



Creative

School Age Child Care

*Affordable Quality Childcare
For Your Family*

PARENT HANDBOOK 2026-2027

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

Info@csacc.com
Enrollment@csacc.com

Billing@csacc.com
Jobs@csacc.com

Welcome to Creative School Age Child Care!

Since 1988, we have been providing affordable quality after-school childcare to the students of Escambia County School District. Our program operates on campus at twelve local public schools. This handbook is designed to inform you of our program's policies and procedures. We look forward to serving you and your family!

Amanda Johnson

Executive Director

MISSION STATEMENT

To provide a safe environment for children 5-14 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 after school 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 the world
- Foster life skills and habits

PROGRAM LOCATIONS:

A.K. Suter Elementary School

501 Pickens Ave,
Pensacola, FL 32503
(850) 324-9813 Program's Cell
AKSuter@csacc.com
License Exempt #: E01ES0090

Beulah Elementary School

6201 Helms Road
Pensacola, FL 32505
(850) 206-8357 Program's Cell
Beulah@csacc.com
License Exempt #: E01ES0091

Blue Angels Elementary School

1551 Dog Track Road
Pensacola, FL 32505
(850) 324-8357 Program's Cell
BlueAngels@csacc.com
License Exempt #: E01ES0092

Cordova Park Elementary School

2250 Semur Road
Pensacola, FL 32503
(850) 324-9811 Program's Cell
CordovaPark@csacc.com
License Exempt #: E01ES0093

Hellen Caro Elementary School

12551 Meadson Road
Pensacola, FL 32506
(850) 324-9814 Program's Cell
HellenCaro@csacc.com
License Exempt #: E01ES0094

Jim Allen Elementary School

1051 County Hwy 95A,
Cantonment, FL 32533
(850) 937-2271
(850) 324-9816 Program's Cell
JimAllen@csacc.com
License Exempt #: E01ES0095

Kingfield Elementary School

900 West Kingsfield Road
Cantonment, FL 32533
(850) 324-8355 Program's Cell
Kingsfield@csacc.com
License Exempt #: E01ES0096

Longleaf Elementary School

2600 Longleaf Drive
Pensacola, FL 32526
(850) 479-7814
Longleaf@csacc.com
License Exempt #: E01ES0104

Molino Park Elementary School

899 Highway 97
Molino, FL 32577
(850) 754-5091
(850) 417-4751 Program's Cell
MolinoPark@csacc.com
License Exempt #: E01ES0097

Pine Meadow Elementary School

10001 Omar Avenue
Pensacola, FL 32514
(850) 494-5632
(850) 324-9812 Program's Cell
PineMeadow@csacc.com
License Exempt #: E01ES0099

R.C. Lipscomb Elementary School

10200 Ashton Brosanham Road
Pensacola, FL 32534
(850) 324-9810 Program's Cell
RCLipscomb@csacc.com
License Exempt #: E01ES0100

Scenic Heights Elementary School

3801 Cherry Laurel Drive
Pensacola, FL 32504
(850) 479-7814
ScenicHeights@csacc.com
License Exempt #: E01ES0105

REGULATORY AUTHORITY

CSACC is a contracted program for the Escambia County School District. Our programs are FL DCF license exempt. We operate under the oversight of Escambia County Public Schools (ECPS), and follow the guidelines set forth by Workforce Education: School-Age Child Care. Our program adheres to and upholds all federal and state childcare laws and requirements.

ADMINISTRATIVE OFFICE CONTACT INFORMATION

Location 9510 Chandler Street
Pensacola, FL 32534

Hours Weekdays 9 am – 1 pm. Closed federal holidays. Closed Fridays during the summer.

Please note: the office is normally open in the afternoon during the school year; however, it is highly recommended to make an appointment or call before you come to ensure it will be open.

Phone (850) 479-7814

Fax (850) 479-2119

Email Info@csacc.com
Enrollment@csacc.com
Billing@csacc.com
Jobs@csacc.com

Website www.csacc.com

HOURS OF OPERATION/SCHOOL CALENDAR

Our programs follow the Escambia County Public School District's calendar. We are open everyday school in session from dismissal until 5:50 during the regular school year.

STAFF POSITIONS:

At our administrative office,

- Executive Director
- Office Manager
- Administrative Assistant
- Program Manager: Curriculum Coordinator
- Program Manager: Enrollment Coordinator
- Program Manager: Training Coordinator

At your child's program,

- Site Director
- Senior Group Leader
- Group Leader

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! On Mondays we lead a SEL lesson. Wednesdays are STEM Days where children experience science firsthand! On Fun Fridays we hold our special events like Fitness Fun and Birthday Bash! Parent newsletters are emailed to parents and guardians monthly with information about upcoming special events.

