



PARENT HANDBOOK -----

Central Park Elementary

Woodcrest Elementary

Siebert Elementary

Chestnut Hill Elementary

Welcome to Greater Midland Community Center

Before and After School Program

Our goal is to provide high quality care in a safe and engaging environment that fosters the growth of healthy relationships and developmental assets.

Mission Statement

Promote vitality. Build belonging. Serve with heart. Greater Midland values are to: Focus on People First
Work & Live with Integrity · Create Fun & Adventure · Build a Positive Atmosphere · Collaborate with
Others · Listen & Respond.

Philosophy and Goals

We believe that physical activity is a vital component to a child's development and seamlessly integrate forms of exercise into our schedule through organized games, free choice opportunities and age appropriate activities.

It is our privilege and responsibility to provide an atmosphere that encourages each child to grow and learn through play and interaction with others. Together with our parents, our staff will assist the children in becoming self-reliant compassionate people that care about themselves, others and the world around them.

Parent Involvement

Your involvement is both welcomed and encouraged. The Community Center is focused on the child, while providing a supportive environment for both parents and teachers. As your child's first and most important teacher, you are an integral part of our program. While your family is involved in our program, we hope to develop a partnership between home and school that benefits the development and growth of your child.

Communication

Communication is essential as we work together to meet the needs of your child. We will keep you informed of program and center activities through verbal, written and electronic communications. The licensing bulletin board at your child's school site will contain pertinent program information throughout

the school year. You are encouraged to talk to your School Site Lead, Program Coordinator or Director should you have any questions or concerns.

If you wish to schedule a visit to the program, a tour or a conference, please reach out to Multi-Site Director Courtney Powell during her office hours Monday through Friday 9: 30A.M -3:00 P.M

(989) 832-7937 X2277

Please keep an UPDATED email address and phone number on file to ensure that you receive all communications regarding your program.

Before and After School Programs

The Community Center places a large emphasis on youth programs. It is our goal that children in our community have the opportunity to feel successful and develop independence. Our program provides the following:

- Homework Assistance
- 20 minutes of quiet reading/literacy activities each afternoon
- Hands-on projects with an emphasis on teamwork
- Participation in organized activities
- Snack each afternoon
- Free choice time

Our before and after school program serves Central Park, Chestnut Hill, Woodcrest and Siebert Elementary Schools. Our program begins at 7:00 am. Kids are dismissed with the start of the day bell. The afternoon program begins with the end of the day bell and ends at 6:00 pm.

Morning Schedule

7:00 am – Arrival, free choice at centers (board games, books, puzzles, art)

7:15 am – Small group activities/Homework help

7:50 am – Large group games/outdoor time weather permitting

8:30 – 8:45 am – Clean up, line up, dismissal

Afternoon Schedule

End of the day bell, children arrive in program area

3:40 pm – Attendance, homework, quiet reading

4:00 pm – Snack, quiet reading, homework

4:15 pm – Small group activities, homework

4:40 pm – Large group activities (indoor and outdoor)

5:45 pm – Clean up, homework, reading

6:00 pm – Program Ends

Personal Belongings

Please do not allow your child to bring money, toys/electronics, cell phones or valuables from your home. We understand that children may have to bring items to use during the school day, we ask that those items stay in your child's backpack until pickup time.

The Greater Midland Community Center is not responsible for lost, broken or stolen items.

Outside Policy

Children go outside on a daily basis, weather permitting. It is up to the discretion of the staff to determine if the children will go outside. During winter weather children will continue to go outside unless the temperature is below 10 degrees. Please send weather appropriate attire for your child. We are not staffed to remain inside with one child. If a child is in attendance they child will be expected to go outside.

If we experience inclement weather our program will utilize gym space and/or cafeteria space for physical activities as an alternative to an outdoor play area.

Food and Snacks

The daily food program includes an afternoon snack each day. A current menu will be posted at each school site. Children with special dietary needs will work with the Site Lead to make appropriate accommodations. All food allergies must have a written doctor's statement of the allergy along with an action plan.

Staffing & Volunteers

The site leads will be present in the am and pm sessions along with assistant teachers. The ratio for staff to children for school age is 1 adult to 18 children. The multi-site director will be present a minimum of one session per week at each school site.

All staff and volunteers are required to submit to a criminal background check prior to interacting with children, which includes felony, misdemeanor along with sex offender clearance and reference checks. Any staff, parent or volunteer who works with children 4 or more hours in two consecutive weeks must have on file a medical clearance form signed and dated by a doctor stating that he/she is free from communicable tuberculosis before the volunteer time and a clear DHS central registry clearance. Volunteers shall not be left alone with a child.

