



Millcreek School-Age Program

Parent Handbook

2024 - 2025



School-Age Director

Brenda Kauffman

bkauffman@cdcenters.org

814 – 315 – 2236

Program Hours

Before Care: Drop-Off beginning at 7:00 a.m.

After Care: Pick-Up by 6:00 p.m.

Pricing

Before Care: \$85/week

After Care: \$85/week

Both Before and After Care: \$150/week

Billing Department

Sara Ahlgren

Preferred method of contact:

sahlgren@cdcenters.org

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Locations

Millcreek School-Age Program

Administrative Office

Child Development Centers, Inc.
213 East 41st Street, Erie, PA 16504
814 – 315 – 2236

The Eagles School-Age Center

Asbury Elementary School
5875 Sterrettania Road, Fairview, PA 16415
814 – 493 – 9771
Grades K-5

The Trojan Bears School-Age Center Belle

Valley Elementary School
5300 Henderson Road, Erie, PA 16509
814 – 493 – 5112
Grades K-5

The Bears School-Age Center

Chestnut Hill Elementary School
1001 West 54th Street, Erie, PA 16509
814 – 657 – 2802
Grades K-5

The Bees School-Age Center

Grandview Elementary School
4391 Lancaster Road, Erie, PA 16506
814 – 493 – 9779
Grades K-5

The Tigers School-Age Center

Tracy Elementary School
2624 West 6th Street, Erie, PA 16505
814 – 493 – 7856
Grades K-5



Erie Child Development Centers

Asbury Child Development Center

3814 Asbury Road, Erie, PA 16506

814 – 413 – 0190

Ages served: 6 weeks to 5 years

Cascade Child Development Center

950 West 7th Street, Erie, PA 16502

814 – 413 – 0133

Ages served: 3-5 years

Century Child Development Center

504 East 27th Street, Erie, PA 16504

814 – 413 – 0180

Ages served: 3-5

Downtown Child Development Center

121 East 10th Street, Erie, PA 16501

814 – 480 – 0645

Ages served: 6 weeks to 5 years

Elk Valley Head Start

2556 Maple Avenue, Lake City, 16423

814 – 413 – 0186

Ages served: 3-5 years

Gilson Child Development Center

903 Payne Avenue, Erie, PA 16503

814 – 413 – 0177

Ages served: 6 weeks to 5 years

Roosevelt Child Development Center

2300 Cranberry Street, Erie, PA 16502

814 – 413 – 0720

Ages served: 6 weeks to 5 years

Child Development Centers, Inc. operates 19 total locations across NWPA, also serving preschool-aged children in Crawford County and children ages six weeks to sixth grade in Venango County.

Organizational Philosophy

Child Development Centers, Inc.'s first responsibility is to provide and maintain a safe, welcoming and inclusive environment where children and staff can learn, grow and thrive. With over 50 years of experience, Child Development Centers, Inc. understands that parents and guardians are each child's first and primary teachers. We work hard to recognize unique needs and circumstances of each of our families. It is also important to respect and understand differences within family dynamics. It is essential to build trusting relationships and create an environment of shared expectations. As we open our doors to all versions of family, we pledge to protect all information by maintaining confidentiality. Avoiding personal judgments is vital to preserving the values of Child Development Centers, Inc.

Child Development Centers, Inc. recognizes a responsibility to our community. We aspire to be an excellent role model for our field of expertise. When there is a discussion surrounding any aspect of early child development, we want Child Development Centers, Inc. to be the first thought and resource. In order to accomplish this, we work closely with our community partners to collaboratively assist our shared families with the acquisition of various services that positively impact their lives.

The future of our community attends our programs every day. We believe ensuring that all children have the best head start in all aspects of early development will have lasting, positive effects on our community.

Standards of Practice and Core Values

Student Achievement

CDC confidently promises a superior learning environment for each child through its implementation of rigorous, research-based curriculum. In demanding an advanced level of curriculum fidelity, delivering an array of innovative school readiness resources, and analyzing benchmark data for student growth, CDC creates an exemplary environment for student success.

Safety

To promote the well-being of all children and staff, CDC operates clean and healthy facilities, actively supervises children, and regularly reviews safety procedures and protocols while prioritizing best practices and standard regulations. As CDC remains dedicated to providing secure environments across its centers, it offers peace of mind to each family it serves.