DAILY PROGRAM EVENTS

- Outside Play
- Homework Club
- Snack
- Activity Time (Art, STEM, SEL, Fitness Fun, etc.)
- Center Time/Free Play
- Game Time

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 may include the following types of activities:

- Outdoor Play
- Homework Club
- Exploration Stations: STEM, Library, Creative Writing, Electronics, & Art
- Monthly Theme and Unit Activities
- SEL Lessons
- Clubs
- Activity Centers: Dramatics, Construction, & Game Centers
- Community Presentations
- Child-initiated and Adult-initiated activities

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

2026-2027 THEME LIST

AUGUST: Rockin' Into a New Year

We're turning back the clock and bringing all the fun and energy of the 1950s. From a lively sock hop dance party to enjoying delicious coke floats, students will dive into excitement, creativity, and hands-on fun. They'll even learn classic moves like the hand jive and explore the music, culture, and style of the rock 'n' roll era.

SEPTEMBER: Oh, the Places You'll Go!

Each week, we'll "travel" to a new country, exploring its unique culture, music, traditions, and style. As they journey from one destination to the next, each child will receive a passport stamp to mark their adventures—making learning fun, interactive, and memorable. It's an exciting way to spark curiosity and celebrate diversity!

OCTOBER: Creative Creators

Kids don't just make arts and crafts. We want them to see themselves as creators! Whether it's media, art you'd hang on the wall, constructing a structure, or designing a robot, they all have bright ideas!

NOVEMBER: Plymouth Life

Learn about the voyage of the Mayflower, Colonial Life, and our first Thanksgiving. Discover the challenges these pioneers faced as they set out to separate themselves from England.

DECEMBER: Smitten with Winter

Let's stay warm this winter by bundling up and doing things indoors! We'll make snowflakes, construct ice castles, play indoor snowball games, and dig into some frosty science fun!

JANUARY: Lights, Camera, Action

After school will come to life as they work on skits and perform for one another! Children will use their imagination and creativity as they learn about show business! Discover what it takes to run a successful show!

FEBRUARY: Once Upon A Time

Travel back in time to medieval times when kings and queens lived. Design a castle and dress up like a prince or princess for the day! Learn what it takes to be a true knight!

MARCH: Space Troopers

Blast off into space for some out of this world exploration! Discover our milky way galaxy, learn about famous astronauts, and build a rocket or two!

APRIL: Bugs & Beyond

Leave no stone unturned and get your hands dirty looking at creepy crawlers! Learn the names of the Florida panhandle's most common bugs and determine if they are friend or foe!

MAY: Ocean Commotion

Under the seaweed is always greener! At least, that's what Sebastian said in, "The Little Mermaid." This month we get tossed into a sea of underwater adventures as we unearth volcanoes on the sea floor, study ancient sea creatures and explore the ocean *waters!*

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 help those who need assistance. Sign up is done during online registration each year but can be changed at any time by talking to your Site Director. Throughout the year, if you have concerns about your child's completed homework or wish to sign up, please talk to your Site Director. 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 with a daily snack 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. We encourage you to send in a refillable water bottle labeled with your child's name to school daily. Cups for water will be provided if your child does not have a refillable water bottle. 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 and conduct staff training if needed before your child starts. Our staff will work closely with you to help your child have a successful and enriching after-school experience.

PHOTO RELEASE

During the enrollment process, if permission for your child to be photographed is granted, the parent/guardian agrees to student likeness, voice and photograph to be used in CSACC or special program guests' publications, promo materials, videos, crafts, and website, without compensation or prior notice. Should you wish to change your initial selection, please notify us in writing.

ARRIVAL PROCEDURES

While it is the classroom teacher's responsibility to see that your child arrives at 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 dismissal plan changes. The 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. We appreciate you informing 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. While you may withdraw your child at any time, we do require one (1) week notice for all children who are withdrawing. Failure to give notice will result in a tuition charge the week after your child stops attending.

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 be assigned their own unique 4-digit pin code. These pin codes are automatically assigned and available to you in your Procure App. Government issued picture IDs will need to be presented if our staff does not recognize you or the individual picking up your child. Staff may from time-to-time act as receptionists and digitally sign out your child.

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, MyProcure.com or in the Procure Childcare App. Online editing of pickup people is only available once each year during the re-registration process.

