

CHILD CARE

Parent Handbook

Dear Parents,

I am very excited to offer another year of high-quality Children's Day Programs to the children and families of Anthem. This is one of the most exciting and memorable times in a child's life.

Ensuring that your child's experience is a positive one involves both preparation and planning. This handbook is designed as a guide to help parents make sure this program is an enjoyable and rewarding experience for your son or daughter.

Anthem Community Center programs should not be thought of as a babysitting service. Please help us impress upon your child that this is a special program designed to meet his/her needs and interests, where cooperation and teamwork with other children and counselors are vital for safety and fun.

Our staff is trained, dedicated and excited to provide a program that gives children the opportunity to learn, grow and have fun in a safe, caring environment. We look forward to seeing you this year!

If you have any questions, comments or needs, please contact me at 623-879-3014 or akaikala@anthemcouncil.com.

Sincerely,
Allison Kaikala, Children and Family Program Manager
623-879-3014 Office
623-879-3011 Front Desk
akaikala@anthemcouncil.com

Facility information you need to know:

Facility Name	Street Address	Mailing Address	Telephone Number
Anthem Community Center	41130 N. Freedom Way Anthem, AZ 85086	41130 N. Freedom Way Anthem, AZ 85086	623-879-3011

The ACC offers the following service classifications:

Program	Hours of Operation	Location(s)
Children's Day Program	7 a.m.–6 p.m.	ACC Community Center

AGE REQUIREMENTS:

The **Children's Day Program** is open for children 5-12 yrs. old (*kindergarten through 6th grade*). **Children must be potty-trained.**

INCLUDED ACTIVITIES:

Indoor and outdoor activities and games are included on a daily basis. Daily activities may also include:

- **Classroom games** including arts and crafts, science activities, indoor games and "brain games."
- **Gym games** including basketball, indoor hockey, kickball, scooter games and more.
- **Rock Wall** climbing is offered on our state-of-the-art rock wall located in the lobby. Campers will be given the opportunity to build confidence and strength as they master climbing the rock wall. All camp staff are rock wall-trained. Children must be **3 yrs. old** and **weigh at least 20 lbs.** to use the rock wall, and must have shorts and closed-toed shoes.

WHAT TO WEAR:

- Athletic shoes are preferred. **NO OPEN-TOED SHOES!**
- Weather-appropriate clothing; hats for outdoor time are strongly encouraged.
- **Sunscreen** – Please apply a long-lasting sunscreen at home in the morning before arriving to camp. Camp staff will remind campers to apply sunscreen. Staff cannot apply sunscreen to children.

WHAT TO BRING:

- **LABEL ALL ITEMS with your child's FIRST AND LAST NAME.** We are not responsible for personal items or equipment brought to the program and strongly recommend participants leave expensive items at home.
- Two **NUTRITIOUS** snacks, a sack lunch and water bottle must be brought on a daily basis. Children will *not* have access to a microwave or refrigerator; please put an ice pack in lunch, if needed.
- Children should **NOT bring any outside toys**, such as trading cards, electronic game devices, wheeled shoes, etc., to camp. We are not responsible for any loss or damage to personal items.

MONEY AT Children's Day Program:

Children may purchase snacks from the vending machine when **staff are AVAILABLE to supervise their trip to the machines** (during afternoon snack time). Please refrain from sending large amounts of money and remind your children to purchase mostly healthy snacks. Children are limited to two items per vending machine visit, and soda is prohibited. **Children's Program staff are not responsible for holding money or for lost money.** Please, no borrowing money from others.

CELL PHONES AND ELECTRONIC DEVICES:

Cell phones and other electronic devices will not be allowed for any reason. On the first offense, participants will be asked to put the device away. If the item is brought out a second time, the item will be taken away by the Children's Program Counselor and given to the Program Manager, who will then return it to the parent at time of pickup.