Professionalism

As CDC's tenacious employees embrace continuous learning and self-improvement, they remain invested in its mission of Educating Children to Succeed. Their commitment to consistently embody service to others demonstrates integrity and allows them to build healthy relationships in their working environment.

Excellence

With a strong focus on nurturing the whole child, CDC demonstrates expertise in early childhood education and development. In remaining committed to being a place where all people thrive, CDC defines exemplary service to children, families, and staff, consistently going above and beyond their expectations.

Licensing Information

Department of Human Services (DHS) Day Care Licensing Division

Licensure is certification of compliance with the regulations issued by the Pennsylvania Department of Human Services to a provider, subject to licensure under Article IX, Title 55, Chapter 20, of the Department of Human Services.

When the license is issued, a copy must be displayed in the center, with the original in the administration office. In order to maintain this license and continue operating, the center must continue to comply with the Day Care Division for Children regulations as set forth in Title 55, Chapter 3270, of the Department of Human Services Social Service Manual.

Keystone Stars Designations

Keystone STARS is a quality certification obtained from the Office of Child Development and Early Learning (OCDEL). All CDC facilities are designated as Star 4, which is the highest rating that Keystone Stars gives.

National Association for The Education of Young Children (NAEYC)

The National Association for the Education of Young Children (NAEYC) has a national accreditation process to recognize high-quality early childhood education in child care centers. After a facility completes the self-assessment and successfully undergoes the on-site visit by NAEYC assessors, the center is provided an “accredited” status for five years under NAEYC rules and policies. The center is required to submit annual reports outlining continued quality improvements for children. Franklin, Cranberry, Oil City and Hasson Heights Child Development Centers are all NAEYC accredited.

Enrollment

Enrollment in CDC's Millcreek School-Age Program is open to children currently enrolled within the Millcreek Township School District's five elementary schools. Enrollment is granted without regard to a child's race, color, creed, religion, national origin, gender or disability, and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, sexual orientation, pregnancy or disability.

Parents can apply for enrollment of their child by completing the School-Age Enrollment Packet. The School-Age Director will provide this packet to parents/guardians and answer any questions.

Initial enrollment is contingent upon receipt of the completed Enrollment Packet, signed Fee Agreement, Tuition Express payment form and deposit. The Enrollment Packet and Fee Agreement are not to be construed as contracts guaranteeing service for any duration.

Medical records and updated immunizations are required at enrollment for each child enrolled and must comply with the recommended schedule set forth by the American Academy of Pediatrics.

Tuition-Based Childcare

Parents may contract for five full days only. Tuition (including an ELRC copay) is a contracted weekly rate regardless of attendance.

Families are asked to sign a Fee Agreement upon enrollment and may be required to update this document periodically throughout the year.

Tuition suspensions are not granted in the event of a vacation or other planned absence.

CDC offers a 10% multi-sibling discount.

While families can suspend childcare through the ELRC, our policy requires that they still pay a weekly holding fee equal to their copay during suspension of care.

Deposit

A deposit equal to one week of family tuition is included in the first week's tuition payment. The deposit may be used for the last week of care that a family obtains. If a family would like to receive their deposit back, they must submit a two-week notice to our School-Age Director, Brenda Kauffman, at bkauffman@cdcenters.org.

Families who receive subsidized childcare through the Early Learning Resource Center (ELRC) are expected to have one weekly co-payment on deposit.

Payment

Tuition payments are due each Friday for the current week of care. Tuition is paid weekly through automatic withdrawal from a checking, savings, or credit card account. Accepted forms of payment include Mastercard, Visa, Discover or ACH bank draft. American Express is not accepted.

All subsidized childcare co-payments are also required to be paid weekly through automatic withdrawal from an accepted checking, savings or credit card account.

Statements will be emailed weekly to the primary payer. Yearly summaries will be emailed by January 31 for tax purposes.

Past Due Accounts

When a family is unable to pay its tuition in full, CDC will issue a suspension notice through the ProCare app indicating that care will be suspended unless payment is received. If payment is not submitted by the designated deadline, suspension of care will be effective beginning on Monday of the following week. Automatic payment withdrawal will be paused during suspensions and will resume when the account balance is paid.