Admissions Policy

Children must be of school age. Our program ends at age 12 or when the child completes fifth grade. Enrollment is based on space availability. Families must pay the \$35 enrollment fee before paperwork can be processed. Enrollment paperwork must be completely filled out and turned in two weeks before care begins. ***Summer enrollment must be completed in the spring. Your teacher will have a packet for you to fill**

out and return to her. Your child must have completed kindergarten and or entering the fifth grade for admission. There is a minimum of 14 days a month for our summer care program.

Families **MUST RE-REGISTER ANNUALLY**. A non-refundable annual re-registration fee is due at the time of re-registration. Re-registration takes place each spring. Notices will be posted at each school site and emailed to the email address that is on file with GMCC. **** If there are custody issues, we must have a copy of court papers informing us of the custody arrangement. We cannot accommodate requests to not release a child to a parent without a court order. ****

Hours of Operation

	Woodcrest	Siebert	Chestnut Hill	Central Park
AM	7am – 8:43am	7am – 8:55am	7am – 8:33am	7am – 8:35am
PM	3:43pm – 6pm	3:55pm – 6pm	3:34pm – 6pm	3:40pm – 6pm

MPS half day schedules vary by a few minutes. Our staff will be at the school site by 11:30 am and present until 6:00pm on half days.

Scheduling and Payments

A monthly registration is required for care. Registration is due no later than the 24th of each month – registrations are due one month in advance. For example, October registrations are due September 24th. Registration must be done online using your Greater Midland account.

- Registration opens on the 5th of every month.
- Greater Midland charges a \$15 late registration fee per session for registrations received after the 24th of the month at 11:59 pm.
- Without a registration care CANNOT be provided.
- Families are expected to inform the school site of any absent days.
- Snow days will still be offered on a first come, first serve basis.
- DHHS families will be charged a co-pay of 20% of the actual bill to be paid at the time of registration.
- DHHS Families are required to attend a minimum 30 minutes of registered sessions to apply DHHS funding to that day.

Payments are due on the 24th of each month for the coming month. For instance, October payments are due September 24th. **Please call Lia for any assistance with billing at (989) 832-7937 X2214.**

- Households carrying past due balances of one month or more could experience suspension of or discontinuation of care.
- To continue care families must make a good faith payment of 75% of the outstanding balance and will be required to adhere to an ongoing payment plan until the household account is paid in full. If care is discontinued households carrying a balance will have 30 days to pay their account

in full. If the account is not paid in full within 30 days, the household will be turned over to our collection agency.

Minimum Day:

We have a minimum day required each month of 7 before care days and 7 after care days a month.

Snow Days:

We offer care for snow days on a first come first serve base, with a maximum of 35 students. No credits will be given for snow days.

Virtual Days:

We offer care for virtual days when schools shut down, however parents must sign up for these days through web-trac. there will be an email that will go out to all enrolled families for an opportunity to sign up for these days. There is a maximum of 24 students allowed. No credits will be given for virtual days.

Scholarships:

Households that qualify for a childcare scholarship through Greater Midland Community Center must keep their account current. To continue care families must make a good faith payment of 75% of the outstanding balance, and will be required to adhere to an ongoing payment plan until the household account is paid in full. If the account is not in good standing, scholarships may be discontinued.

*Some exceptions to the scheduling policy may apply. Please see your Program Director with questions.

*Please see our Billing Specialist for payment arrangement details.

Credits to Accounts:

Any credit to an account will be in the control of Greater Midland. We will not credit for any unforeseen circumstances out of our control such as but not limited too weather, power outages, or MPS shut downs.

Drop Off/Pick Up

- Parents must always accompany their children into the school.
- Parents/Guardians must initial and record their child's arrival/departure time on the attendance sheet.
- Our staff can not accompany your child to your vehicle for curbside pickup.
- No child will be released to a person NOT noted on the Child Information Card
- No child will be released to a person under the age of 18.
- Photo ID can be requested at any time for any reason. We will NOT release a child to anyone who fails to provide a photo ID upon request.
- Any changes to Authorized Pick-Up list located on the Child Information Card must be made in person in the administrative office.

- Changes to the Authorized Pick-Up list made over the phone, through email, text or verbally **WILL NOT** be honored.
 - Authorities will be contacted in the event that any person attempting to pick up a child appears under the influence.
 - We are obligated to release children to legal guardians unless appropriate documentation by the court is on file.
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Absenteeism & Tardiness

The Community Center requests a 24-hour notice of any schedule changes or cancellation. IF for any reason your child will not be attending on a scheduled day, please inform the center at least 24 hours prior to their scheduled arrival time. If a child does not attend on a day that they are scheduled, you will be charged. Credits are not given for absenteeism. If you receive DHHS assistance or Sliding Fee Assistance and do not call the center to inform staff of your child's absence, you will be responsible for the full payment of the scheduled hours for that day.

