

## After-Hours Child Care Sites

### Cartoogechaye School

3295 Old Murphy Road, Franklin NC 28734

Principal: Jan Gann

After-School Program Director: Chris Morgan  
(828) 524-2845

### Mountain View Intermediate School

161 Clarks Chapel Road, Franklin NC 28734

Principal: Mark Sutton

After-School Program Director: Amanda Hastings  
(828) 349-1325

### East Franklin School

100 Watauga Street, Franklin NC 28734

Principal: Shirley Parks

After-School Program Director: Crystal Cochran  
(828) 524-6496 x 4

### Iotla Valley Elementary School

51 Cowee School Drive, Franklin NC 28734

Principal: Gary Brown

After-School Program Director: Linda Crunkleton  
(828) 524-2938

### South Macon School

855 Addington Bridge Road, Franklin NC 28734

Principal: Tolly Bowles

After-School Program Director: Michaella Hedden  
(828) 369-0796

# AFTER-HOURS CHILD CARE

## Operational Policies & Procedures 2011-2012



This publication is made available by the Macon County Schools After-Hours Child Care Program as part of the Community Schools Program.

For further information, please contact:  
Lenora Clifton Coordinator (828) 524-4414

**Macon County Schools**  
**1045 Wells Grove Road**  
**Franklin NC 28734**  
**(828) 524-4414**

## **MISSION STATEMENT**

The Macon County Schools After-Hours Child Care Program provides quality child care, educational support, and a variety of enrichment activities designed to stimulate the development of children in a safe and fun environment.

## **OVERVIEW OF PROGRAM**

Welcome to the Macon County Schools After-Hours Child Care Program! Organized to provide care for children in grades K-5, the VIP After-School Program and Summer Edventure Camp are operated by the Community Schools Program under the direction of the Macon County Board of Education. Tuition fees collected from parents help operate the program on a self-sufficient and non-profit basis. VIP has operated since January 1989; SEC has operated since summer 2004.

Macon County Schools VIP After-School Program and Summer Edventure Camp are licensed by the North Carolina Department of Health and Human Services, Division of Child Development, and are governed by the Child Care Policies as set forth in the Child Care Handbook.

The VIP After-School Program staff include the site director, who is in charge of the program at the school, and one or more assistants who assist in teaching, supervising, and providing quality individual care for the children. Summer Edventure Camp staff include a program director, activities director, counselors, bus drivers, custodians, and Child Nutrition workers. All staff are employed by the Macon County Board of Education, specifically for the VIP or SEC programs. Occasionally, other personnel from the school may substitute for regular staff members, and community volunteers may be utilized in providing special activities.

## **DISTRIBUTION OF OPERATIONAL POLICIES**

This document describes the purpose of the Macon County Schools After-Hours Child Care program and the policies and procedures for the administration of the program in compliance with standards set forth by the North Carolina Department of Human Resources, Division of Facility Services, Child Day Care Section.

A copy of these operational policies is given to each parent at the time of registration for the VIP After-School Program or Summer Edventure Camp and at any time upon request. Additional information may be distributed specifically for Summer Edventure Camp at the time of registration. Copies of any changes in these policies during the child care term will be distributed to parents. Copies of current operational policies are kept at each program site and are given to and discussed with each employee when hired and annually.

policies, which include the Discipline and Behavior Management Policy.

The discipline policy is discussed with all employees at the time of hiring. All employees have received and read a copy of this policy.

## **SECTION XXII. OTHER INFORMATION**

The VIP After-School Program and Summer Edventure Camp are optional school programs operated by the Macon County Board of Education under the direction of the Community Schools Office, Macon County Schools, 1045 Wells Grove Road, Franklin, NC 28734.

The VIP After-School Program and Summer Edventure Camp are certified by the North Carolina Department of Public Instruction and are governed by the Child Care Policies as set forth in the Child Care Handbook by the North Carolina Department of Health and Human Services, Division of Child Development. If you have any questions or concerns about the VIP After-School Program, Summer Edventure Camp, or state licensing standards, please feel free to contact Kara Jones, Child Care Licensing Coordinator, at (828) 293-0314.