Insufficient Funds/Late Payments

Insufficient funds at the time of automatic withdrawal will result in an immediate suspension notice and a charge of \$20 on your account (the same charge the bank assesses against CDC).

In addition, if you do not keep valid payment information on file and payments are not made by Friday of each week, you will notice a charge of \$20 on your account.

Late Pick-Up Charges

Families are late for pick-up at 6:01 p.m., as our school-age program closes at 6 p.m.

When a late pick-up occurs, the family is charged \$15 for each 15-minute period that the family is late, per child. For example, if one child is picked up at 6:05 p.m., the family will receive a \$15 charge for one 15-minute period (6:00 – 6:15 p.m.).

If a family picks up two children at 6:20 p.m., the late fee is \$60 (two children x two 15-minute periods at \$15 per period). Periods of time for late billing purposes are each quarter hour (6:00-6:15, 6:15-6:30, etc.).

Arrival/Drop-Off Procedures

Upon arrival, the parents or the adult who drops off the child must sign the child into care using the Procure app on their mobile device. Children are required, by DHS regulations, to be supervised at all times while in a childcare facility.

Please notify the child's teacher or the Erie School-Age Director of any special instructions or needs for the child's day such as early pick-up, an alternate pick-up person, health issues over the previous night which need to be observed, and/or any general issues of concern which the childcare providers should be aware of to best meet the needs of your child throughout the day.

Pick-Up Procedures

Parents or other authorized adults are required to sign out the child at pick-up with our teaching staff. Once a parent signs out the child, the parent then is solely responsible for supervising the child while on school premises. CDC staff members are able to have brief conversations with parents at pick-up, but these will need to occur while supervising other children. If you need more time to discuss specific issues/concerns, we ask that you schedule these conversations with the Erie School-Age Director.

Emergency Contacts

At enrollment, parents provide up to three Emergency Contacts. In the designated section of the packet, parents are encouraged to include up to three persons who, in the course of events, may be asked to pick their child up from CDC. In an emergency situation, the child's primary and secondary contacts as listed in the Enrollment Packet are called first. If they cannot be reached, staff members call the persons listed as Emergency Contacts until someone can be contacted.

If the staff contacts a parent/guardian, and the parent/guardian is unable to pick the child up, it then is the responsibility of the parent/guardian to arrange for pick-up of their child by someone listed within the Enrollment Packet as an Emergency Contact, who has been previously designated as a release person.

Failure of the parent/guardian to make such arrangements may result in termination from the program. Designated release persons are required to provide photo identification, which is verified against the name in the Emergency Contacts section of the Enrollment Packet, prior to CDC releasing the child. Revisions to the Emergency Contacts section may be made at any time, by the custodial parent. For the safety of your child, verbal release only, in person or by phone, is strictly prohibited. At least one and up to three Emergency Contacts must be listed within the Enrollment Packet prior to the child starting the program.

Parent's Right to Immediate Access or Court Ordered Limits

Parents of children in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at CDC.

In cases where the child is the subject of a court order (i.e. Custody Order, Restraining Order, Protection from Abuse Order, etc.), CDC must be provided with a copy of the most recent order and all amendments. Orders of the court are strictly followed.

Once presented with a court order, CDC is obligated to follow the order for the entire period it is in effect. CDC employees cannot, at the request of anyone except the issuing judge, allow any court order to be violated. CDC reports any violations of these orders to the court.

In the absence of a court order on file with CDC, both parents are afforded equal access to their child, as stipulated by law. CDC cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation arises in which one parent does not want the other parent to have access to their child, CDC suggests that the parent keep the child with them until a court order is issued. If conflicting court orders are presented, the most recently dated court order will be followed. If a conflict arises, CDC staff members will contact the local police.

Health and Safety

All children are required to have an age-appropriate physical examination and completed form (including a complete and current immunization record, filled out by a licensed medical professional) in order to attend this program.

Medication Administration

If your child is on medication, please try to arrange the medication schedule so they do not have to take the medication while in our program as we do not have access to the elementary school nurse's office where medications are stored. Our staff will have access to standard first-aid kits at all times. If your child requires emergency rescue medications, please contact the Erie School-Age Director to file the correct paperwork.