LOST & FOUND:

We will collect lost and found items on a daily basis. It is the child's responsibility to check the lost and found for misplaced items. Unclaimed lost and found items will be donated to a local charity at the end of the program. **The Community Center does not accept responsibility for any lost or stolen items.**

ENROLLMENT PROCEDURES:

Registration can be found at OnlineAtAnthem.com. Complete the registration packet and submit it **PRIOR TO THE FIRST DAY OF the PROGRAM** to the desk staff at the Community Center. All forms must be filled out before children can be dropped off at the program. Payment can be made with a credit card or cash. Payment is due at time of registration.

Children will be admitted to Community Center childcare programs only after registration is complete.

The following forms MUST BE RECEIVED PRIOR TO THE FIRST DAY OF THE PROGRAM:

- The Arizona Department of Health Services Emergency, Information and Immunization Record Card (note: State regulations require every section of this form be completed)
- ACC Childcare Policies
- Completed Swim Permission Form (if applicable)

Enrollment is available on a first-come, first-served basis and space is limited. **Payment must be received for child's place in the program to be reserved.** Participant's program registration fee must be paid in full prior to entering the program. Payments may be made in person at the front desk of the Community Center or online at onlineathem.com.

Enrollment is contingent on the child's ability to participate in the current program offered by the Community Center without undue burden on the program or undue risk to the children and staff involved. All participants must be able to work within a group of 10 children. One-on-one supervision is not offered within the Anthem Community Center childcare program.

TERMINATION AND DISENROLLMENT PROCEDURES:

The Community Center may terminate the enrollment of the child for any of the following:

- Three (3) late pickups;
- Non-compliance with Community Center policies and procedures; and/or
- Enrolled child or his/her parent present a danger to other children or staff in the program.

COST:

Siblings receive a 10% discount on their program fees.

Youth Camp (ACC Children's Day Program) cost and schedule can be found under the youth activities tab in our catalog at: <https://secure.rec1.com/AZ/anthem-community-council-az/catalog>

There will be **NO PRORATING, FEE REDUCTIONS OR MAKE-UP DAYS** for absence/illness.

There are no refunds or credits offered for the Children's Day Program. Please make sure that the days you will be requiring this program are finalized at the time of registration. Your registration cannot be transferred to another person. Days are not transferable. **REFUNDS OR CREDITS WILL NOT BE GIVEN FOR MISSED DAYS.**

LATE PICKUP FEE:

There is a \$10 late fee for every five (5) minutes late after 6:05 p.m. **The fee will be charged and is due immediately.**

ABSENCES:

If your child will not be attending the program for which you pre-enrolled, **PLEASE call the front desk at 623-879- 3011** so that we can inform the program staff and can fill your child's spot with a child on the waiting list.

PICKING UP YOUR CHILD:

A legal parent/guardian must sign in their children when they arrive and sign them out when they depart. If not signed in, program staff cannot be responsible for the child. The Program Manager must be notified in writing through the release form or by verbal message at 623-879-3011 in the event of an emergency or in any case that the legal parent/guardian will not be signing out the child.

Photo ID will be required at the time of pickup.

No one under the age of 14 yrs. will be permitted to sign a child in/out.

Chronic LATE PICKUP is grounds for dismissal from our children's day program.

BEHAVIOR EXPECTATIONS:

The Children's Day Program has rules that are reviewed every day with the children in attendance. These rules communicate the expectation that each and every child strives to be **Caring, Respectful, Responsible and a Participant.**

- **Be Caring:** Being caring means that you will be kind to others, be a good friend, and use supplies and other materials wisely.
- **Respect Others:** To show respect you must be kind and polite to others. You should also pay attention to others as well as yourself.
- **Take Responsibility:** Taking responsibility means that you do what you are supposed to do, when you are supposed to do it, the way you are supposed to do it, and if you do something wrong you try to make it right.
- **Participate and Try New Things:** Participating means you will take part in all activities even if it might not be something you want to do.

Community Center program staff reserves the right to suspend and/or dismiss any child who cannot adhere to the rules. When rules are broken, it is essential to provide some form of consequence and understanding to prevent future problems. The overall safety and well-being of all participants is always our highest concern.