The VIP After-School Program and Summer Edventure Camp participate in the USDA Child and Adult Food Program and the Child Care Subsidy Program. Some families may qualify for fee assistance from the Department of Social Services. For more information about subsidized care, please call Amy Breedlove at the Macon County Department of Social Services at 349-2124.

### **Non-Discrimination Statement**

In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-5964 (TTY). USDA and Macon County Schools are equal opportunity providers and employers.

**We DO:**

1. Praise, reward, and encourage the children.
2. Reason with and set limits for the children.
3. Model appropriate behavior for the children.
4. Modify the classroom environment to attempt to prevent problems before they occur.
5. Listen to the children.
6. Provide alternatives for inappropriate behavior.
7. Provide the children with natural and logical consequences of their behavior.
8. Treat the children as people and respect their needs, desires, and feelings.
9. Ignore minor misbehaviors.
10. Explain things to the children on their levels.
11. Use short, supervised periods of “time-out.”
12. **Stay consistent in our behavior management program.**

**We DO NOT:**

1. Spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish the children.
2. Make fun of, yell at, threaten, make sarcastic remarks, use profanity, or otherwise verbally abuse the children.
3. Shame or punish the children when bathroom accidents occur.
4. Deny food or rest as punishment.
5. Relate discipline to eating, resting, or sleeping.
6. Leave the children alone, unattended, or without supervision.
7. Place the children in locked rooms, closets, or boxes as punishment.
8. Allow discipline of children by children.
9. Criticize, make fun of, or otherwise belittle children’s parents, family, or ethnic groups.

At the time of enrollment, parents/guardians must sign a statement that they have read and understand the operational

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*Macon County Schools does not discriminate on the basis of race, color, national origin, sex, pregnancy, religion, age or disability.*

## POLICIES AND PROCEDURES

**ENROLLMENT IN THE VIP AFTER-SCHOOL PROGRAM OR SUMMER EDVENTURE CAMP CONSTITUTES AN UNDERSTANDING THAT YOU WILL ABIDE BY THE POLICIES LISTED AS FOLLOWS:**

### **SECTION I. PARENTS'/GUARDIANS' EXPECTATIONS OF THE PROGRAM**

**Parents/Guardians can expect that:**

1. Their children will be cared for in a safe, supportive environment.
2. They may visit with the site/program director to talk about concerns related to their child or the program.
3. They will be told about any serious misbehavior on the part of their child and will be asked to work toward bringing about improvement in the situation.
4. They will be informed promptly if their child does not arrive at the program according to his/her enrollment information.
5. They will be regularly informed about activities and meal menus.

### **SECTION II. PROGRAM'S EXPECTATIONS OF THE PARENTS/GUARDIANS**

**The Program expects that parents/guardians will:**

1. Pay fees on time, as explained in Section VI, Fees and Payment Policy.
2. Keep the child's records up-to-date, as explained in Section IX, Enrollment Forms.
3. Pick up children on time, as explained in Section XII, Safe Arrival and Departure.
4. Follow health policy, as explained in Section XVI, Health and Safety Policy.

3. If a child receives three written behavior-related incident reports, the child will be suspended, effective at the end of the day of the third report. During the first week of the suspension, the parents and the site/program director will meet in a conference setting in order to determine the conditions for reinstatement. **Parents/Guardians will be responsible for the payment of tuition during the period of suspension or until the child is withdrawn from the program or is discharged. Tuition and refund policies shall be as set out in Section VI, Fees and Payments, #8.**
4. If the child is reinstated in the program and receives a fourth behavior-related incident report, he/she may be suspended immediately and will forfeit the right of reinstatement for the remainder of the school year or camp term. If the severity of a problem is great enough that it could endanger the safety of the child or other children in the program, discharge will be effective immediately. A verbal conference with the parent/guardian will be scheduled, followed by a written statement of actions taken.
5. **A child may be discharged if he/she is picked up late three times** (see Section XI, Hours of Operation).
6. A child may be discharged for non-payment or late payment of fees as discussed in Section VI, Fees and Payment Policy.

