



Before & After School Program
(Hanover, Nathan Hale, & Pulaski School)

PARENT HANDBOOK
2020-2021

Women and Families Center is committed to promoting equity and to improving quality of life through services that foster empowerment and independence.

*Our guiding vision:
To be the leading agent for positive social change.*

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Your Rights and Responsibilities

MY RESPONSIBILITIES AS A BEFORE & AFTER SCHOOL PARENT

- To learn as much as possible about the program.
- To take part in the classroom as an observer, a volunteer, or a paid employee, and to contribute my services in whatever way I can toward enrichment of the total program.
- To provide parent leadership, and other certain activities, to explain the program to other parents, and to encourage their full participation.
- To work with the teacher, staff and other parents in a cooperative way.
- To guide my children in ways that is both loving and protective.
- To make timely tuition payments.
- To read all flyers and important notices that are posted at the parent table.

MY RIGHTS AS A BEFORE & AFTER SCHOOL PARENT

- To be welcomed in the classroom.
- To choose whether or not I participate without fear of endangering my child's right to be in the program.
- To be informed regularly about my child's progress in the Before & After Program.
- To be always treated with respect and dignity.
- To expect guidance for my child from Before & After teachers and staff, which will help his/her total individual development.
- To be able to learn about the operations of the program, including the level of education and experience required to fill various positions.
- To be informed about all community resources concerned with health, education, and the improvement of the quality of life for my family.

GENERAL INFORMATION

Hours of Operation

The WFC's Before & After School Program operates out of three locations during the following times:

Casimir Pulaski	6:45am-8:45am, School Dismissal-6:00pm*
Nathan Hale	6:45am-8:45am, School Dismissal-6:00pm*
Hanover	6:45am-8:45am, School Dismissal-5:30pm

*****All programs close at 5:30pm on Fridays.**

Closing and Delays

Please listen to WTIC 1080 AM or 96.5 FM when there is inclement weather for news of closings or delays. Various television stations such as WFSB also broadcast closings.

Please note: WFC Before & After School Programs follow Meriden Public Schools closing. During an early dismissal due to weather, our program closes at 3pm. If Meriden Public Schools have a 2-hour delay, the morning program will open at 8:45.

Program Enrollment

Upon admission to the program, each child is enrolled for an initial 30 day period to determine program appropriateness. Program enrollment is contingent upon our ability to provide quality care encompassing licensing regulations and accreditation standards. If we find our program is unable to best meet your child's specific needs, we will suggest alternative appropriate care.

Curriculum

The WFC Before & After School Program has adapted our program to enhance and expand on lessons taught in the classroom throughout the school year. We use hands-on material and activities, with room arrangement (as possible) to highlight the core curriculum areas of science, technology, art, literature, and recreation (indoor and outdoor physical activities). We provide a curriculum but we also let the children be creative and express their own ideas to implement into the program. Nutrition and health is also introduced during group time. It is important for us to model good health practices and safety to the children. All of these things are reflected throughout our lesson plans. It is through this type of curriculum that staff learns to observe children more purposefully, and use these observations to plan for, not only the group, but for each child.

Women and Families Center believes in developmentally appropriate practice. This means teaching in ways that match how the children develop and learn. We understand that there are many developmental differences. We can modify activities and curriculum based on the child's level.

The WFC Before & After School Program staff works on developing a positive relationship with each child. This is developed through trust: following a consistent flexible schedule, carrying through with plans and promises. One of our goals is to develop resiliency. This is done by protecting a child's normal development. Children develop resilience by spending time in a safe, supportive, and stimulating environment; having adults who care, are supportive and believe in them; interacting with adults who help them develop high self-esteem and self-control, help them

become successful learners and to get a sense of their own competence.

The WFC Before & After School Program staff always expands and encourages a child's social-emotional development by helping build their self-esteem and teaching conflict resolution. Parents and children are encouraged to add input to the curriculum planning.

