



# Creative

School Age Child Care

*Affordable Quality Childcare  
For Your Family*

## **PARENT HANDBOOK 2020-2021**

9510 Chandler Street  
Pensacola, FL 32534  
Phone (850) 479-7814  
Fax (850) 479-2119

[www.csacc.com](http://www.csacc.com)

[info@csacc.com](mailto:info@csacc.com)

## **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 12<sup>th</sup> 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 daily activities revolve around it! Wednesdays are STEM Days where children experience science first hand! On Fun Fridays we hold our special events like Fitness Fun and Birthday Bash! Parent newsletters are published monthly with information of upcoming special events.

## **DAILY PROGRAM SCHEDULE**

2:10 p.m.	Outside Play/Homework Club/ Exploration Stations
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

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 schedules will be posted weekly for your review. The choices will include the following types of activities:

- Outdoor Play
- Homework Club
- Exploration Stations: 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

In order to prevent potential problems, we do NOT allow cell phones, handheld game devices, or other toys from home unless preapproved.

## **HOMEWORK CLUB**

Homework Club is offered Monday through Thursday. During this time, children in the homework club work independently 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. Throughout the year, if you have concerns about your child's completed homework, we encourage you to talk with your child's site director and bring it to their attention. While we cannot offer one on one tutoring, we will do what we can to assist your child in getting their homework completed.

## **SNACK**

Children are provided a daily snack and drink 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. If your child has a food allergy, please be let us know in advance so an alternate snack can be arranged. Snack menus are posted weekly.

## **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. If your child has a special need, please let us know in advance so that we can prepare accommodations for them before your child starts.

## **PHOTO RELEASE**

During the registration process if permission for your child to be photographed was granted, CSACC may use the photo in the following ways: crafts, CSACC website or social media, CSACC newsletter, TV news station or newspaper, school yearbook, etc. It is the parents and guardians responsibility to notify us in writing if at any point they wish to change the initial selection.

## **TUITION RATES per week:**

<b>Full Time 3-5 Days</b>	<b>Part Time 1 Day</b>	<b>Part Time 2 Days</b>
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**

Checks should be written out to CSACC. Please mail checks to:  
CSACC  
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 (1<sup>st</sup>) business day each week. A \$10 late fee will be applied if not paid by the second (2<sup>nd</sup>) 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 our administrative office or 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 payment 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](http://www.MyProcare.com).

**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.

**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 at any point, parents/guardians have a concern regarding how their child is treated they should let their site director know. If the situation is still concerning after discussing it with your site director, parents/guardians are encouraged to contact the CSACC administrative office. At no point are parents or guardians permitted to talk to other children in the program, doing so is grounds for termination.

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

## **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**

Only prescription medicine will be given by CSACC. Stock over-the-counter medication is not accepted. Prescription medicine will be given when the following conditions are met:

- A *Dispersion of Medication Form* must be on file and signed by a parent/guardian for each prescription medication provided. Parent/ guardian signature must be witnessed by CSACC staff or notarized. Photo identification is required.
- If medication is to be carried in your child's bookbag, the *Dispersion of Medication Form* must be completed and signed by your child's doctor. The form must accompany the prescription authorizing the dispersing of the drug to your child.
- A separate *Dispersion of Medication Form* must be filled out for EACH medication administered.
- Changes in medication require a new *Dispersion of Medication Form* signed by the parent/guardian. Medication must be provided in the original container.
- No more than a 30-day supply of medication may be accepted.
- A responsible adult must deliver and pick-up the medications to the afterschool program and will be required to sign our medication log.
- Notify CSACC staff directly of any medication changes, including discontinued medications.
- If your child is authorized to receive a late afternoon at school before dismissal, please let us know.
- Discontinued medication must be picked up by parent/guardian within one week of the stop date. Unclaimed medication will be destroyed one week after the stop date.
- During the last month of the current school year, bring only enough medication to be used by the last day of school. Unclaimed medication will be destroyed at the close of the last day of school.

## **DAILY ATTENDANCE**

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 to our program each afternoon. The group leader and the site director take attendance upon their arrival and 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) from the school's front office. If your child is scheduled to attend and absent, 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.

## **SIGN OUT PROCEDURES**

Each afternoon you will be required to check out your child using our digital kiosk or occasionally, by signing our sign out book. If someone else is to pick up your child, they must be listed on your child's authorized pickup list. Each pickup person will setup their own unique digital pin/password. Picture IDs will need to be presented if our staff does not know the individual.

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

After the registration process is complete, your child's authorized pickup people can be viewed online in our parent portal, *MyProcare.com*. If you wish to add/remove a person, we do not accept phone authorization nor can you make changes online. To add/remove people to your child's authorized pickup list you may do so in person with your site director on-site, through email, or by faxing 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. It is strongly recommended to add new pickup people before the day they are to pickup for the first time.

## **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](http://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.