The following process will be used to resolve conflicts as they arrive:

- Warning/reasoning/redirection.
- Time out from activity; when appropriate, the supervisor will assign special responsibilities to help the child redirect.
- Child/supervisor conference.
- Parent/supervisor conference.
- Removal from the program.
- Dismissal/suspension from the camp program.

Any child who vandalizes, damages or destroys the facility, equipment and/or supplies **WILL BE HELD RESPONSIBLE** for making the appropriate repairs and amends.

Chronic behavior problems will lead to dismissal from the children's program at the parent/guardian's expense. These behaviors include, but are not limited to:

- Destroying or taking property of other children, staff or the facility;
- Rudeness or discourteous behavior to other children or staff; or
- Causing physical and/or emotional harm to other children or staff.

INSURANCE:

The Community Center does not provide medical or accident insurance for children in childcare programs.

SICK CHILD/MEDICATION:

All children become ill from time-to-time. It is important for parents to understand that one child's health affects the health of the other children in the childcare program. Children who have signs and symptoms of illness (swollen glands, head or stomach ache, vomiting, productive cough, etc.) or who have had **a fever in the last 24 hours should not attend**. Always call the Community Center front desk to let them know your child is ill. If the child is diagnosed with a communicable disease, write down the name of the illness and what it may mean for the other children.

If a child becomes sick during the program, Community Center staff will contact the parent or other authorized party to pick the child up from the program. **It is expected that the child will be picked up immediately**. The child will be supervised in an isolated area until a parent arrives.

Consistently bringing a child to the childcare program ill and/or not picking the child up immediately when called will result in termination of childcare services.

According to the Arizona Department of Health Services, children CANNOT administer or store their own medication. Please make arrangements to give your child any medications he/she may need before coming to the program. In order for prescription medication to be given while in the program, a **signed medication form is required**. All prescription medication must be brought to site in the original container by the parent or guardian with a photocopy of the prescription. Medication must be given to the staff at the site for storage. **OVER-THE COUNTER MEDICATIONS ARE NOT ACCEPTED** unless accompanied by a doctor's prescription with dosage and times to be administered clearly stated.

ACCIDENT AND EMERGENCY MEDICAL PROCEDURES:

All childcare/program staff are trained in First Aid and CPR. Classrooms are equipped with the required First Aid materials. In case of injury/accident, the following emergency procedures will be followed:

1. Staff will assess child and injury and the necessary first aid will be administered.
2. Parent will be notified of injury/accident.
3. If it is a serious accident or there is doubt to severity, 911 will be called immediately.
4. An incident report will be filled out with information pertaining to the accident and procedures taken.
5. If a child must be taken to a hospital or medical facility, a Community Center staff member will accompany the child if a parent cannot make it to the site. A parent will be notified as to where the child is transferred.

HEAT POLICY:

Outdoor physical activity is limited when the heat index reaches 107 degrees. Children are given frequent water breaks and must bring a water bottle and hat, and wear sunscreen.

PESTICIDE APPLICATION:

All parents will be notified via the informational board in the Child Development area if pesticide has been applied at the facility.

FACILITY ACCESS:

Parents have access to the Community Center where the parent's enrolled child is receiving childcare services. Upon entering the Community Center, residents (this includes parents and children) must swipe their ID card at the check-in station and non-residents must sign in at the front desk.

STAFF TRAINING AND REQUIREMENTS:

The Community Center takes seriously the importance of the safety and protection of the children in our program. Our program staff and volunteers have policies, procedures and guidelines that are strictly enforced when working with children. The following is a list of proven safety practices:

- Comprehensive pre-employment screening for all staff members, including background checks, drug tests and criminal history checks.
- Attendance is taken at each activity, and staff is trained to maintain visual contact with children at all times.
- All staff are trained to be aware of intruders, hazardous situations or areas, and unsafe practices.
- If a child needs to switch to another program group for any reason, it must first be approved by the Program Manager.
- **ID must always be presented when signing out children from the program. Anyone signing a child out of the program MUST be listed on the Medical Emergency Form and provide proper identification.**