Culture

Every person and every family has a different culture. Culture can be defined in the way people live their everyday lives. We will meet the individual needs of different diversities, cultures, and languages. Each child comes to the classroom with his own unique culture and can share that with the members of the classroom. The WFC Before & After School Program recognizes the likenesses and differences of all parents, children, staff, teachers and volunteers. We hope to provide a multicultural education for children and families. We can do so by involving the parents. Parents are encouraged to come to school and share their culture with the staff and children. When parents provide these familiar experiences, their children feel more comfortable in the classroom as well as feel proud of their families and of themselves. Come and get involved in your child's classroom and help us to provide a multicultural education for your child as well as the other children in the room.

Supervision

Staff will supervise students at all times during program hours. This includes program activities that are held outside of the regular school premises, i.e. on field trips. Staff will maintain a ratio of 1:10, as required by the Office of Early Childhood (OEC) licensing.

Parent Involvement

Parent and other family members are important to the Before & After School Program. Parents know their child better than anyone else. Sharing this knowledge helps to improve Before & After School. Parents have talents which can be shared so that all Before & After children can benefit. Parents need to contribute their thoughts so it can be the kind of program they want. The more parents contribute their talents, knowledge, and energy to the program, the stronger the program will be.

Opportunities for Family Participation:

Become a member of the "Family Involvement Team (FIT)". FIT is an advisory team of parents who are invited to attend quarterly meetings during program year to provide input regarding program effectiveness and to share ideas and suggestions for program activities and events. Parents may help to organize program events and develop Before & After activities such as arts and crafts projects, cooking, and field trips.

Parents may volunteer at their child's site, share art projects with children, attend field trips, or attend demonstrations at the site. Parents are also encouraged to share family traditions with their child's site, or serve as a site parent. In whatever way you choose to participate, the program needs your talent.

Parents are always welcomed and encouraged to stop by anytime. Staff is available to discuss

any questions or concerns you may have.

Staff-Parent Contact

The relationship between our staff and the families we serve is very important. Contact will occur on a regular basis from the site staff to the parent via phone calls, notes, and periodic newsletters.

Parents should also take the initiative to contact teachers if they have a concern, wish to share an idea, have information to share about their child or wish to spend time at their child's site. Parents should contact the teachers via the Before & After office (**203-235-9297 ext. 130**) when personal contact is not possible. Staff will inform parents about the program and the day to day happenings with their child.

Attendance

Your child's development in the WFC Before & After School Program is very important. **Please call or email the site supervisor/staff know if your child is going to be absent from the program or are dismissed early from school.** All phone calls and correspondence related to the child's absence will be documented and kept in the daily attendance book on site.

Picking Up

You must be 18 years of age to pick up/drop off any child. Anyone picking up a child from the Before and After School Program must be at least 18 years of age and present a valid form of ID, if the staff is unfamiliar with you.

In the interest of each child's safety, parents are asked to designate, in advance, a person or persons who may pick up their child from program in the event the parent is unable to do so. If someone from the alternate pickup list is to pick up your child, we must be notified in writing. Teachers and staff are required to ask for **PICTURE ID**, if they do not know the person.

If the person that comes to pick up a child is not the parent then the staff will:

1. Ask for ID
2. Check to make sure that the person is on the alternate pick up list.
3. Confirm the parent's permission is in writing. If not, the staff person will attempt to contact the parent to obtain permission to release the child.

If the PARENT gives permission, then the child can be released. If the parent can not be reached and the person is not on the alternate pick up list, the child **will not** be released to that person.

Late Pick Up

All children are to be picked up by their program's closing time. There is a late fee of \$15.00 for every fifteen minutes, or part thereof, that a parent is late in picking up his/her child. If a parent is going to be late they are asked to call ahead to inform a teacher that he or she will be late. If no call is received and a child is not picked up by closing, the following procedure will be put into effect:

1. Staff member will attempt to reach the parent at home or work.
2. Two staff 18 years or older will stay with your child.

3. Individuals listed by the parent as Emergency Contacts will be called.
4. If the child is still not picked up by 6:30 pm, the Meriden Police will be called at 238-1911 to pick up the child.
5. A letter will be taped to the site door informing the parent where their child is located.
6. DCF Careline will be notified of the situation. 1-800-842-2288

If a child is picked up late, a conference with the Program Coordinator may be required. If the child continues to be picked up late without notice, the child may be at risk of withdrawal from the program.

