

**C.A.R.E. PARENT HANDBOOK  
2017-2018 SCHOOL YEAR**

**MISSION STATEMENT AND GOALS FOR CARE THE PROGRAM**

**Welcome to C.A.R.E.!** We are excited to provide a secure, supervised learning and playing experience that will enhance the quality of the time your child spends away from home and the school classroom. Our hope is to offer a balanced schedule of activities, indoors and outdoors. Children will be able to spend time as individuals as well as whole group. Children will be guided with consistent and positive direction. The C.A.R.E. program will work to make available activities and materials that are developmentally appropriate. In order to keep communication, open with parents, staff and students through our program blog as well as open dialogue.

**LOCATIONS**

CFSD CARE Main Office - 2101 E. River Rd., Tucson, AZ 85718	209-7549
Canyon View CARE - 5725 N. Sabino Canyon Rd., Tucson, AZ 85750	209-7752
Manzanita CARE - 3000 E. Manzanita Ave., Tucson, AZ 85718	209-7814
Sunrise Drive CARE - 5301 E. Sunrise Dr., Tucson, AZ 85718	209-7944
Ventana Vista CARE - 6085 N. Kolb Rd., Tucson, AZ 85750	209-8023

**REGISTRATION**

Children who meet Catalina Foothills School District enrollment requirements and are currently enrolled in one of the District's elementary schools are eligible to register for CARE. Registration is taken on a space available basis. A \$75.00 nonrefundable registration fee for the first child in the family is due upon registration. Each additional child will be charged a nonrefundable registration fee of \$45.00. If your family requires two separate accounts, the registration fee(s) will be required for both accounts.

**DESCRIPTION**

C.A.R.E. is an unlicensed program allowed under Arizona Revised Statute section §36-884.6 Any facility that provides only recreational or instructional activities to school age children who may enter into and depart from the facility at their own volition. The facility may require the children to document their entrance into and departure from the facility.

**STAFF QUALIFICATIONS**

C.A.R.E. staff members: • meet or exceed established educational and experience requirements for the position held • undergo background checks through our district as well as local, state and federal authorities • participate in ongoing professional development • are certified in CPR and First Aid • are supported with training, resources and administrative guidance

## PESTICIDE APPLICATION

The dates and times of day of monthly pesticide applications will be posted at the facility entrance. If there are additional applications a notice will be posted 48 hours in advance of treatment.

## SAMPLE SCHEDULE OF ACTIVITIES

### **BEFORE SCHOOL PROGRAM**

6:30-7:50	Free Play,
Choices, Homework	
7:00-7:30	Breakfast
7:50-8:00	Clean-up,
Dismissal to School	

### **AFTER SCHOOL PROGRAM**

3:00-3:20	Check in, Snack
3:20-3:35	Meeting
3:35-5:30	Outdoor, Indoor
Activity Choices, Homework	
5:30-6:00	Indoor Quiet
Activities	

Weekly activity plans will be posted on the parent bulletin board and in each room at each CARE location. Above is a sample schedule and may be subject to change based on the needs and wants of the children. For more information, see page 10.

## SPECIAL NEEDS

Children with special needs are integrated into the CARE Program. However, safety issues must always be evaluated with every student. Children whose behavior or needs create an issue of unreasonable risk or harm to themselves, others or property cannot be accommodated.

## LIABILITY INSURANCE

CARE is a Community Schools program. Community Schools is a nonprofit division of Catalina Foothills School District. CARE is covered under the school district's liability insurance policy. Documentation of liability insurance coverage is available for review at the CARE facility.

## HOURS AND DAYS OF OPERATION

Each CARE site is open from 6:30 a.m. to 8:00 a.m. for the Before-School Program and 3:00 p.m. to 6:00 p.m. for the After-School Program, Monday through Friday. On days of "Full Day" CARE we are open from 7:00 a.m. to 6:00 p.m. On the school's "Early Release" days CARE operates from 1:30 p.m. until 6:00 p.m., **For Early Release dates and school holiday information refer to the "CFSD Calendar for CARE" on the last page.** On the school's "Half Days" we are open from school dismissal at 11:30 a.m. until 6:00 p.m.