**Praise and positive reinforcement are effective methods of the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem-solving abilities, and self-discipline. Based on this belief, the VIP After-School Program and Summer Edventure Camp will practice the following discipline and behavior management policy:**

## **SECTION XX. VISITORS AND OBSERVATIONS**

Parents and community members who are screened by the site/program director are welcome to observe at the VIP and SEC programs. For liability and supervision reasons, it is not possible for children who visit the program to take part in activities.

## **SECTION XXI. BEHAVIOR, DISCIPLINE, DISCHARGE**

Children are entitled to a pleasant and harmonious environment at the program. For this reason, the VIP After-School Program and Summer Edventure Camp cannot serve children who display chronically disruptive behavior.

Chronically disruptive behavior is defined as verbal or physical activity which may include but is not limited to such behavior that requires constant attention from the staff, inflicts physical or emotional harm on other children, abuses the staff, ignores or disobeys the rules which guide behavior during the school day and program time. If a child cannot adjust to the program setting and behave appropriately, the child may be discharged for the remainder of the school year or camp term.

Reasonable efforts will be made to assist children to adjust to the program setting. Disruptive behavior will be dealt with in the following manner:

1. The misbehaving child will be given a five-minute time-out in order for him/her to have time alone to think about his/her actions.
2. If a second time-out is given to the child in a single day, an incident report will be written and given to the parent/guardian to read and sign. The report will be returned to the site/program director where it will remain with the child's enrollment information.

5. Contact the site/program director if they withdraw their child from child care (10 working-day notice required).
6. Pay attention to any communications from the site/program director regarding their child's behavior, and cooperate in efforts to bring about improvement in the situation.

## **SECTION III. CHILDREN'S EXPECTATIONS OF THE PROGRAM**

### **Children can expect:**

1. To have a safe, supportive, consistent and fun environment.
2. To use all the program equipment, materials and facilities on an equal basis.
3. To receive respectful treatment.
4. To have discipline that is fair and non-punitive.
5. To receive nurturing care from staff members who are actively involved with them.

## **SECTION IV. PROGRAM'S EXPECTATIONS OF THE CHILDREN**

### **The Program expects that the children will:**

1. Be responsible for their actions.
2. Respect the rules that guide them during the school day and while at the program.
3. Remain with the group and child care staff at all times.
4. Take care of materials and equipment properly and return them to their place when finished, or before taking out new ones.
5. Arrive at the program promptly, according to the enrollment information.

## **SECTION VI. PARENT INVOLVEMENT**

1. Parents/guardians are encouraged to visit the program site before enrolling their child(ren), and are encouraged to

- make frequent visits to the site following enrollment.
2. Parents are invited to attend special events at the program site during the school year and summer.
  3. Parents/guardians are invited to share their talents and special skills with students.
  4. Parents are invited to participate on the Community Schools Advisory Board. Parents should indicate their interest to the Community Schools coordinator.
  5. Individual parent/child/staff conferences are held when needed.
  6. Parents/Guardians and staff are expected to communicate with one another informally on a regular basis regarding the program and the care of each child.
  7. Operational policies and procedures will be provided to parents/guardians before a child is enrolled.
  8. If a parent has a matter or concern about the VIP After-School Program or Summer Edventure Camp, he/she is encouraged to consult the site/program director or Community Schools coordinator.

## **SECTION VI. FEES AND PAYMENT POLICY**

All after-hours child care program salaries, supplies, and administrative expenses are supported entirely by fees and tuition. Macon County Schools provides the space and utilities as an in-kind donation to the program.

1. ***Registration and enrollment fees are non-refundable. Separate registrations are required for the VIP After-School Program and Summer Edventure Camp.***
2. **For VIP After-School care, tuition payments are due the first school day of each month and are paid to reserve an entire month of child care, regardless of the actual number of days and hours the child attends.**

## **SECTION XVIII. FOOD SERVICE**

Breakfasts, lunches, and afternoon snacks are provided daily at no extra charge. All meals are wholesome items as approved by the Department of Child Development and the USDA Child and Adult Care Food Program.