Evacuation Plan

The Women and Families Center is on the Meriden Civil Preparedness Department list for emergency evacuation in case of a tornado, toxic spill or any other emergency. Each site has an evacuation location posted on their Parent Info Board, which will be used as an emergency shelter should the building need to be evacuated.

A fire evacuation plan is posted at each site. The staff reviews the plan with the children during regularly scheduled fire drills. Staff is responsible for ensuring all children have been evacuated, closing doors, and taking the First Aid Kit and emergency files with them upon exiting the building.

Medical Emergencies

The Women and Families Center is committed to providing a safe and loving atmosphere for your child. We have two staff at the site at all times that are CPR and First Aid trained. In case of a medical emergency, staff will provide first aid treatment immediately. Should further intervention be required, 911 will be called. The parent/guardian (or if necessary, the child's emergency contact) will be contacted immediately. If time allows, our Nurse Consultant will be contacted.

The staff will access the child's emergency information and direct the medical response team to transport the injured child listed on the emergency information form. If no hospital is listed, the child will be transported to MidState Medical Center on Lewis Avenue in Meriden.

GENERAL GUIDELINES FOR DISCIPLINE

The WFC Before & After School Program's goal is to make a positive difference in the lives of children, families and the community. Therefore, the WFC Before & After School Program is committed to providing a safe environment for all children, parents, volunteers, staff and any program participants. To ensure a safe environment all staff, volunteers, and parents are to read the following policy regarding discipline.

The WFC Before & After School Program does not tolerate any type of violence committed by or against children or adults. Further, employees, parents, volunteers, other participants and children are prohibited from making threats or engaging in any type of harassment.

While violent behavior cannot and will not be tolerated, our approach to behavioral issues is to try to help the child improve his/her behavior through strategies such as behavior plans, program modifications, and parent/teacher involvement. If these interventions fail and the behaviors are such that they pose a threat of serious injury to the child, other children, or the

staff, we **may** at our discretion, withdraw the child from the program.

Behaviors issues include but are not limited to:

- Causing physical injury to oneself or others.
- Making threatening remarks, either orally or in written form, including gestures or expressions that communicate a direct or indirect threat of bodily harm and injury.
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- Intentionally damaging WFC Before & After School Program property or property of another.
- Possession of a weapon (whether they have a license or not) while on agency property including parking lot or while on agency business; this includes any dangerous instrument, article or substance that is capable of causing serious physical injury or death.
- Committing acts motivated by, or related to, sexual or other harassment or domestic violence.

The WFC Before & After School Program teaches children to respect themselves, others and their school. Praise is a daily part of a sound behavior plan, and rewarding children for positive actions helps to make them responsible for their own actions. Because children are not experienced enough or emotionally mature enough to be in charge of themselves over a long period of time, they need the help of adults to guide them in attaining self-control.

The following guidelines for discipline are used in WFC Before & After School Program sites but are also appropriate for home use:

1. Enter each situation like it is the child's first time.
2. Try to understand the need behind the behavior then respond in a way that encourages self-control.
3. Use a calm, firm, friendly tone of voice when addressing discipline issues, expecting compliance and validating the child's feelings.
4. State the reason for concern about the behavior clearly and simply, defining the limits related to the behavior and issue and use positive language to encourage compliance. *Example:* If a child is running indoors, state that the child might get hurt. Tell the child to walk indoors to keep safe. Use positive reinforcement to encourage continued good behavior. *Example:* "I like the way you are remembering to walk indoors."
5. Staff will use positive language when disciplining a child. It will be made clear that the child is accepted and valued, but the behavior is unacceptable. The site staff will explain the problem and attempt to get agreement on acceptable behavior. If the child seems calm and displays self-control, he/she will return to the group.
6. Follow through immediately when rules and procedures are broken.
7. If the child interrupts the right of others, remove the child from the area and redirect him/her to another activity that you think might meet his/her needs.
8. The following strategies are used individually and in combination to help support a child's growth of self-control and to develop appropriate behaviors:
 - a. Ignore undesirable behavior and redirect. Act as if the behavior does not exist when safety is not an issue and introduce a novel activity to redirect a child's activity or offer a distraction.
 - b. Provide positive attention on a consistent schedule. This attention must be positive, "catch the child being good".
 - c. Restructure the environment to support child's success. Remove or add things or

