



# Creative

School Age Child Care

*Affordable Quality Childcare  
For Your Family*

## **PARENT HANDBOOK**

**2021-2022**

*Updated July 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 Creative School Age Child Care, Inc. (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

## **REGULATORY AUTHORITY**

CSACC is a contracted program for the Escambia County School District. We operate under the oversight of the Escambia County School District (ECSD), and follow the guidelines set forth by the Workforce Education: School Age Child Care Department. Furthermore, our program adheres to and upholds all laws set forth by the Florida Administrative Code: Chapter 65C-22.008.

## **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) 324-9811 Program's Cell

### **Hellen Caro Elementary School**

12551 Meadson Road  
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

## **HOURS OF OPERATION/SCHOOL CALENDAR**

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.

## **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 let us know in advance so an alternate snack can be arranged. Snack menus are posted weekly on the parent communication board.

## **CHILDREN WITH SPECIAL NEEDS**

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

## **PHOTO RELEASE**

During the enrollment 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. Should you wish to change your initial selection, you can notify us in writing if at any point you wish to change the initial selection.

## **ARRIVAL PROCEDURES**

While it is the classroom teacher's responsibility to see that your child arrives to our program each afternoon, your child's safety is our number one priority. Your child's attendance is taken daily at dismissal by both their Group Leader and the Site Director upon their arrival. The whereabouts of all absent children who are scheduled to attend will be verified by the Site Director to ensure they are where they are supposed to be and safe.

## **NOTIFICATION OF ABSENCE**

Your child's classroom teacher needs a written note when your child's itinerary changes and they will not be attending afterschool care. The child's teacher will then give this change of transportation note to the front office who will communicate this change to us. Each day, CSACC is informed by the school's front office when enrolled children are: 1) checked out, 2) absent, 3) send in a change of transportation, and 4) participate in other afterschool clubs and activities list(s). We appreciate when you inform us of any changes to your child's schedule in advance as our day runs smoother when we don't have to look for missing children.

## **WITHDRAWAL PROCEDURES**

If any schedule changes are permanent or you wish to withdraw, we ask that you talk to your Site Director directly and/or call our administrative office at (850) 479-7814. You may withdraw your child from our program at any time. After 2 weeks of non-payment, your child will be withdrawn and your child's spot will be lost unless other mutually agreed upon arrangements have been made with the CSACC administration.

## **PICK UP PROCEDURES**

Each afternoon you will be required to check out your child using our digital kiosk or, on select occasions, by signing our sign-out book. If someone else is to pick up your child, the individual must be listed on your child's authorized pickup list. Each pickup person will setup his or her own unique digital pin/password. Government issued picture IDs will need to be presented if our staff does not recognize you or the individual picking up your child. Site Directors may from time-to-time act as a receptionist and digitally sign out your child for you if needed.

If an intoxicated or drug impaired adult arrives to pick up a child, the child will NOT be released to the adult and another contact on your child's pickup list will be called.

### **AUTHORIZING OTHERS TO PICKUP CHILD**

After the enrollment process is complete, your child's authorized pickup people can be viewed online in your Parent Portal, [MyProcare.com](https://www.MyProcare.com). The only people permitted to add/remove pickup people are the legal parents/guardians of the child.

During the year if you need to add/remove a person from your child's authorized pickup list, 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. To avoid potential pick-up delays, it is strongly recommended to add new pickup people before the day they are to pickup for the first time.

### **COURT ORDERS OF ENROLLED CHILDREN**

When children are affected by court orders, please provide us a copy of the legal paperwork so that we can enforce the orders. Without court paperwork, parents will not be permitted to remove others listed as legal parent/guardian or other authorized pickup people without consent of the other parent/guardian.

### **EMERGENCY CONTACT INFORMATION**

If anytime during the school year your emergency contact information changes, we ask that you update your information with us immediately. In the event of an emergency, we need to be able to reach you. Furthermore, we require two (2) emergency contacts in addition to the parent(s) to be listed on each child's authorized emergency pickup list at any given time. If you are listed as a payer on your child's account, you will have access in MyProcare.com to update your personal information online. You will not be able to update any other pickup people's information online during the year. During the re-registration process, you will have the ability to update all your pickup people online.



## **EMERGENCY PREPAREDNESS**

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 and inclement weather drills.

## **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 Site Director will write an accident report describing the accident for you to sign, and you will be given a copy of the report to keep. If needed, the Site Director will call the parent/guardian or if unable to be reached another authorized person listed as an emergency contact on your child's pickup list to come pick up early. If your child needs medical attention beyond the 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.

