



Creative

School Age Child Care

*Affordable Quality Childcare
For Your Family*

PARENT HANDBOOK 2019-2020

9510 Chandler Street
Pensacola, FL 32534
Phone (850) 479-7814
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www.csacc.com

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Welcome to Creative School Age Child Care!

Since 1988, we have been providing affordable quality afterschool child care for students in Escambia County School District. Our program operates on campus at eleven local elementary schools. We are open every day that school is in session from dismissal until 5:50 p.m. This handbook is designed to inform parents and answer questions about our CSACC program. We look forward to serving you and your family!

Pamela McAfee

Executive Director

OVERALL MISSION STATEMENT

To provide a safe environment for children 5-12 years of age with a balanced assortment of developmentally appropriate activities that stimulate and engage their minds to grow stronger physically, socially, emotionally, and intellectually.

PROGRAM PHILOSOPHY

We believe children learn valuable social skills, team building skills and conflict resolution skills through play. We want to offer an interactive social & physically active experience for children after school. We love enriching children's lives with stimulating activities where they can be active, develop friendships, explore new ideas, and keep them safe afterschool while having fun!

PROGRAM GOALS

- Foster positive self-esteem
- Develop social skills
- Encourage thinking, reasoning, questioning, and experimentation
- Enhance physical development
- Encourage and demonstrate sound health, safety, and nutritional practices
- Encourage creative expression and appreciation of the arts
- Respect cultural diversity
- Develop understanding of self in relationship to family, community and world
- Foster life skills and habits

HOURS OF OPERATION

Our program follows the Escambia County Public School District's calendar. We are open every day school is in session from dismissal until 5:50 during the regular school year.

PROGRAM LOCATIONS:

A.K. Suter Elementary School

501 Pickens Ave,
Pensacola, FL 32503
(850) 595-6813
(850) 324-9813 Program's Cell

Beulah Elementary School

6201 Helms Road
Pensacola, FL 32505
(850) 941-6187
(850) 206-8357 Program's Cell

Blue Angels Elementary School

1551 Dog Track Road
Pensacola, FL 32505
(850) 457-6356 ext. 266
(850) 324-8357 Program's Cell

Cordova Park Elementary School

2250 Semur Road
Pensacola, FL 32503
(850) 595-6839
(850) 595-6839 Program's Cell

Hellen Caro Elementary School

12551 Meadson Rd,
Pensacola, FL 32506
(850) 492-8283
(850) 324-9814 Program's Cell

Jim Allen Elementary School

1051 County Hwy 95A,
Cantonment, FL 32533
(850) 937-2271
(850) 324-9816 Program's Cell

Kingfield Elementary School

900 West Kingsfield Road
Cantonment, FL 32533
(850) 324-8355 Program's Cell

Molino Park Elementary School

899 Highway 97
Molino, FL 32577
(850) 587-5265 Press 4, Room 602
(850) 417-4751 Program's Cell

NB Cook Elementary School

1310 N 12th Avenue
Pensacola, FL 32503
(850) 595-6826
(850) 324-5466 Program's Cell

Pine Meadow Elementary School

10001 Omar Avenue
Pensacola, FL 32514
(850) 494-5632
(850) 324-9812 Program's Cell

R.C. Lipscomb Elementary School

10200 Ashton Brosanham Road
Pensacola, FL 32534
(850) 494-5723
(850) 324-9810 Program's Cell

CSACC SCHEDULE

Our program offers a variety of choices for children throughout the day from outside play to themed activities! Each month we pick a theme and our activities revolve around it! Wednesdays are STEM Days where children experience science first hand! We celebrate our planned special events like Fitness Fun and Birthday Bash monthly! Parent newsletters are published monthly with information of upcoming special events.