- change the way they are arranged, create a comfortable, quiet space to which a child can retreat to help the child feel calm and secure.
- d. Adjust routines. Rearrange the schedule of activities to optimize a child's coping ability.
 - e. Direct children's behavior. Tell the child specifically what to do in the place of what is being done.
 - f. Offer choices. Decide what the child can do instead of what he/she is doing. Suggest only what you are willing for the child to accept. .
 - g. Encourage problem solving. This technique is used especially when there are disagreements between children. Let each involved child identify the problem, asking questions to help the children figure out alternatives. Have them select an idea to try.

Sometimes the site staff needs the parent's help in supporting a child's behavior. When the challenge cannot be managed in routine ways, the parent will be called in to offer other suggestions and to help develop a plan that will benefit the child.

Parents will be notified of their child's behavior by personal contact. If parents are not available they will be reached by a letter or phone call. Staff will fill out an incident report and place it in the child's file. In order to verify parent's receiving incident/accident reports, parents will be asked to sign a report.

If out of control behavior continues, parents will be notified immediately. The parent may be asked to pick their child up early or attend a meeting to discuss their child's behavior and possible solutions.

Program Modification

WFC Before & After School Program will place a child on a modified program plan when the child's behavior poses a significant risk to the health or safety of the child or anyone else in contact with the child. Program modification may include shortening the child's day. We may also suggest alternatives for childcare if behaviors are continuous, excessive, and dangerous to the child him/herself, to other children, and/or to staff. Examples of such behaviors include, but are not limited to:

- Repeated biting
- Repeated kicking
- Throwing objects
- Self-injurious behavior, climbing, etc.
- Oppositional behavior/Non-compliance specifically in time or urgency; e.g. refusing fire drills, avoiding adult supervision at the program and on walks, darting from the room.

If the modifications fail, we may at our discretion, withdraw the child from the program.

Conferences

A parent or a teacher may request a conference at any time. When it comes to a child's aggressive behavior, the most important aspect is for teachers and parents to work together.

PROGRAM SERVICES

Health Services

Physical Exam:

Before your child is admitted to the Before & After School Program, he/she **MUST** have an up to date physical, which will be submitted to the program. Physicals must be updated at age 5 and then every 5 years after that. The child also **MUST** have up-to-date immunizations (or proof of exemption). This is the state requirement and is for the protection of your child and all children in the program.

Special Care Plans:

If it is marked on your child's physical that they have asthma, allergies, diabetes, or seizures, a special care plan for each medical condition must be completed and signed by a doctor and submitted PRIOR to their approved start date.

Nutrition Component

The purpose of the Nutrition Component is to teach your child about good foods to eat, to encourage them to try different foods, and to make sure that the WFC Before & After School breakfast and snacks are healthy and nutritious. We provide a balanced and nutritious breakfast, and afternoon snack; which has been developed and approved by the Board of Education and Women & Families Center. Menus are posted at each site and located on the Parent Info Board. The Nutrition Component is also responsible for the follow-up of children who may have other nutritional concerns (food allergies, special diet requirements, special eating utensils, etc.). **Due to numerous food allergies, the WFC Before & After School program ask that no outside food or beverages be brought into the program, including food brought from home for consumption during the school day and/or school lunches/snacks.**

If Your Child Is Ill

Your child should stay home if he/she has any of the following:

- Tested positive for COVID-19
- COVID-19 symptoms
- Was in contact with someone who tested positive for COVID-19
- Bad Cold
- Chicken Pox
- Diarrhea
- Ear ache
- Red or Swollen Eyes
- Fever
- Rash
- Sore Throat
- Vomiting

Here are some general guidelines:

- Covid-19 -14 days quarantined and then need a doctor's note to return.
Chicken Pox -Should stay home 7-10 days or until all of the pox have been scabbed over.
Pink Eye -Can return to school after starting treatment.
Impetigo -Can return to school 24 hours after starting treatment.
Strep Throat -Can return to school 48 hours after starting treatment.