**The following are the holidays CARE will be closed:**

September 4, 2017  
November 10, 22,23 and 24 2017  
December 25, 2017

January 1,2,3,4,5 and 15, 2018  
April 6, 2018

CARE will open on July 24, 2017 and will close after May 25, 2018.

*Note: Not all CARE sites operate during school breaks but all children are welcome at the designated site(s).*

**TRANSPORTATION**

Parents are responsible for transporting their children to and from CARE. We require that children be walked into the program and signed in. Conversely, children are to be signed out of the program by an adult. This is for the safety of the children.

**FIELD TRIPS**

Field trips may occur on a limited basis. Field trip permission slips must be signed by a parent or guardian and returned to CARE prior to each trip.

**PRIVATE EMPLOYMENT OF CARE STAFF**

Catalina Foothills Community Schools does not sanction, encourage, or endorse their employees or volunteers to enter into any private arrangements with families for child-care or any other services. Such activities are considered to be outside of the scope of an employee or volunteer's duties with CARE. Employees and volunteers may not engage in any conduct relating to after-hours child-care during CARE work hours. In addition, employees or volunteers may not be authorized to sign children out of the program to leave campus.

**PARENT INVOLVEMENT**

Parents are invited to visit all CARE sites at any time during hours of operation. Parents are welcome both to observe and to participate in activities with their children. During school hours, all visitors must first check into the school office. Visitors to the program will be supervised at all times. Parents are encouraged to share their special interests and vocations with the children. Volunteers also provide individual attention to a child through storytelling, playing a game or assisting in homework. If you are interested in sharing interests or volunteering, please speak to the Site Manager at CARE.

**COMMUNICATION**

This year C.A.R.E. will creating their very own blog! Keep a look out for it!

On the website you will also find the following CARE forms that you may need: CARE Activity Information, Allergy Action Plan, CARE Medication Consent, Request Exemption to Immunization. You can access your CARE calendar online (for more information please refer to page 6).

## **SNACKS**

Snacks are provided both in the morning and afternoon for all grades. If your child requires an additional snack, you may send one with him/her. On “half days” and “full days” of CARE you will need to prepare a sack lunch for your child. Include an ice pack if you include perishable items. Children are encouraged, but never forced to eat.

## **PERSONAL BELONGINGS**

It is important to label your child’s clothing and accessories, especially outerwear and lunch boxes. We cannot be responsible for each child’s belongings unless they can readily be identified with a name.

## **HEALTH / MEDICATION / EMERGENCIES**

### **Illness**

It is to the benefit of all children and staff that sick children do not attend CARE. Your child may not attend CARE if experiencing any of the following symptoms: inflammation, fever, rash, vomiting, diarrhea, severe coughing, pink eye, head lice, chicken pox or other contagious diseases. If your child becomes ill while at CARE, you will be contacted. He/she will be kept in a quiet, isolated area until picked up by an authorized person. If your child is absent with a potentially infectious disease, please notify your CARE site. We will post a notice at the site to inform you if the children have been exposed to an infectious disease. If your child does not attend school, due to illness, then your child may not attend CARE.

### **Medication**

If a child requires medication while attending CARE a parent or guardian must complete a “CARE Medication Consent” form, or in the case of allergic reactions, an “Allergy Action Plan” form, completed by the child’s doctor and parent or guardian. All medications, including inhalers, prescription medications, or over-the-counter drugs, should be furnished by the parent or guardian in an **original container** labeled with the student’s name, date, name of medication, dose, time to be taken and date to be discontinued. Over-the-counter medications such as Tylenol must be accompanied by a **doctor’s note** specifying the dosage and frequency of administering. Any medications given will be logged in on a chart with the time, date, dose and signature of the staff person who administers the medication. You will need to provide CARE with an original container of medication, separate from the school health office, because we are unable to access medications kept in the school health office before or after school hours. If you provide **sunscreen or sun block** for your child, label the container with your child’s name.

### **Emergencies**

In the case of emergency, parents, guardian or emergency contact person will be notified immediately and authorized medical attention will be given. In the case of a minor injury, the child will be treated in accordance with first aid procedures. You will be informed of the minor injury either verbally or with a minor injury report placed in your child’s cubby.