We proudly offer a 1:15 staff to child ratio. Within the program, there will be a variety of activities for your child each day. Program Lesson Plans will be posted weekly for your review. The choices will include the following types of activities:

- Outdoor Play
- Homework Club
- Academic Learning Centers: STEM, Library, Creative Writing, Electronics, & Art
- Monthly Theme and Unit Activities
- Clubs (older children)
- Activity Centers: Dramatics, Construction, & Game Centers
- Community Presentations
- Child-initiated and Adult-initiated activities

Children are provided a snack and drink daily from the USDA’s Child and Adult Care Food Program (CACFP), which is planned and prepared by the school’s cafeteria. If they desire something else, they are welcome to bring a different snack from home. Snack menus are posted weekly.

Homework Club is offered Monday – Thursday. During this time, children work in a quiet environment to complete their homework. The site director is available to offer assistance to those who need help. Please contact your site director to sign up.

To prevent potential problems, we do NOT allow cell phones, handheld game devices, or other toys from home.

DAILY PROGRAM SCHEDULE

2:10 p.m.	Outside Play/Homework Club/ Academic Play Centers
3:15 p.m.	Snack
3:30 p.m.	Theme Activity or Clubs
4:00 p.m.	Activity Centers
5:00 p.m.	Free Play
5:30 p.m.	Circle Time
5:50 p.m.	Program Closes

CHILDREN WITH SPECIAL NEEDS

We welcome all children into our program and make reasonable accommodations for children with special needs. Our staff will work closely with you to help your child have an enriching afterschool experience.

TUITION RATES per week:

Full Time 3-5 Days	Part Time 1 Day	Part Time 2 Days
1 Child = \$52.00	1 Child = \$15.00	1 Child = \$30.00
2 Children = \$97.00	2 Children = \$28.00	2 Children = \$56.00
3 Children = \$143.00	3 Children = \$41.00	3 Children = \$82.00
4 Children = \$189.00	4 Children = \$54.00	4 Children = \$108.00

There is a registration fee of \$16.00 per child per school year.

WAYS TO PAY TUITION:

OPTION 1: Pay with Cash, Check, or Money Order

Pay on-site at your program the first two business days of the week or weekdays from 8:00 a.m. - 1:00 p.m. at our administrative office, located at 9510 Chandler Street Pensacola, FL 32534. Checks should be written out to CSACC. Receipts are given at the time of payment. Please note: Site Directors can ONLY collect money on-site the first two business days each week.

OPTION 2: Check by Mail

Please mail checks to:
CSACC, Inc.
9510 Chandler Street
Pensacola, FL 32534

OPTION 3: Pay by Online

Login to MyProcure.com, a free online portal for CSACC families and pay your tuition anytime! The first time you login, you'll enter your email address and retrieve a confirmation code. Then you'll be prompted to create a password.

OPTION 4: Automatic Payment

Complete the automatic payment form and your account will be charged automatically for the tuition amount due.

LATE TUITION FEES

Tuition is paid weekly and is due by the first (1st) business day each week. A \$10 late fee will be applied if not paid by the second (2nd) business day each week.

NSF FEES

A service charge of \$25 is charged on all NSF checks that are returned as insufficient funds.

LATE PICK-UP FEES

CSACC closes at 5:50 p.m. daily. If you will be late, please call your site director to let them know. A five dollar (\$5) late fee will be charged for every fifteen (15) minutes that you are late.

ABSENTEEISM

Tuition is not discounted based on absenteeism; however, if a child attends full time and is absent for a full week, the parent can request to pay half of the regular tuition (limited to two weeks per school year).

NONPAYMENT POLICY

If payment is not made by Friday each week, your child will not be able to return to the program until the account balance is current.

FINANCIAL ASSISTANCE

CSACC offers two scholarship options. The Creative Scholarship is available to employed parent(s) of low income who are in need of financial assistance. This scholarship offers families a discounted tuition rate. The Early Bird Scholarship offers families who can pick up by 4 p.m. daily a discounted tuition rate. Please contact your site director for more information and to apply. All scholarships are based on a first come, first serve basis. Enrollment is limited.

END OF THE YEAR STATEMENT

A tuition/credit summary report will be emailed at the end of the calendar year for tax purposes. This report is also accessible online anytime in your parent portal at www.MyProcare.com.