If a child appears to be ill in school, the staff will call you directly. First aid will be administered according to health guidelines, but the child may need to see the doctor. Your child may be sent home with any of the following symptoms:

- ❖ A temperature of 100 or above
- ❖ Loss of taste or smell
- ❖ Abdominal pain
- ❖ Sore throat for 2 or more days. If sore throat persists, a culture should be taken by your physician and a note sent with your child to the program stating a return date and signed by the physician.
- ❖ Diarrhea, nausea, or vomiting
- ❖ Cold with thick, yellow puss-like mucus coming from the nose
- ❖ Difficulty breathing
- ❖ A rash

Contagious Diseases:

If your child has a communicable condition, please call your Program Manager so that proper precautions can be taken for other children in the program. If your child is found to have a communicable disease such as Covid-19, chicken pox, mumps, measles, pink eye, etc., you will be contacted and asked to take your child home. If head lice are discovered, all children's heads are checked and families are notified. (Head lice are easily spread and are not an indication of poor hygiene. Head lice are easily treated and are not a cause for panic.)

If a child exhibits signs and/or expresses that he/she does not feel well, child's temperature will be taken and the parent will be notified. In some cases when an illness may not be recognizable, you will be required to pick up their child at the teachers/administrator's discretion. **Children WILL NOT be allowed to return for 24 hours if they are sent home.** We ask that you provide us with any changes in phone numbers of your home or emergency contacts. **THIS IS VERY IMPORTANT.** We need to be able to reach you in case of an emergency.

If you think your child may be ill, please do not send him/her to school. This is very uncomfortable for the child and exposes other children to illness.

Administration of Medication Policy

Non-prescription Topical Medications

Parental written permission is required prior to the administration of any non-prescription topical medication. These may include: antifungal or steroidal components; medicated powders or creams. An administration record will be kept on file with the child's health record.

Prescription Medications

In an emergency situation only, asthma inhalers and pre-measured, commercially prepared epinephrine pens may be administered. Prior to their administration, specific staff training and authorization forms signed by the parents and the doctor's office, must be in place. Please request a copy of our Permission Form for the Administration of Medications for further information and clarification.

In accordance with state and federal law, including but not limited to the Americans with Disabilities Act (ADA), the Women and Families Center does not discriminate on the basis of disability, including but not limited to, physical disability, psychiatric disability, developmental disability, or learning disability. The determination of whether a child with a disability can be reasonably accommodated in its programs is made by the Women and Families Center following a fact-based individualized inquiry.

All information is confidential and is not shared with anyone without the permission of the parent.

Monitoring of Diabetes Policy

CHILD ABUSE AND NEGLECT

In accordance with Connecticut Law, employees of the Women and Families Center are **mandated reporters**. The staff are trained each year on the organizations abuse and neglect policy, detection of abuse and neglect, and how to make reports as a mandated reporter. As per Connecticut General State Statutes Section 17a - 101, any mandated reporter who *has reasonable cause to suspect or to believe* that a child under the age of 18 has been abused (as defined in Connecticut General Statutes Section 46b-120) or has suffered physical injury which is not a result of an accident, or injury which is at variance with the history given of such injury, inflicted upon him by any person, or is placed at imminent risk of serious harm by an act or failure to act on the part of such person, or has been neglected, as defined in section 46b-120 shall report or cause a report to be made.

Child Abuse: Any child or youth who has a non-accidental physical injury, or injuries which are at variance with the history given of such injuries, or is in a condition which is the result of maltreatment such as, but not limited to, malnutrition, sexual molestation, deprivation of necessities, emotional maltreatment, or cruel punishment.