## **CARE CODE OF CONDUCT FOR CHILDREN**

CARE children are expected to respect the rights, feelings and opinions of all staff members and of all other children. Children are always expected to conduct themselves in an orderly, polite, and safe manner. It is the staff's responsibility to see that the children know and understand the following rules:

- \*Respect yourself and others.
- \*Respect property and all living things.
- \*Keep your hands, feet and objects to yourself.
- \*Use acceptable language.
- \*Listen to and follow directions the first time.
- \*Always get permission to leave your assigned area.

CARE is a choice-based program. If a child fails to follow any of the above guidelines he/she may forfeit an activity choice(s).

## **CARE CODE OF CONDUCT FOR ADULTS**

All adults who enter the CARE Program are considered to be role models for the children and should act accordingly. The physical and emotional safety of the children is our highest priority. The conduct of a parent, or adult listed as an emergency contact, may not interfere with the ability of CARE staff to provide quality and safe childcare. Any behavior that could be interpreted by staff as threatening, intimidating, aggressive or abusive will not be tolerated. Failure to adhere to this code may result in loss of childcare services.

## **THREATS**

Under Arizona Revised Statute 15-341-(33) the school district shall report "any suspected crime against a person or property that is a serious offense or that involves a deadly weapon or dangerous instrument or serious physical injury and any conduct that poses a threat of death or serious physical injury to employees, students or anyone on the property of the school." As a result of this law the district is obligated to report to local law enforcement:

- \*any suspected serious crimes against persons or property
- \*any incidents that could potentially threaten the safety of security of the students or staff

PLEASE HELP US EDUCATE YOUR CHILDREN REGARDING THE SERIOUSNESS OF THIS MANDATED LAW.

## **PROCEDURE FOR REMOVING A CHILD FROM THE PROGRAM**

Our philosophy for CARE is based on providing participants with optimum learning and enrichment opportunities. CARE needs to be a stimulating and exciting environment within an organized framework. Our staff is committed to meeting both the needs of the individual child and the needs of the group. The expectations for behavior are based on appropriate developmental levels. Our goal is to encourage children participating in CARE to be responsible for their actions and experience the consequences of their behavior. If a child is disruptive, the staff will attempt to redirect the child to more appropriate behavior. Logical and natural consequences will be applied.

Consequences may include verbal directions, a cool down time, or loss of privilege. In the event that a child's behavior repeatedly disrupts the activity and prevents other participants from having a quality experience, the following steps will be taken:

1. The Director of CARE will be informed of the situation and the CARE Site Manager will contact the parents. Strategies for behavior modification may then be developed.
2. If the disruptive behavior continues, the Director of CARE will remove the child from the program either on a temporary or permanent basis.
3. If the child is removed from CARE due to disruptive behavior, parents are entitled to receive a prorated refund based upon the number of days paid for and unused.

If a child is suspended from school, it must follow that the child will also be suspended from CARE. Full credit will not be given for tuition during this time period.

### **CUSTODY LAWS-BOTH PARENTS' RIGHT TO PICK UP THEIR CHILD**

Under the laws of the state of Arizona, both parents may have the right to pick up their child, unless a court document restricts that right. The enrolling parent, who chooses not to include the child's other parent on the authorized pick-up list, must file an official court document (e.g., current restraining order, sole custody decree, divorce decree stating sole custody). Absent that document, the childcare center may release the child to either parent, provided that parent documents his paternity/her maternity of the child.

If you have separate accounts for your child(ren) the following documents are considered public records and can be requested by either parent: CARE schedules and sign-in/sign-out sheets.

### **YOUR CHILD'S SAFETY AT PICK-UP TIME**

We will not allow a child to leave our program with an adult if we believe that the safety of that child is better served if the adult does not drive. We will offer to contact another authorized person to pick up the child.

### **DIENROLLMENT**

If you no longer need CARE services for your child, please call the main CARE office at 209-7549. We will remove your child from the attendance schedule.

### **SCHEDULING AND DUE DATES**

Beginning in July you will be able to schedule up to six weeks at a time at the rate of \$4.25/hour. Families with existing C.A.R.E. accounts may use their current username and password. You must have an email address in order to schedule online

## FEES AND RATES

### Registration fee

A \$75.00 nonrefundable registration fee for the first child per school year is required upon registration. The registration fee for each additional child in the family is \$45.00. If your family requires two separate accounts, the registration fee(s) will be required for both accounts.