Dress Code, Sick Children Protocols & Safety Procedures

As this program is operated within the Millcreek Township School District, CDC has adopted and consistently adheres to its dress code, health protocols and safety measures. For more information, please review the MTSD Student Handbook at the following link:

<https://www.mtsd.org/parents/resources>

Snack

Snacks are provided to children during our after-care program and the food meets federal nutrition guidelines. Parents are required to give written notification from the child's physician of any food/dietary allergies or restrictions (e.g. lactose intolerance, vegetarian diets, wheat/gluten-free diets). Substitutions for dislikes are permitted and are provided by CDC based on the required components.

Allergies are a serious health and safety risk to young children. CDC takes this issue very seriously and we have modified our food program and activities to ensure that children are safe.

Toys from Home

One of our top priorities at CDC is maintaining a safe learning environment for all children to grow and learn. Part of that process requires CDC to comply with state safety laws, including those pertaining to toy recalls.

Recalls can happen almost daily, and with dozens of classrooms spread across five elementary schools, it is virtually impossible for CDC to keep track of all the latest safety hazards for toys being brought from home.

Additionally, our state regulations require all arts and crafts supplies to be non-toxic. All equipment and other materials brought into the classroom for use as part of the curriculum will be inspected by CDC staff for safety and appropriateness.

We are respectfully asking families to keep their children's home toys at home. Your cooperation will ensure that CDC keeps children safe and stays in compliance with all necessary safety regulations. However, comfort items such as blankets or stuffed animals are permissible.

Guiding Behavior

CDC is committed to creating a harmonious classroom, full of young, eager learners. The following are some of the techniques used to accomplish this goal:

- Giving children choices (develops decision-making skills)
- Creating an environment of “do” rather than “don’t”
- Setting only necessary limits (safety)
- Setting reasonable limits (reasonable expectations for the age group)
- Making limits simple and clear
- Being consistent with limits
- Praising and encouraging children
- Setting a good example (being a good role model)
- Redirecting children by teaching them a different way of doing the same thing
- Redirecting children to an appropriate activity or behavior
- Encouraging older children to help set their own limits
- Guiding children to resolve conflicts and modeling skills that help children to solve their own problems
- Extreme behavioral issues that are not resolved and pose harm to the child, their peers and/or our staff may result in expulsion from the program.

Children with Special Needs

CDC is an inclusive environment for all children, regardless of disability. If your child has or ever has had an Individualized Education Program (IEP), please provide a copy to our staff. CDC is committed to helping all children be successful learners. These tools allow us to individualize your child’s instruction and help your child develop to their fullest potential.

Confidentiality

Family information is shared only with employees of CDC who have a “need to know” in order to most appropriately and safely care for your child. Individuals who may have access to your child’s information include the classroom staff, management-level employees and/or regulatory authorities. Confidential and sensitive information about staff, other parents and/or children is not shared with parents, as CDC strives to protect everyone’s right to privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, screening and assessment results, disability information and health related information of anyone associated with CDC.

Outside of CDC, confidential and sensitive information about a child is shared only when the parent of the child has given expressed written consent, except where the law otherwise provides. Parents may be asked to complete an “Authorization to Exchange Information”, listing the information that is to be shared outside of CDC, persons with

whom the information will be shared and the reason(s) for sharing the information.

Our Confidentiality Policy protects every child's privacy. You may observe children at the center who are disabled or who exhibit behavior that may appear inappropriate (e.g. hitting, spitting, etc.). Employees of CDC are strictly prohibited from discussing with you anything about another child.

Mandated Reporting of Child Abuse and/or Neglect

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of CDC are considered mandated reporters under this law. Employees are not required to discuss their suspicions with parents before reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making the report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. CDC takes this responsibility very seriously and makes all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interests of children.

As mandated reporters, staff members of CDC cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness or season
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol.
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school over-medicated to hide symptoms, which typically would require the child to be kept at home until symptoms subside
- Children who exhibit behavior consistent with an abusive situation

Methods of Communication

Communication with families is very important. CDC understands that families need to have an enormous amount of trust in our ability to care for their children. Consistency in caregiving from one environment to another is essential to allow children opportunities to acquire new skills. When families communicate with us, they are giving us vital information so that we can support children as they develop social, physical, language and learning skills. If we do not communicate with families about a child's interests, strengths and challenges, learning becomes stagnant and is not meaningful.