## **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 of CSACC with curriculum reflecting positive character traits which include respectfulness, 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 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, afterschool site directors may request information and assistance from school staff with any discipline issue. 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 the student's 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 from the program.

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**

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.
- 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 receives a late afternoon dose of the same medication we administer at afterschool care, 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.
- 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.
- 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.
- 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.

## ENROLLMENT POLICY

Each year you must re-enroll for the afterschool program. Open enrollment for the following school year begins the last week of April for current families. The first week of May enrollment will open to the public. Enrollment is done online through your Parent Portal, [MyProcare.com](http://MyProcare.com), on a first come, first serve basis. Enroll early to reserve your child's spot!

There is a registration fee of \$18.00 per child per school year.

## 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 = \$53.00	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

\*Rates are subject to change without notice.

## WAYS TO PAY TUITION:

### OPTION 1: Pay by Online

Login to your Parent Portal at [MyProcare.com](http://MyProcare.com), a free online portal for CSACC families and pay your tuition anytime! We accept both Visa and MasterCard. Unlike some businesses, there is no additional fees to pay by online. If you prefer, you can pay more than the weekly tuition due. Pay on a schedule that works for you!

### OPTION 2: Automatic Payment

Submit an Automatic Payment Form, and your account will be charged automatically on the first business day of each week when school is open. Never pay a late fee again. CSACC's Automatic Payment Form can be found online at [CSACC.com/Rates](http://CSACC.com/Rates), with your child's Site Director, or by request by emailing [billing@csacc.com](mailto:billing@csacc.com).

## LATE TUITION FEES

Tuition is paid weekly and is due by the first (1<sup>st</sup>) and second (2<sup>nd</sup>) business day each week. A \$10 late fee will be applied on the third (3<sup>rd</sup>) business day if payment is not received 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 the first fifteen (15) minutes that you are late and a ten dollar (\$10) late fee will be charged for every 15 minutes thereafter. After three (3) late pickups after 6 p.m., we reserve the right to permanently dismiss your child from our program.

## **ABSENTEEISM**

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

## **FINANCIAL ASSISTANCE**

CSACC offers two scholarship options. 1) 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. This scholarship is granted on a semester basis and must be reapplied each semester. 2) The *Early Bird Scholarship* offers families who can pick up by 4 p.m. a discounted tuition rate. Please contact our administrative office for questions. To apply, visit [CSACC.com/Registration](http://CSACC.com/Registration). All scholarships are based on a first come, first serve basis. Enrollment is limited.

## **NONPAYMENT POLICY**

If your account is delinquent, your child will not be able to return to the program until the account balance is current.

## **END OF THE YEAR STATEMENT**

A tuition payment summary report is accessible online anytime in your Parent Portal at [MyProcure.com](http://MyProcure.com) under the *Reports* section. Tuition payment summaries are also available by request by emailing [billing@csacc.com](mailto:billing@csacc.com).

## **TUITION DURING IRREGULAR WEEKS**

If a regular week is less than 3 days or in the event of an emergency school closure, full time customers will be charged the part time daily rate and scholarship families' tuition will be prorated.

## **CSACC EMERGENCY CLOSING POLICY**

If the Escambia County School District is closed on a regularly scheduled school day, CSACC is closed. Parents may be notified by local news sources, radio, our website (CSACC.com), phone, email, and/or text.

If the Escambia County School District is open during the school day, but cancels all after school activities, then the after school program may close early and parents may be asked to come pick up. Parents on these occasions will be notified by telephone, text (if you provided your phone provider during the registration process), and through email.

## **PARENT PORTAL**

Our Parent Portal located online at MyProcare.com is a safe and easy to use website available 24/7 that makes paying your tuition, re-enrolling, and accessing your tax statement a breeze. The first time you login, you'll enter your email address and retrieve a confirmation code in your email. Then you'll be prompted to create a password. If you forget your password, just click the "Forgot Password" button and reset it. Only authorized people with an email and listed as payers on the account will have access to the portal.

## **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.

## **PARENT CODE OF CONDUCT**

All parents, guardians, and authorized pickup people of enrolled children will be expected to uphold an exemplary code of conduct that provides good character and example for children while on campus and picking up children from our program. Violations of this code of conduct may be subject to termination from our program.

Violations include:

- Swearing/Cursing
- Threatening of Staff, Parents, or Children
- Smoking or other Drug Use
- Not Abiding by Program Safety Policies
- Quarrelling with other Parents or Staff
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## **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. For special events, we may ask for donated supplies or party foods to help us prepare special activities. We will keep you updated through our monthly parent newsletter and signs placed on our parents’ bulletin board. Thank you in advance for your support as we plan enriching events and experiences for your child!