### Rates

The hourly rate is \$4.25. On days of "full day" CARE your child may attend our program from 7:00 a.m. to 6:00 p.m. You may schedule and pay **by the hour**, choosing the block(s) of time needed.

### Multi-child discount

If a family has three (3) or more children concurrently enrolled and using CARE, there is a 10% discount on CARE tuition. This discount does not apply to any additional fees or overtime charges that may be incurred.

### Late schedule or payment

Schedules must be submitted no later than midnight the Thursday before the week you would like your child to attend CARE. If a schedule and/or payment are made after the due date, you must call the main CARE office at 209-7549. Please know there is a **\$15.00 late fee** per child account.

### Drop-in and unscheduled attendance

Unscheduled attendance occurs when a child comes to the program **without a current schedule and payment submitted**. Drop-in attendance is subject to a **\$15.00 late schedule/payment fee** plus your hours of usage. Additional unscheduled attendance beyond the 1st day without a submitted schedule will be charged \$7.00 per day plus hours of usage, until we receive your CARE schedule and payment. Please know that staffing is determined by student attendance.

### Overtime

Overtime occurs on an **occasional** basis when a child is picked up after or dropped off before their scheduled time. Please keep in mind that staffing is determined by student attendance. You will be charged for the additional time at the rate of \$4.25 per hour. If a child is picked up after 6:00 p.m., according to the site clock, there is a charge of **\$2.00 per minute** per child. If you have an emergency and cannot pick up your child by 6:00 p.m., please contact someone who can pick up your child by 6:00 p.m. Then call the CARE site to let the CARE staff know so they will allow the change in pick up authorization. They will also put your child's mind at ease. (Please refer to page 11)

### Returned checks

You will be assessed a \$25.00 fee for any check returned to us for non-sufficient funds.

## **SCHEDULE CHANGES**

Please call the **CARE main office** (209-7549) with any scheduling changes, or concerns regarding fees or policies between the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday. We ask that you do not leave schedule changes on the CARE voicemail or e-mail.

If your child will not be attending CARE on a day when he/she is scheduled to attend, it is **imperative** that you call the CARE Main Office. We will notify the CARE site and school (if applicable). This will help to ensure the safety of your child by maintaining an accurate attendance list.

In order to ensure your child will arrive safely at CARE each day they are scheduled, we must have any schedule changes by Thursday prior to the week of service. This is considered **sufficient notice**. Note the exception that when scheduling your child for "full day CARE", 24 hours ahead of the date of service is considered "sufficient notice".

### **Adding days to your submitted schedule**

If you have submitted your weekly calendar **online**, you may add more days up until the Thursday prior to the beginning of the next week. For cancellations, changes or additions after the cutoff date, please call the CARE main office at 209-7549.

When adding days without sufficient notice (after Thursday prior to the week of service) you will be using an "emergency add on". After you have submitted a current schedule, your first emergency add on will result in a charge for hours of use without an additional fee. However, any additional emergency add-ons to that current submitted schedule will be charged the additional hours of use plus a \$7.00 fee per occurrence.

### **Canceling days**

If canceling a day, (by Thursday prior to the week of service) you may do so online. Generally, credit for absence is not given. However, under some circumstances, such as extended illness of greater than one week, we will consider giving credit that may then be applied to future attendance. For consideration of credit, the **CARE Main Office** must be notified as soon as you know the nature of your child's illness. We will also request a doctor's note.

### **Refunds**

Credits of less than \$20 will not be refunded. Credit will roll over to the next school year if you will be returning to the program. If not returning to the program, a refund request must be submitted in writing no later than June 1, 2018.

## **ARREARS**

It is mandatory that payments be made on time and that accounts are current. If your account is 30 days past due, your family may be suspended from the program. To avoid suspension, payment plans for those in arrears may be set up. It is your responsibility to call the CARE office (209-7549) to discuss the possibility of setting up this plan. Once established, payment plans must be adhered to, or your family will be suspended from the program. Accounts over 60 days past due that have not had a minimum payment posted for 30 days will be sent to collection. Those with accounts past due will not be permitted to register for Community School activities.