Communication may take many forms. While face-to-face, two-way communication is best, a phone call or email are also acceptable methods of communication and may be used. CDC also communicates with families through the ProCare app.

For families with children enrolled in both before and after care:

CDC participates in the Keystone STARS program, which is a quality rating system that promotes quality improvement in early learning and development programs and school-age child care. A Keystone STARS designation informs parents/guardians that their children are in a safe, respectful environment. To obtain and maintain this designation, we are required to monitor and promote each child's continued success in our program.

Parents/guardians of children enrolled in both before and after care complete two parent/teacher conferences each school year. These conversations are conducted during a scheduled time at each program site. Parent/guardian signatures are collected at the conclusion of the conference and submitted to the School-Age Director. Each family also receives a copy for their records.

In compliance with our documentation requirements as a licensed childcare provider, we are also required to obtain a copy of two report cards for each child enrolled in both before and after care. These report cards must be from Quarter 1 and Quarter 3 of each school year. Each child's report card is submitted directly to and filed by our School-Age Director.

More information about Keystone STARS can be found at the following link: <https://www.education.pa.gov/Early%20Learning/Keystone%20Stars/Pages/>

ProCare

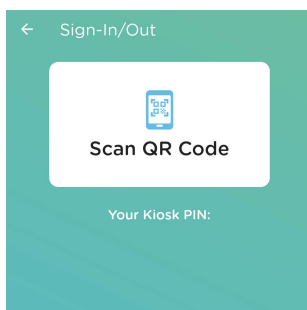
Upon enrollment, we will launch a ProCare invitation for parents/caregivers to download this free app in order to sign their child(ren) in and/or out each day. Important announcements and snack menus will also be sent through this app throughout the school year. This invitation will be sent to the primary email address entered in each child's enrollment packet.

Please open the ProCare email on your phone and follow the prompts to download the app and set up your account. If you already have a ProCare account from a previous childcare provider, please uninstall the app on your phone and reinstall it. Once the app is successfully installed and you create an account, please follow the steps below to sign your child in and/or out each day:

1. Click on the square with the check mark inside in the top right corner of the screen.



2. Click **Scan QR Code**. Once the camera opens, hover over the QR code posted on the door/wall of our program.



3. Before Care: Click **Sign-In** when dropping your child off in before care.

After Care: Repeat these steps and click **Sign-Out** when picking your child up from after care.

Please note: Only one parent/guardian is required to have a ProCare account. Any other authorized adults will only need the unique 4-digit code assigned to each child, which you will see within the app. Please inform them that they can simply open their phone camera, scan the QR code, and enter your child's unique 4-digit code to sign them in and/or out.

School Closures

Emergency Closures

CDC will follow the MTSD policies and procedures for emergency closings. When the district announces a full-day closure, both before and after care will also be closed.

All program closures will be communicated through the ProCare app.

In the event of an emergency relocation to an alternate site, CDC will adhere to the MTSD policies and procedures as outlined in the MTSD Student Handbook.

Two-Hour Delays

When the MTSD announces a two-hour delay, our program will open at 8 a.m. for children enrolled in morning care. Children enrolled in only after care are not eligible for this option.

Early Dismissals

During scheduled early dismissals as outlined on the MTSD student calendar, our program will begin at the conclusion of the school day, with pick-up required by 6 p.m. at no additional cost to families enrolled in after care. Children enrolled in only before care are not eligible for this option.

Program Calendar

Our program closures align with the hosting elementary school's scheduled holiday closures as outlined on the MTSD student calendar. Our program operates consistently during the hours below, even in the event of the MTSD's scheduled early dismissals:

- Before Care: Drop-off as early as 7:00 a.m.
- After Care: Pick-up by 6:00 p.m.

During partial-week closures, families will be billed at the regular weekly rate.