DISCIPLINE & EXPULSION POLICY

We strive to encourage all children to have good behavior through clear guidelines, engaging program activities, and positive staff interaction. Through a carefully planned environment with low ratios, adequate toys and materials, developmentally appropriate activities and routines, we recognize we can prevent behavior problems. Character education is the cornerstone at CSACC with curriculum reflecting positive character traits which include respect, trustworthiness, fairness, responsibility, caring, and citizenship among many more. We want to help children learn lifelong social skills that will help them become independent and positive members of society who can think critically and apply conflict resolution strategies to find solutions and manage their emotions.

When problems do arise, we redirect the child to an appropriate activity and may pull them aside to discuss their behavior. If needed, we may have to remove them from the activity for their safety and/or the safety of others around them. The CSACC program incorporates the “Peace Place” as a safe place to calm down, discuss problems and brainstorm conflict resolution solutions. Students who go to the Peace Place have several stress reducer items to handle while cooling off. Through this reflection, students in time learn to self-regulate and recognize their emotions before acting on them. Problem solving tools (conflict resolution) are taught to help the children learn to problem solve and make good choices independently.

Parental support may be requested when problems arise in the after school program. Furthermore, after school program directors may request information and assistance from school staff with any discipline problem. This may include information regarding behavior that may be caused by trauma, emotional or medical problems, or information regarding special techniques that are being used successfully with the student during the school day.

In the event that a student’s behavior is repetitive and does not cease after the steps above or is disruptive, harmful or negative to the extent that it is detrimental to other students, program or staff, written documentation will be done and shared with parents immediately. Site directors will record such incidents using an incident report. A plan for

handling future behavior will be discussed with staff, parents and student. This plan may include behavior modification, positive reinforcement or redirection methods. If another incident occurs, written documentation will be done and the site director will contact the parents to discuss the incident again. A third incident of like-nature requiring written documentation will be grounds for suspension or termination from the program.

All official Escambia County School Board and Florida Department of Children and Family policies relating to discipline will be followed. We reserve the right to immediately suspend or permanently dismiss children from the program due to the following:

- Fighting
- Injuring self, another child or staff
- Inappropriate language
- Running from Staff
- Destruction of Property
- Stealing
- Threatening violence
- Leaving a designated area without permission
- Harassing or bullying another child
- Biting and/or Spitting

Depending on the severity of the incident, the result may be:

- 1 Day suspension
- 3 Day Suspension
- 5 Day Suspension
- Permanent Dismissal

BULLYING POLICY

CSACC is a BULLY-FREE Zone. This means that we do not tolerate bullying in our programs. Name calling, put-downs, inappropriate language will not be tolerated. CSACC expects children to respect classmates, staff and their school. We encourage students and parents to tell our directors about problems to ensure the emotional and physical well-being of students are maintained and upheld.

ILLNESS POLICY

If a child becomes ill while attending CSACC, parents will be contacted and the child sent home for the following:

- Oral temperature of 100 degrees or greater
- Vomiting
- Liquid stools
- Uncontrollable and persistent coughs
- Appearance of acute illness or complaint of severe pain

In the event a child exhibits any of these symptoms, the child's parent will be called. When the director deems a child too ill to remain in the CSACC program, parents have the responsibility and will be expected to pick up their child as soon as possible. Until the parent arrives, the child will be excluded from activities with other children. The child will rest in a quiet area secluded from the main program area, supervised by a staff member.

Parents will be notified about outbreaks of the following:

- Strep throat
- Impetigo
- Measles, mumps, chicken pox, rubella
- Pinworms
- Lice
- Salmonella

A parent may not bring a child to the program if the child has:

- A strep throat or impetigo that has not been treated with antibiotics for at least 24 hours.
- A rash of acute symptoms associated with fever or symptoms of illness.
- An oral temperature of 100 degrees or greater or has had a fever within the last 24 hours
- Persistent vomiting and/or diarrhea in the previous 12 hours.
- Lice

Children with chronic health problems (asthma, allergies, etc.) may attend CSACC. Our staff works closely with parents to provide quality care and optimal services.