## **SIGN IN AND SIGN OUT**

Each child's entrance into and departure from the program is recorded daily. In compliance with ARS §36-884, children may enter into and depart at their own volition. Your child may be picked-up only by people listed on the CARE Information/ Registration card. However, exceptions can be made providing arrangements have been made in writing to the CARE staff, stating who will be picking up your child and the date that this exception will occur. In the case of an emergency, and with your prior written approval, authorization by telephone may be given. A picture I.D. is required of anyone who is picking up a child who is unknown to the staff. \*Please note that siblings who you list as "authorized to pick up" must be at least 16 years of age. Any exception will need to be approved by the C.A.R.E. Director. Please refer to our school/CARE clock to determine the correct time to record when signing your child in or out of the program.

## **ATTENDING COMMUNITY SCHOOLS CLASSES AND OTHER ON-CAMPUS ACTIVITIES**

Children who are scheduled in the CARE Program may also attend Community Schools' afterschool classes as well as classes (held on campus) not affiliated with Community Schools. If you take advantage of this opportunity, the CARE staff will be responsible for assisting your child to and from these classes. You will need to complete a "CARE Activity Information" form to advise us of your child's class schedule. **Please note: you will be charged the hourly rate of \$4.25 for the CARE program during the time in which your child is attending classes on campus.** You will need to complete a "CARE Activity Information" form to advise us of your child's class schedule. We realize that the availability of CARE scheduling and the Community Schools class brochures do not always coincide. If you have scheduled your child for CARE and decide to enroll him/her in a Community Schools class instead, please call the CARE main office at 209-7549. If you have any further questions regarding Community Schools' classes, please call 209-7551.

## **Pick-Up Policy**

### **PURPOSE:**

To maintain the integrity of the program and to respect the operation of the program, the following policy has been put into place.

**POLICY:** The C.A.R.E. Program closes at 6:00 pm. All children are expected to be picked up by a parent or authorized guardian by 6:00 pm. If a parent/guardian arrives after 6:00 pm families will be charged a designated late fee. There will be no exceptions or warnings. If a parent/guardian is late for whatever reason (flat tire, heavy traffic, weather conditions, etc.) a late charge will be issued. A “no-exceptions” policy makes it easier to apply the late policy to everyone consistently and fairly.

### **LATE PICK UP PROCEDURE:**

- ❖ If you know you are running late, please contact your child’s Site Manager and let them know the anticipated time of pick-up. It is helpful for staff to know in advance so they can help your child adjust to the late departure. It also helps the Site Manager plan for staff coverage during the minutes the child is remaining in the program. If there is more than one child remaining past 6:00 pm we may combine the remaining children to one group. If a child is moved to a different area of the school a note will be posted on the outside of the site location’s door indicating the location of pick-up. The child’s belongings will be with the child at the pick-up point.
- ❖ If a parent has not contacted the Site Manager by 6:05, the Site Manager will follow the protocol below:
  1. First the parent/legal guardian will be called.
  2. If the parent/legal guardian cannot be reached, we will call the child’s authorized emergency contact list. We will continue to attempt contact with the parent/legal guardian and/or authorized emergency contacts until 7:00 pm.
  3. If by 7:00 pm, we are still not able to reach any parent/legal guardian and/or an authorized emergency contact, we will call Child Protective Services and/or the local sheriff’s department.
  4. Child Protective Services can be reached at 1-800-530-1831
  5. Local Sheriff’s Department: 520-351-4511
    - ❖ Parents must sign out their child with the accurate time of pick-up. Pick up time is determined from the program’s clock setting.
    - ❖ The accounts manager will include the late fee(s) in the next tuition billing cycle for the parent’s account, when late fee payments are expected to be paid.
    - ❖ If you are having consistent difficulties in picking up your child by 6:00 pm please talk to your child’s Site Manager or the C.A.R.E. main office to help you find resources or assist to find solutions for prompt departure. Consistent late pick-ups without significant communication may lead to dismissal from the program.

### **LATE PICK-UP FEES:**

If a child is picked up after 6:00 p.m., according to the site clock, there is a charge of \$2.00 per minute per child.