Child neglect: Any child or youth who has been abandoned or is being denied proper care and attention, physically, educationally, emotionally, medically, nutritionally, or morally or is being permitted to live under conditions, circumstances or associations injurious to his well-being.

Mandated reporters must make an oral report within twelve hours of suspecting or believing that a child has been abused, neglected, or is in danger of being abused. A written report will follow within 24 hours.

CLIENT GRIEVANCE PROCEDURES

Women and Families Center Child Services Department does not discriminate in the provision of service on the basis of race, color, age, gender, religious creed, ethnicity, national origin, ancestry, marital status, sexual orientation, socioeconomic status, disability or immigration status. The Women and Families Center embraces the diversity of our communities and is committed to maintaining an environment free of oppression and bias.

The program recognizes the right of every parent to resolve concerns relating to a child's or parent's participation in the program. It is anticipated that most concerns will be handled directly with the teacher. However, the program provides a formal procedure for the resolution of complaints and concerns.

Circumstances in which the grievance procedure is applicable include:

- Denial of the right to apply for services.
- Reduction or termination of services.
- Policies or protocols considered unfair, unreasonable or discriminatory.

The following persons may file a grievance:

- An applicant or recipient of services may complain to the agency regarding services for which she/he has applied, is receiving, or which have been terminated.
- If a client is considered by reason of age, illness or handicap to be unable to make her/his own complaint, an interested individual may make one on her/his behalf. Such complaint will be handled in the same manner as when complaints are made by the client, as possible within the limits of confidentiality.

Filing a Grievance

When a client or someone acting on her/his behalf is dissatisfied with an agency action or lack of action, efforts must be made to resolve her/his complaint promptly and to her /his satisfaction, if possible. Complaints must be filed within (15) days of the event giving rise to the complaint or when the individual reasonably should have known of the event.

If the worker is unable to resolve the complaint, the complainant will be given an opportunity to present her/his case fully to the appropriate supervisor or Program Director within five (5) business days. If the grievance is not satisfactorily resolved at that level, the client may appeal in writing directly to the Chief Executive Officer (C.E.O.) within five (5) business days. The C.E.O., prior to meeting with the client, will discuss the situation with staff personnel involved. The C.E.O. will then confirm in writing an appointment to meet with the client, and will render a decision in writing no later than five (5) business days following the meeting with the client. After conferring with the C.E.O., if the client is still in disagreement, he/she may be then request in writing a meeting with the WFC Executive Committee of the Board of Directors.

A copy of the request is given to the C.E.O. It should contain a statement of the original complaint and reasons for the disagreement with the decisions rendered by the C.E.O. The request should be mailed to the WFC Executive Committee at the agency address of: WFC, 169 Colony Street, Meriden, CT 06451. The request will be accepted by the Executive Committee only if it is received within ten (10) business days after the action taken by the C.E.O. The

Executive Committee will acknowledge in writing the request for a meeting of the Executive Committee after the acknowledgement is sent.

At the grievance meeting, the client and staff members involved, including the C.E.O., shall have equal opportunity to:

- Present and establish relevant facts
- Discuss, question or refute materials
- Examine relevant records available

The Executive Committee, after hearing all sides of the complaint, shall render a written decision within fifteen (15) business days of the grievance meeting. Copies of the decision shall be given to the client, staff member, the C.E.O., and shall be kept on file by the Executive Committee.

Dates and facts regarding any grievance must be recorded in the case record. The recording must include: 1) name of the complainant, 2) relationship to client, if not the client her/himself, 3) details regarding the issue, 4) the facts and the applicable policies, 5) efforts to resolve the complaint and 6) conclusion.

The Executive Committee shall make a summary report to the Board of Directors. The decision of the Executive Committee will be final. All material discussed throughout this procedure will be held in confidence by all those involved.

HOMEWORK POLICY

Each program designates a specific amount of time dedicated to homework. Staff will assist children in completing their homework neatly and accurately, however, **parents and guardians should continue to check for homework completion and quality.**

While completing homework is highly encouraged, **the staff cannot force any child to do so.** If a child refuses to do homework, or if a child does not have homework on a particular day, selected educational activities will be available.