MEDICATION POLICY

No over the counter medicine will be given by CSACC. Prescription medicine will be given to your child if the following conditions are met:

- Medicine is in the original container and has legible directions for dispersing, the child's name, and the doctor's name.
- Letter from doctor is accompanying the prescription authorizing the dispersing of the drug to your child.
- *Dispersion of Medication Form* has been completed and is on file.

DAILY ATTENDANCE AND SIGN OUT PROCEDURES

Your child's attendance is taken daily at 2:00 p.m. It is your classroom teacher's responsibility to see that your child arrives at our site each afternoon. The group leader and the site director keep records of their attendance and we will look for all missing children who are scheduled to attend. The classroom teacher needs a written note if your child's itinerary changes. Each day, CSACC reviews the: 1) check out list, 2) absence list, 3) change in transportation list, and 4) other afterschool clubs and activities list(s). Unless we have heard otherwise, we will be looking for your child. We appreciate you keeping both your child's teacher and us informed of changes to your child's schedule.

Each afternoon you will be asked to check out your child by signing our sign out book or using our digital kiosk. If someone else is to pick up your child, they must be listed on the child's authorized pickup list and will be expected to check out the children. Picture IDs will need to be presented if our staff does not know the individual. We do not accept phone authorization. If you need to add an individual for pickup, please add the person to your child's account at the school site, through email, or by fax authorization to 850-479-2119. If adding someone by email or fax, a copy of the parent/guardian's ID must accompany the email or fax.

If an intoxicated adult arrives to pick up a child, the child will NOT be released to the adult.

CSACC ACCIDENT POLICY

If your child is involved in an accident during the after school program, a CSACC staff member will administer Basic First Aid and/or CPR if needed. The director will write an accident report describing the accident, and will give the parent a copy of the report. If needed, the director will call the parent.

If your child needs medical attention over and beyond basic first aid, the director will call 911 for an ambulance to transport your child to your preferred hospital of choice. Parents will be notified immediately.

CSACC EMERGENCY CLOSING POLICY

If the Escambia County School District is closed on a school day, CSACC is closed. Parents will be notified by TV, radio, and/or the internet.

If the Escambia County School District is open during the school day, but cancels all after school activities, then typically the after school program will be closed as soon as all children are picked up. Parents on these occasions will be notified by telephone, Procure text (if you provided your phone provider during the registration process) and through our REMIND system, if enrolled. Parents can enroll in our REMIND system to receive these types of notifications by text and/or email.

In case of emergency, our staff and students want to be prepared. CSACC holds monthly fire drills to practice getting out quickly and orderly from the afterschool program. CSACC also practices lockdowns, inclement weather, and shelter in place drills.

CSACC STAFF TRAINING

Training requirements for all our staff are listed below:

- 40-hour Introductory to Childcare Training Courses
- 10 hours of In-Service Training Annually
- Basic First Aid & CPR Training
- Pre-Employment Drug Screening
- Employment References
- Character References
- Level II Background Check

REPORTING CHILD ABUSE & NEGLECT

Our staff members are trained to recognize the signs of child abuse & neglect. All childcare professionals are mandatory reporters by law and must report any suspicion of abuse or neglect to the Florida Abuse Hotline 1-800-96-ABUSE.

GRIEVANCE POLICY

We are here to serve your family! If you are unsatisfied with our program for any reason, please share your concerns with your site director. You may also use our “Contact Us” page online at our website (csacc.com) to contact the program’s administration. Let us know how we can improve our programs to meet the needs of your family!

GETTING INVOLVED AT CSACC

Throughout the year, CSACC may host activities and invite you to attend. Volunteers are welcome in the areas of storytelling, special events, holidays and many other ways. If volunteering is not something you can do, maybe you can donate materials or help us prepare for special activities. We will keep you updated through our monthly parent newsletter and signs placed on our parent’s table.