Parents/Guardians are expected to pick up/drop off their child(ren) within 15 minutes of their scheduled time. The 15-minute grace period does NOT apply beyond normal operating hours. For example, children scheduled to arrive at 7:00 a.m. cannot arrive at 6:45 a.m. as this does not fall into normal operating hours. This rule applies for picking up at the end of the day- parents/guardians cannot pick-up their child after 6:00 p.m.

Late pick up Fee:

All children should be picked up on time. A late fee of \$1 per child for every minute after the center closes will be charged to your account. We understand that an emergency can occur, if this should happen a courtesy call is appreciated. After 15 minutes past closing the emergency contacts on your card will be called. After one hour, Child Protective Services will be notified.

Withdrawing from Program

Parents/Guardians are responsible for giving a 2-week advanced notice. The family is responsible for paying for the full month. We do not refund accounts when a family drops our service. Families who have not turned in a (**register online**) calendar for care for one month will automatically be withdrawn from care and will be required to follow the enrollment procedure **if space is available** to reenter the program.

Grievance Policy

Greater Midland believes that children always benefit from strong relationships between our team and parents/guardians. The relationship between our program and home should be one based on mutual respect and appreciation for our interdependency on each other. We recognize that, as in any relationship, occasional good faith disagreements may arise.

If you have any concerns about an aspect of the program, please adhere to the following steps:

- If applicable, the parent/guardian shall discuss the issue with the Site Lead.

- If no resolution is reached, then the parent/guardian shall discuss issue with the Program Director.
 - If parents/guardians feel the decision regarding the matter is unsatisfactory they may present, the concern to the Director of Early Care & Education.
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Reporting Abuse and Neglect

Under the Michigan Child Protection Act 238. All Greater Midland Community Center employees are required by law to report any suspected child abuse, neglect, sexual abuse or exploitation to Children's Protective Services. Greater Midland does not have to warn or inform families of making a report, we will not disclose information about our report to any unauthorized person or to family members. Our highest priority is the safety and wellbeing of the children we serve.

Emergency, Incident & Accidents

Fire – Tornado – Chemical Release

Children and staff will proceed according to Emergency Action Plans (EAP) posted throughout the building. Practice drills are conducted on a regular basis to ensure competency in implementation.

Power Outage – Building Emergency – Internal/External Threat

Should a power outage or other building emergency occur, parents/guardians will be notified as soon as possible? All children will remain in the building or on the school campus until parent/guardian arrives or alternative arrangements are made.

Should a threat occur in or near our facility- staff will ensure all policies/procedures outlined in our EAP are followed. Practice drills are conducted to ensure competency in implementation.

Site leads will contact parents via cell phone to reunify parents and children in the event of an emergency. Special assistance will be given to any child with special needs or who needs additional help during an emergency.

Serious Accident or Injury

In case of serious accident/injury or when the extent of the injury is unknown, we will follow the procedures as outlined below:

- Staff will assess the situation and call additional staff/supervisor for additional assistance if necessary
- If the injury is not life threatening and does not require immediate medical attention staff will contact parent/guardian and proceed based upon a mutually decided upon strategy between staff and parent/guardian

- 911 will be called if the emergency is life threatening. If the child requires transportation for medical services a staff person will accompany the child and remain with the child until the parent/guardian arrives.
- If the injury is not life threatening but requires medical attention, a member of the Greater Midland Early Care & Education team will contact the parent/guardian to notify them of the accident/injury. Transportation for medical attention will be decided by the parent/guardian.
- An accident/incident report will be completed by staff members who witnessed the injury and submitted to the Greater Midland Central Office.
- An “Ouch Report” will be provided for minor injuries. Parents/guardians can request an incident summary for serious accidents/injuries.
- A verbal report of the accident/injury (if medical attention is required) will be made to the Department of Health & Human Services within 24 hours of the incident. An “Incident Report” (BCAL 4605) will be submitted to DHHS within 72 hours of the incident.

Note: Should parents be unavailable, then the emergency contacts listed on the child information card will be contacted and notified of the incident. Staff cannot transport children to the hospital in personal or center vehicles.

In regards to serious incidents such as physical discipline by staff, unsupervised lost child, inappropriate contact the program director will notify the parent/guardian and the Department of Health and Human Services of the incident immediately.

