used without compensation is part of the Parent/Guardian Agreement. If you do not want photographs to be taken of your child, please indicate this on the contract. Staff may also use photographs for classroom projects and displays.

Emails/Facebook/Website/Instagram

We know many of you utilize emails and Facebook pages. Not only is this a quick and effective means of communication, it also saves paper and our environment. We kindly ask that all of our families and Staff LIKE our Facebook page at www.facebook.com/carelotctr. You may also follow us on Instagram @CARELOTCHILDRENSCENTER We also ask that you provide us with a current email address to email you out current events and news! Visit our website at www.carelot.net.

Thank you for choosing Carelot Clubhouse!



Sign up for our summer



Friends, Fun, Learning and more!

PARENT/GUARDIAN AGREEMENT

Please complete and return to the director upon enrollment

1. I/We have received and read a copy of the Family Handbook and agree to abide by all the policies set forth by Carelot Children's Center for the Clubhouse Program.
2. I /We have received and read a copy of the health policies and the Discipline Policies have been discussed with me/us and I/we agree to abide by all policies and regulations set forth by Office of Early Childhood and Carelot Children's Center.
3. I/We agree to hold Carelot and Staff harmless as to all liability claims; courses of action, including attorney fees and any medical expenses resulting from injury caused by care (provided the program is in accordance with state and federal regulations.)

Please complete # 4, 5, and 6

4. I/We understand that I/we will receive an end of the year receipt for tax purposes unless otherwise specified as long as my child is enrolled. If your child is no longer enrolled you can request a yearend tax receipt by calling the corporate office 860-739-1993.

_____ YES, I would like receipts monthly for my child care payments.

5. I/We understand that photographs of the children participating in the programs may be taken from time to time and may appear in classroom projects, center activities and publicity materials for Carelot Children's Center including social media.

_____ YES, Carelot may take pictures _____ NO, Carelot may not take pictures

6. My child (ren)'s hours will be: Morning Program hours: _____ am to _____ pm on M T W TH F
Afternoon Program Hours: _____ pm to _____ pm on M T W TH F

I understand that I must notify the Program Director in writing a minimum of one week in advance of **any schedule changes for an increase of hours** and a four week notice for **any schedule changes for a decrease in hours** that will occur.

I/We have read and understand all the policies stated above and agree to abide by these policies

Parent/Guardian Signature

____/____/____
Date

Parent/Guardian Signature

Office use only:

Received by: _____