If you need to add/remove a person from your child's authorized pickup list, please notify us in writing. You may do so in person with your Site Director on-site, through email or text, or by faxing authorization to (850) 479-2119. If adding someone by email, text, or fax, a copy of the

parent/guardian's ID must be attached. We do not accept phone authorization, nor can you make changes online. Only the parents/guardians of a child are permitted to add/remove pickup people. To avoid potential pick-up delays, it is strongly recommended to add new pickup people before the day they are to pick up for the first time.

COURT ORDERS OF ENROLLED CHILDREN

When children are affected by court orders, please provide us with 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.

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 twice a school year.

CSACC ACCIDENT POLICY

If your child is involved in an accident during the afterschool 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 at pick up the day of the accident, and you will be given a copy of the report. If serious, 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 notify/ask to come pickup early. If your child needs medical attention beyond basic first aid, the director will call 911 for an ambulance to transport your child to hospital. In this situation, parents would 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 interactions. Through a carefully planned environment with low ratios, adequate toys and materials, developmentally appropriate activities and routines, we recognize we can prevent many 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 solve problems and make good choices independently.

Parental support may be requested when problems arise in the after-school program. Furthermore, 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.

If 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

SUSPENSION FROM SCHOOL

If a child is suspended from school during the school day, the child is also not allowed to attend afterschool care.

DESTRUCTION OF PROPERTY

Parents are liable for intentional or negligent damage to both CSACC and school district property.

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 is maintained and upheld.

HEALTH RECORDS & IMMUNIZATIONS

CSACC does not require health examinations or immunization records as these records are kept on file at the school. Please be aware some enrolled children may not have current immunizations if they have been granted exemption.

Children with medical or chronic health problems (asthma, allergies, etc.) may attend CSACC. Any child who has or is at an increased risk for a chronic physical, developmental, behavioral or emotional condition and requires additional services must have a current *Emergency Care Plan* prepared by the parent/guardian and physician. Our staff works closely with parents to provide quality care and optimal services.

ILLNESS POLICY

If a child exhibits the signs and symptoms of a communicable disease, parents will be contacted, and the child will be sent home. This includes:

- Oral temperature of 100.4 degrees or greater
- Difficult or rapid breathing
- Pink Eye
- Exposed, open skin lesions
- Unusually dark urine and/or gray or white stool
- Yellowish skin or eyes
- Vomiting

- Diarrhea (more than one abnormally loose stool within 24 hr.)
- Stiff Neck
- Severe coughing
- Any other acute illness or complaint of severe pain

When a parent is contacted that their child is sick, 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.

In the event a child is sent home with any of these symptoms listed above, the child may not return without medical authorization or until the signs and symptoms of the disease are no longer present.

A child should not return to the program if:

- Diagnosed with strep throat or impetigo AND has not been treated with antibiotics for at least 24 hours
- Fever (>100.4) within the last 24 hours
- Vomiting and/or diarrhea 2x or more in previous 24 hours
- Treatment for Lice has not occurred, or live lice are present.
- A rash of acute symptoms associated with fever or symptoms of illness

Parents will be notified about outbreaks. Some examples include shigella, salmonella, chicken pox, measles, pertussis, COVID-19, lice, and foot and mouth disease.

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 medication 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 signed by your child's doctor.

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 completed online through your Parent Portal, MyProcure.com, on a first-come, first serve basis. Enroll early to reserve your child's spot!

There is a registration fee of \$25.00 per child per school year.

TUITION RATES* per week:

Full Time 3-5 Days		Part Time 1 Day		Part Time 2 Days	
1 Child	\$67	1 Child	\$19	1 Child	\$38
2 Children	\$119	2 Children	\$36	2 Children	\$72
3 Children	\$176	3 Children	\$52	3 Children	\$104
4 Children	\$233	4 Children	\$67	4 Children	\$134

*Rates are subject to change without notice.

WAYS TO PAY TUITION:

OPTION 1: Sign Up for Automatic Payment

Call (850) 479-7814 or email billing@csacc.com to request a sign-up invitation be sent to you. Once signed up, your account will be charged automatically on the date tuition is invoiced for the upcoming week. Never pay a late fee again! Invitations can be texted and/or emailed to you.

OPTION 2: Online Parent Portal

Login to your Parent Portal at MyProcure.com, an online portal where CSACC families can pay your tuition anytime! We accept both Visa and MasterCard. If you prefer to pay monthly, you can pay more than the weekly tuition due. Pay on a schedule that works for you!