Discipline

Greater Midland uses the High Scope 6 Step Conflict Resolution Strategy. When the conflict or behavior demands further action children may be offered time to “cool down” in a “safe spot.” Children may be temporarily excused from the environment if the child or teacher is in need of further support.

Steps in Resolving Conflicts

1. Approach calmly, stopping any hurtful actions.

- ▶ Place yourself between the children, on their level.
- ▶ Use a calm voice and gentle touch.
- ▶ Remain neutral rather than take sides.

2. Acknowledge children's feelings.

- ▶ "You look really upset."
- ▶ Let children know you need to hold any object in question.

3. Gather information.

- ▶ "What's the problem?"

4. Restate the problem.

- ▶ "So the problem is . . ."

5. Ask for ideas for solutions and choose one together.

- ▶ "What can we do to solve this problem?"
- ▶ Encourage children to think of a solution.

6. Be prepared to give follow-up support.

- ▶ "You solved the problem!"
- ▶ Stay near the children.

If redirection is ineffective parents/guardians may be contacted. If behaviors persist a "Behavior plan" should be developed with input from staff and parents/guardians. Greater Midland can help parents/guardians navigate the referral process for behavioral services if further support is required. When behavioral needs exceed our resources suspension or separation from care could occur. Greater Midland does not use traditional Time Out as a means of discipline. No form of corporal punishment, belittling, shaming, withholding food, snacks or bathroom privileges will ever be used as a form of discipline.

The following is a list of general guidelines each child is expected to follow:

- Children should show respect for staff, parents and other children and visitors.
 - Children should keep all body parts to themselves
 - Obscene and or inappropriate language/gestures will not be tolerated.
 - Children must remain under the supervision of staff at all times.
 - Children should show respect for other people's belongings.
 - Violence will not be tolerated.
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Health Plans:

Handwashing

Children

- Immediately before & after eating
- After using toilet or having diapers changed
- Before using the water table
- After playing outside
- After handling pets or pet objects
- Whenever hands are visibly dirty

Providers

- Before handling food, prepping bottles or feeding children
- After use of toilet, assisting child using toilet or changing diapers
- After coming into contact with any bodily fluids (wet or soiled diapers, runny noses, spit, vomit, etc.)
- Whenever hands are visibly dirty or after cleaning up: bathroom, room, toys etc.
- After removing gloves for any purpose
- Before giving or applying medication or ointment
- After blowing nose, coughing, sneezing

Illness

By law, Greater Midland cannot accept children who are sick into the program. It is our priority to ensure the health and safety of all children and staff members. If your child has one or more of the following symptoms, please keep your child home and/or seek medical attention:

- A temperature of 100.5 or higher
- In infectious, communicable disease or condition
(*such as pink eye, chicken pox, influenza etc.*)
- Yellow or green discharge from the nose
- Severe or constant coughing
- Difficulty breathing/wheezing
- Diarrhea (2 times) or loose, runny stools
- Vomiting or upset stomach
- Acting ill (lethargic or in pain)
- Head lice
- Any type of unidentified rash/sores (will need a note from a physician before returning to program)
- If your child does not feel well enough to participate comfortably in the program's activities

Your child must be symptom free for a minimum of 24 hours without the aid of a fever reducer before they will be able to return to care. Should your child present with one or more of these symptoms while

in attendance, the parent/guardian will be notified immediately. The parent/guardian will be required to make arrangements for the child to be picked up from the program within 1 hour.

Medication

- All medication (including over-the-counter and prescription) such as sunscreen, diaper cream, antibacterial ointment, cough drops, bug spray, dietary supplements, Tylenol or individual medical procedures such as insulin injections, breathing treatments/inhaler, nutrition through a feeding tube etc. will ONLY be administered with prior written permission from the parent/guardian. Should your child require specific medical care or medication, the following procedures must be followed:
- Medication must be the original container (prescription medication must be in its original container with label)
- Label must have child's first and last name
- Medication permission form must be filled out and signed by parent/guardian (this form is good for 3 months)
- All medication must be stored in a designated area, out of the reach of children
- Medication will be administered according to the directions on the label
- A staff member will maintain a record of the time, date and dosage of all medication given or applied to each child. Staff administering medication will sign medication form with first and last name

Parents/guardians are responsible for providing all necessary items for administering medication such as liquid measuring syringes, measuring spoons, Epi-pens etc.

If your child requires staff to engage in a support process for a medical condition (*such as nutrition through a feeding tube, seizures, injections such as Epi-pen or insulin shots*) parent/guardian will be required to submit an Emergency Action Plan (EAP) signed by your child's physician.

THANK YOU!

We value the trust and confidence you place in our professionals to provide your child with a safe and engaging environment. Thank you for allowing us to be part of their development!