While families are responsible for full tuition payments regardless of holiday closures, families will not be billed for the following full-week closures:

- December 23, 2024 – December 27, 2024
- April 14, 2025 – April 18, 2025

Beginning in 2024: CDC will offer full-day care for children at each MTSD elementary school during the district's five scheduled in-service days throughout the 2024-2025 school year:

- Monday, October 14, 2024
- Tuesday, November 12, 2024
- Monday, January 27, 2025
- Monday, February 24, 2025
- Friday, April 4, 2025

If a family chooses to reserve full-day care for their child(ren), an additional \$25 per child will be reflected in their billing statement for each selected date above. This rate includes both a morning and afternoon snack. Families must pack their child's **breakfast and lunch** on these dates.

If a family chooses to reserve full-day care for their child(ren), they must notify Brenda Kauffman by Monday of the prior week so that this additional rate can be included in their weekly billing statement, which will be sent to the primary payer listed on each child's account.

This statement will highlight tuition charges and payments/declines from the previous week as well as the balance for the current week. Each weekly statement will be sent from notifications@procaremessagingservice.com.

Billing Department
Sara Ahlgren
Preferred method of contact: sahlgren@cdceners.org

■ First/Last Day
 ■ Program Closures
 ■ Full-Day Care Available

Sep 2024					
M	T	W	T	F	
2	3	4	5	6	
9	10	11	12	13	
16	17	18	19	20	
23	24	25	26	27	
30					

Oct 2024					
M	T	W	T	F	
	1	2	3	4	
7	8	9	10	11	
14	15	16	17	18	
21	22	23	24	25	
28	29	30	31		

Nov 2024					
M	T	W	T	F	
				1	
4	5	6	7	8	
11	12	13	14	15	
18	19	20	21	22	
25	26	27	28	29	

Dec 2024					
M	T	W	T	F	
2	3	4	5	6	
9	10	11	12	13	
16	17	18	19	20	
23	24	25	26	27	
30	31				

Jan 2025					
M	T	W	T	F	
		1	2	3	
6	7	8	9	10	
13	14	15	16	17	
20	21	22	23	24	
27	28	29	30	31	

Feb 2025					
M	T	W	T	F	
3	4	5	6	7	
10	11	12	13	14	
17	18	19	20	21	
24	25	26	27	28	

Families will not be billed for the week of December 23-27.

Mar 2025					
M	T	W	T	F	
3	4	5	6	7	
10	11	12	13	14	
17	18	19	20	21	
24	25	26	27	28	
31					

Apr 2025					
M	T	W	T	F	
	1	2	3	4	
7	8	9	10	11	
14	15	16	17	18	
21	22	23	24	25	
28	29	30			

Families will not be billed for the week of April 14-18.

May 2025					
M	T	W	T	F	
			1	2	
5	6	7	8	9	
12	13	14	15	16	
19	20	21	22	23	
26	27	28	29	30	

Jun 2025					
M	T	W	T	F	
2	3	4	5	6	
9	10	11	12	13	
16	17	18	19	20	
23	24	25	26	27	
30					





Before/After Care Program Daily Schedule

7:00 – 8:55	Arrival, Free Choice, Homework
8:55	Clean
9:00	Wash Hands for Breakfast
9:15	Dismissal - Breakfast/Classrooms
3:15 – 4:00	Roll Call, Wash Hands, Snack and Homework
4:00 – 4:30	Group Meeting, Whole Group Activity or Station Time
5:00 – 6:00	Free Choice, Parent Pick-Up

Parent Code of Conduct

CDC requires the parents of enrolled children to behave at all times in a manner consistent with decency, courtesy and respect. One of the goals of CDC is to provide the most appropriate environment in which children can grow, learn and develop. Achieving this ideal environment is the responsibility not only of the employees of CDC, but also the responsibility of each and every parent or adult who enters the centers. Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct are not permitted on school property thereafter.

Smoking

For the health of all CDC employees, children and associates, smoking is prohibited anywhere on school property. Parents are prohibited from smoking in the building, on the grounds and in the parking lot of any CDC facility. Parents who smoke in their vehicles are asked to extinguish their cigarette prior to exiting their vehicle. Please refrain from disposing of cigarettes in the parking lot.

Firearms and Weapons

At no time is any person permitted to carry any type of firearm, ammunition and/or weapon on agency property, unless specified in their job description. (e.g. on duty police officer).