Snack is served at approximately 3:15 p.m daily. On VIP full days, breakfast and a nutritious lunch will also be provided. Summer Edventure Camp will provide breakfast, lunch and afternoon snack for all campers.

The Macon County Schools VIP After-School Program participates in the Child and Adult Care Food Program that is funded by the U.S. Department of Agriculture and administered by the N.C. Department of Health and Human Services. Please note that in accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-5964 (TTY). USDA is an equal opportunity provider and employer.

## **SECTION XIX. CHILD'S PERSONAL PROPERTY**

Children's personal property (coats, clothing, school bags, etc.) must be cleared from the program site after each session of the program. Although staff members attempt to help children stay organized, the staff cannot be responsible for lost personal property.

Children should not bring money, toys, food, or other items that are not necessary for school or program activities without checking first with the site/program director.

communicable disease, he/she will contact parents/guardians, either verbally or in writing, with the information and recommendations given to the program by the Macon County Health Department.

In case of accident or illness, the parent/guardian of the child will be called immediately. In serious cases, the child will be taken to one of the local hospitals by emergency vehicle for treatment, and the parent/guardian will be called as soon as possible.

Outdoor play will not be allowed when temperature (including wind chill) falls below 0 degrees.

If someone should appear on the premises with a firearm, the emergency number (911) will be called and children will be taken out of danger and given aid.

Caregivers will make every effort to keep a child from getting into a car with a parent/guardian under the influence of drugs or alcohol. They may call the police to give the child and parent/guardian a ride home. Caregivers will not under any circumstances give transportation to a parent/guardian who appears to be impaired by drugs or alcohol.

The program's license requires caregivers to report suspected cases of child abuse to the Macon County Department of Social Services. This includes the reporting of parents/guardians who appear to be impaired by drugs or alcohol.

## **SECTION XVII. INSURANCE**

For the VIP After-School Program, it is recommended that parents/guardians provide accident/health insurance coverage for their children. The Macon County Board of Education requires that all participants in Summer Edventure Camp have their own accident/health insurance upon enrollment. Parents who wish to enroll their student for accident/health insurance should check with the school office in the fall of each year.

3. **For VIP After-School care, tuition payment is considered delinquent on the 10th day of the month, and after the 10th, children are not allowed to attend until all tuition and late fees are paid in full. A late payment fee of \$10.00 will be assessed for each incidence, and repeated late payments will be cause for removal from the program. Reinstatement may occur on a space-available basis when all fees have been paid. Tuition for full days of care is due prior to the full day to reserve the spot. Tuition for full days is not refundable.**
4. Summer Edventure Camp tuition is due in full before the first day of Camp as determined annually. Children will not be admitted to Camp unless all accounts are paid in full.
5. All unpaid accounts will be given to the Macon County Schools finance officer for collection. Legal actions may be taken if monies are not received when due.
6. Constant reminders of delinquent accounts could jeopardize the chances of parents enrolling their children in any future programs sponsored by Community Schools.
7. Returned checks are held until a cash or money order is received to cover the amount of the check. Parents will pay a \$35 service charge for a NSF check. Parents will be notified immediately upon receipt of the NSF notice and will have two school days in which to pay the **charge and tuition** in full (by cash). If not paid by the end of the second day after notice, child care services will be suspended immediately. If the **tuition and charge** are not paid in full by the end of the first full week after notice, the child will be discharged from the program.
8. **If a child withdraws without notice or is discharged from the program, tuition will be due for the balance of the month or for one-half month, whichever is greater.**
9. If **all** of the child's required enrollment forms are not completed and returned to the site/program director by the day the child is scheduled to start the program, the child will **not** be allowed to attend until these completed forms

are submitted. The parent/guardian/custodian will be responsible for payment of monthly fees starting from the due date in order to reserve the enrollment spot until the completed forms are returned.

10. Receipts for payment of fees will be available at the time of payment. Parents desiring to have receipts mailed to them should send a self-addressed, stamped envelope to the site/program director.
11. Some families may qualify for fee assistance from the Department of Social Services. For more information about subsidized care, please call Amy Breedlove at the Macon County Department of Social Services at 349-2124.