OPTION 3: Procure Childcare App

Pay when it's convenient for you using the Procure Childcare App. Download from Apple, Amazon, or Google Play Store. Initial sign up will require a unique 10-digit code which we have to email to you. If you have multiple children, you will receive a separate code for each child. Email enrollment@csacc.com to request the code.

OPTION 4: Pay at Our Administrative Office

- **Over the Phone** – (850) 479-7814 Pay by Visa or MC.
The best time to reach us is between 9 am - 1 pm.
- **In Person** – Pay by Visa or MC, cash, and/or check.
- **By Mail** – Creative School Age Child Care, Inc.
Attn: Billing Department.
9510 Chandler Street Pensacola, FL 32534

LATE TUITION FEES

Tuition is paid weekly in advance of attending and is due on the Friday before the week of service. A \$15 late fee will be applied on the first (1st) business day for the week of service for any account with a balance.

NON-PAYMENT

If your account (or associated account in a split ledger scenario) is delinquent, your child will not be able to return to the program until the account balance is current. After 1 week 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.

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).

PROCESSING FEES

We reserve the right to impose a processing fee on all credit card transactions that is not greater than our cost of acceptance.

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 are late, please call your Site Director to let them know. A ten-dollar (\$10) late fee will be charged for the first fifteen (15) minutes that you are late, and a twelve-dollar (\$12) late fee will be charged for the second fifteen (15) minutes, and every 15 minutes thereafter a fifteen (\$15) late fee will be charged. After three (3) late pickups after 6 p.m., we reserve the right to permanently dismiss your child from our program.

FINANCIAL ASSISTANCE

CSACC offers two scholarship options. 1) The *Creative Scholarship* is available to employed parent(s) of low income who need 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. All scholarships are based on a first come, first serve basis. Enrollment is limited.

END OF THE YEAR STATEMENT

A tuition payment summary report is accessible online anytime in your Parent Portal at MyProcure.com under the *Reports* section. This report is commonly needed during tax season. Tuition payment summaries are also available by request by emailing 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. On Early Release Days, we are open from dismissal to our regular closing time of 5:50 pm with no additional tuition due.

TUITION DURING EXTENDED BREAK PERIODS

During extended break periods when schools are closed all week, no tuition is charged.

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 enabled), and email.

PARENT PORTAL

Our Parent Portal, located online at MyProcure.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. Only parents and guardians with an email listed on the account will have access to the portal.

The first time you log in, 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.

PROCARE CHILDCARE APP

The Procure Childcare App is available to our families and helps you stay connected while your child is in afterschool care! Only parents and guardians with an email listed on their account will have access to the Procure Childcare App. This app can be downloaded from both the Google Play store and the App Store. To get started using the app, you will need a 10 digit invite code sent to you via email. This code is only valid for a week so please let us know if you need us to send you an invitation to join the app! The app is only available for parents and legal guardians. By using the app, parents and guardians can take advantage of contactless check-out, notifications that your child has been signed in/out, viewing your child's pickup list, messaging your Site Director, and paying your tuition.

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
- First Aid/CPR/AED Training
- Pre-Employment Drug Screening
- Employment 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

PARENT INFORMATION

The Florida Department of Children and Families (DCF) wants you to receive useful information on childcare. We email you their "[Know Your Child Care Facility](#)" and "[Influenza Virus](#)" brochure along with this Parent Handbook at the start of each school year or upon new enrollment. These are also located on our website, [csacc.com/registration](https://www.myflfamilies.com/services/child-family). Please be aware that DCF's website <https://www.myflfamilies.com/services/child-family> has these and other brochures, pamphlets, and additional information including:

- [Distracted Adult](#)
- [Florida Abuse Hotline Brochure](#)
- [Selecting Summer Care for School-Age Children](#)

These files are in PDF format and are available for you to print at home. If you do not have access to a computer or would prefer us to make a copy for you, we would be happy to do so. Please contact our administrative office for assistance.

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 at (850) 479-7814. Let us know how we can improve our programs to meet the needs of your family!

VOLUNTEERS & SPECIAL GUESTS

All volunteers and special guests who visit our program are prescreened. Volunteers must first complete our volunteer training. Any volunteer or special guest who is in our program for over 10 hours a month will be required to undergo a Level II Background Check. Volunteers and special guests are never left alone with children. Children will always be supervised by a staff member.

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 parent newsletter and signs placed on the sign out table. If you wish to volunteer, paperwork and screening must occur before being permitted into our program. Thank you in advance for your support as we plan enriching events and experiences for your child!