Persons Appearing to Be Drug or Alcohol Impaired

CDC staff contact local police and/or the other custodial parent should a parent appear to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the agency to deny a custodial parent access to their child even if the parent is or appears to be impaired. However, CDC staff delay the impaired parent as long as possible while contacting the other parent, local authorities and Child Protective Services.

Any other authorized person who attempts to pick up a child and appears to the staff of CDC to be under the influence of drugs/alcohol, is denied access to the child. Also, the person no longer is permitted to be release person for child pick-up, nor is he or she permitted on MTSD property. The staff of CDC contact the child's parents, local authorities and Child Protective Services to notify them of the situation.

Strategies for Negotiating Differences

CDC recognizes that parents and guardians are a child's first teachers. Because each family comes with its own set of values and beliefs, it is important for families and teachers to partner to help children participate successfully. When professional values and practices differ from family values and practices, the following negotiation strategies will be utilized.

- A meeting between the staff member, Erie School-Age Director and parents/guardians is scheduled to discuss the situation and determine steps to resolve the issues presented.
- A follow-up meeting is scheduled to determine if the issues were resolved in a way that allows the child to participate successfully in the school-age program.
- Appropriate modifications are made.
- If the issue remains unresolved, another meeting is scheduled between the staff member, Erie School-Age Director, parents/guardians and County Administrator to discuss the situation further.

CDC is confident that all issues and concerns can be satisfied when staff members and families work together as a team.

Withdrawal

Instances may arise where child care services need to be discontinued. A two-week notice is required when withdrawing a child for any reason.

An invoice detailing the past due balance or credit is emailed within one week of withdrawal to the primary payer as indicated in the child's file. Any balances are due within 30 days. Any credit remaining after the 30-day period is forfeited to the organization.

All balances must be paid in full prior to re-enrollment in the program.

Right to Refuse Admission

CDC reserves the right to refuse admission to any child at any time with or without cause.

CDC strives to maintain an ample list of substitutes in anticipation of staff absences, however there are times when substitutes are not available, and in rare cases, the school-age program may need to be closed to maintain compliance with licensing regulations. Refusal will be based on a "first come first serve" basis when seeking to maintain appropriate staff-to-child ratios and/or when closing classrooms.

Possible reasons for the refusal of admission include, but are not limited to:

- Lack of staff to maintain appropriate staff-to-child ratios as determined by state licensing regulations
- Staff deems the child too ill to attend
- Domestic situations that present a safety risk to the child, staff or other children, if the child was to be present at the center
- Parents' failure to maintain accurate, up-to-date records
- Parents' failure to complete and return required documentation in a timely fashion
- Non-payment of weekly tuition.
- Failure to obtain all required immunizations

Parental Rights

Inspection of Records

- A parent has the right to inspect their child's records.
- If a parent requests to inspect their child's records, CDC will make the records available within a reasonable time, but no more than 45 days after the request.
- CDC ensures that parents only inspect information that pertains to their child.
- CDC does not destroy child records when there is an outstanding request to inspect and review.

Amending Records

- A parent has the right to ask CDC to amend information in their child's records if the parent believes it is inaccurate, misleading or violates the child's privacy.
- CDC will consider a parent's request and will provide a written decision to the parent within a reasonable time. If the request is denied, CDC will inform parents of their right to holding a hearing.

Hearings

- If a parent requests a hearing to challenge information in their child's record, CDC will schedule a hearing within a reasonable time, notify the parent in advance and ensure the person who conducts the hearing does not have a direct interest in the outcome.
- CDC makes sure hearings give parents a full and fair opportunity to present evidence related to the issues.
- If CDC determines from evidence presented at the hearing that the information in the child's records is inaccurate, misleading or violates the child's privacy, the record will be amended or the information be removed. Parents will also be notified in writing.
- If CDC determines from evidence presented at the hearing that the information in the child record is accurate, does not mislead or otherwise does not violate the child's privacy, the parent will be notified of their right to place a statement in records that either comments on the consented information or says why the parent disagrees with the decision, or both.

Right to Copy of Records

- CDC will provide a parent a copy of any part of their child's records that is disclosed to third parties with consent, such as the Intermediate Unit, free of charge. CDC will not provide courts with child's records unless a subpoena is issued.

Right to Inspect Written Agreements

- A parent has the right to view any written agreements with third parties.

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