## **SECTION VII. IRS STATEMENTS**

1. The program does not provide an itemized statement for tax purposes. Please keep your receipts.
2. Parents/Guardians will be provided with the taxpayer identification number for the Child Care Expense forms.
3. Parents/Guardians should keep a record of all payments as an accurate account of child care expenses.

## **SECTION VIII. REGISTRATION AND ENROLLMENT**

1. The program does not discriminate on the basis of race, color, national origin, sex, pregnancy, religion, age, or disability.
2. Children from all backgrounds are encouraged to attend.

**VIP Registration:** The parent must complete online registration and submit it (with a **non-refundable** registration fee, plus tuition for one month). Registered children who cannot be immediately enrolled will be placed on a waiting list. VIP enrollment begins annually anytime after July 1st (Note: Space is not guaranteed year-to-year for those currently in the program. Children must register annually.)

When a child needs medication administered by the center, the parent/guardian must:

1. Send only prescription medication in its original container with instructions on label.
2. Complete the "Request for Medication to be Given During School Hours" form giving the center permission to give the medicine and information about any possible side effects.
3. Inform the center when the medicine is to be discontinued.

Sunscreen is considered a medication and therefore requires a signed Medical Authorization Form and prescription.

## **SECTION XVI. HEALTH AND SAFETY POLICY**

If your child has a known medical condition (asthma, diabetes, allergies, seizure disorder, etc.), please be sure that the site/program director knows what to do if a problem should occur. The parent/guardian must also provide an emergency care action plan for the student if available. Please make sure that any necessary medication is available and that the appropriate medical forms have been completed. If a child has any one of the following conditions, the parent/guradian will be notified to pick up the child immediately: **Contagious disease, fever over 100 degrees, vomiting or diarrhea, accident requiring medical attention.**

**RE-ADMISSION FOLLOWING ILLNESS** - The child will be permitted to return to the program when the symptoms are non-existent, or upon authorization of the school principal for the child to return to school.

**CONTAGIOUS DISEASES** - If your child or a family member has been exposed to a communicable disease such as chicken pox, impetigo, scabies, strep infection, lice, etc., please inform the site/program director. When the site/program director identifies a child or staff member with a

absences, please notify the site/program director in advance.

**If your child is ill**, please request the school secretary to put a notice of the child’s absence in the program mailbox.

Absences without prior notification may be mistaken for a missing child, and unnecessary concern and time spent in searching for the child may occur.

**If a child does not arrive at the VIP program** as intended, the site director will contact the parent/guradian. If the parent/guardian cannot be reached, the site director will contact the child’s emergency contact persons.

#### **SECTION XIV. NO-SCHOOL & SCHOOL CLOSINGS**

1. **Scheduled Staff Development Days, Teacher Workdays and Holidays** - Parents/Guardians will be notified in advance whether the VIP Program will be available on scheduled staff development days and teacher workdays. VIP will not operate on holidays or early dismissal days (1/2 staff development days).
2. **Unscheduled No-School Days** - There will be no VIP Program on days when school is canceled due to weather, water main breaks, heating failure, electrical problems, etc.
3. **Unscheduled Early Dismissal Days** - The VIP Program is not available when school is dismissed early due to inclement weather or for other reasons.

#### **SECTION XV. MEDICATIONS**

The VIP Program and Summer Edventure Camp adhere to Macon County Schools policy 6125, “Administering Medicines to Students.” When a child should be given either prescription or over-the-counter medicine, the parent/guardian must provide the site/program director with a completed, signed “Request for Medication to be Given During School Hours” form. The medication must be provided in the original container accompanied by the doctor’s prescription and completed physician’s form.

**SEC Registration:** The parent must complete online registration and submit it (with a **non-refundable** registration fee, plus full tuition for summer program). Registered children who cannot be immediately enrolled will be placed on a waiting list. SEC enrollment begins annually anytime after February 1st (Note: Space is not guaranteed year-to-year for those currently in the program. Children must register annually.)

**Eligibility:** A child may be registered for enrollment in the program at any time depending on space availability. Children must be between the ages of five (5) and twelve (12) to be eligible for enrollment. VIP serves elementary students only; SEC serves all students ages 5-12.

**Openings:** The number of full-time and part-time openings is determined by the program’s license. When full-time or part-time child care openings occur, parents of registered children are contacted for enrollment on the basis of: (1) the schedule indicated on the registration form, and (2) the date of registration receipt.

**Enrollment:** Parents will be notified, at the time of registration, of acceptance of their child(ren) into the program.

1. Parents/Guradians who wish to enroll their child(ren) will be provided with a set of enrollment forms. Prior to the child’s first day of attendance, all forms must be submitted to the site/program director. **A completed set of forms is required for each child enrolled in the program, including occasional users. Separate registrations are required for the VIP Program and Summer Edventure Camp.**
2. Upon enrollment, the parent/guardian must make payment of a non-refundable enrollment fee and the required tuition fee, and submit a complete registration form.
3. **Children will be allowed to attend the program only after all forms have been completed and returned, and**

**payments have been submitted.** If the parent/guardian has not submitted completed forms by the date that the child is scheduled to start attendance, the parent/guardian will be responsible for payment of tuition fees in order to reserve the enrollment spot until the completed forms are returned.

4. Enrollment is accepted anytime during the year, provided there are available slots.

## **SECTION IX. ENROLLMENT FORMS**

Parents will be asked to complete and/or sign the following:

1. Enrollment Form (including Emergency Care Information)
2. Discipline and Behavior Management Policy
3. NC Child Care Law and Rules (as received)
4. Child and Adult Food Care Program Enrollment Form
5. Arrival/Departure Forms (as needed)
6. Medication Administration Release (as needed)

The program expects the forms to be kept current. The parent/guardian must provide new information to the site/program director about such changes as emergency contacts, names, employers, and phone numbers.

## **SECTION X. WITHDRAWAL FROM THE PROGRAM**

Parents/Guardians wishing to withdraw a child from the program must provide a statement in writing at least 10 working days prior to the discontinuation of this service. If notice is not given, tuition will be due for the balance of the month or for one-half month, whichever is greater.

## **SECTION XI. HOURS OF OPERATION**

Hours for the VIP After-School Program begin when school is dismissed (approximately 3 p.m.) and last until 6 p.m. Hours for Summer Edventure Camp are 7:30 am - 5:30 pm.

Parents/Guardians arriving after closing time will be assessed a late charge of \$1.00 for every minute of overtime for each child. Child care services may be withdrawn if three overtime charges occur.

## **SECTION XII. SAFE ARRIVAL AND DEPARTURE**

1. For VIP, children should go directly from their classroom at the end of the school day to the location specified by the VIP After-School Program site director. For SEC, children should be dropped off at the designated drop-off spot at the school.
2. Parents/Guardians should pick up their child(ren) directly from the program at or before the end of the VIP program day (6 p.m.) or SEC day (5:30 pm). Persons designated for pick-up must be at least 18 years of age.
3. If a child is absent from the regular school day due to illness, he/she should not attend the VIP After-School Program that day. Parents/Guardians are requested to notify VIP if a child will not be in attendance.
4. Parents/Guardians should notify the site/program director if there is a change in address, work, or home telephone numbers, or emergency contacts (persons who can be notified if parents are unavailable).
5. Children who are not enrolled in the VIP After-School Program or Summer Edventure Camp are not allowed to attend with an enrolled child as a visitor.
6. When a child is not picked up by the center's closing time, the site/program director will call the parent's/guardian's home and/or work numbers. If there is no answer, he/she will call the emergency numbers given for the child. If neither parents/guardians or emergency contacts can be reached within 45 minutes after closing time, the site coordinator will call 911, ask for the social worker on call and explain the situation. The site/program director will notify the Community Schools coordinator and will remain with the child.

## **SECTION XIII. ABSENCES**

**If your child will not be attending** the program because of scheduled appointments, vacations, or other planned