Alternate homework time activities include, but are not limited to:

- Reading and reading responses, educational worksheets, writing prompts, sight word games, brain teasers/puzzles, math games, word puzzles, cross words, etc.

PAYMENT POLICY

Tuition payments for each week are due on the Friday before the week of service. An automatic \$5 late fee will be charged to your account each week the tuition is not paid in full by the due date.

- **At the time of registration, parents are responsible to pay a Non-refundable \$25 Application Fee for each enrolled child.**
- **Deposit payment is due after application is processed. It will remain on file in your account and will be applied to the last week of service.**

- **The 1st Week Tuition Payment can be paid at the same time you make your deposit payment, but no later than one week before your child's start date.**
- **Written notice must be given at least one week prior to withdrawal in order to discontinue auto billing.**
- **It is WFC's policy that children may be required to be withdrawn from the program when tuition is more than two weeks in arrears.**
- **There will be a \$30.00 late payment fee charged for all returned checks and Tuition Express ACH and credit card returns.**

The WFC offers a sliding scale for fees based on family's gross weekly income. Copies of 3 current pay stubs are required to determine tuition rate.

- **Parents/Guardians are obligated to pay the weekly fee, regardless of time missed due to holidays, weather closings, illness, personal vacations, early departures or early closings.**

After missing a payment, a parent will receive notification that their child cannot attend the program until payment is received for the week of service. After two missed payments parents/guardians will receive a notice stating that their child can not return until the balance is paid and tuition fees are current. The child will not be accepted back into the program until the past due amount is paid, provided we have a space available.

If a parent/guardian receives Child Care assistance from a third party payer (i.e. Care-4-Kids, DCF), paperwork must be submitted before the child starts. Parents/Guardians are required to make payment arrangements until a Child Care Certificate or recertification Certificate has been received. If a recertification certificate is not received by the expiration date of the previous certificate, it is the parent/guardian's responsibility to pay full tuition until recertification is received. After receiving a certificate, parents/guardians are responsible for paying their parent share payments according to the above stated policy.

Families applying for Care 4 Kids (CCAP) must deliver their application and required documents to the Program Manager within two (2) weeks of enrollment. If you need assistance in filling out the application the Program Manager will be glad to help. If there are any changes in your Care-4-Kids status, income, family size or child care payments for other children in the household, please notify the Program Manager immediately. This could affect your rate. **Families which have Care-4-Kids will not pay more than our weekly rate, but may have to pay more than the family share listed on their certificate. We will calculate your rate on a sliding scale. Care-4-Kids pays only for your work hours that match your child care hours.**

For your convenience, the Director of Education and Training is available to explain our policies and these procedures;

- Provide you a copy of your fee determination and explain how your family's contribution was determined.
- How fees are assessed.
- How income, family size, DSS cash assistance status and any other eligibility

- factors are determined and verified.
- How confidentiality is maintained.
- Procedures for failing to pay, loss of a job, or appealing a fee determination.

DROP IN POLICY

- Any child from the BOE School Site may participate.
- All child participants must have an application on file in the main office and on site, complete with updated physical.
- All applications must be complete with a \$25.00 non-refundable registration fee. Processing could take up to a week.
- Drop In is conditional with space availability, does not exceed teacher: child ratios at the site and “first come, first serve” policy.
- Parent must call ahead of time. Parent must call site’s telephone number for a reservation.
- **Drop in fees are charged by the day and are due upon entering on the day of child’s attendance (paid in advance). *Attendance for AM and PM is \$45 per day. Half days are \$40 per day. AM only is \$20 per day. PM only as well as BOE early closings is \$25 per day.***

**STAR Program Closings
2020-2021**

Sept. 7 – Labor Day
Oct. 9 – Professional Development Day
Oct. 12 – Columbus Day
Nov. 3 – Election Day
Nov. 11 – Veterans Day
Nov. 26-27 – Thanksgiving Holiday
Dec. 24-Jan. 1– Holiday Recess
Jan. 18 – Martin Luther King, Jr. Day
Feb 15-16 Presidents’ Day/Winter Vacation
Apr. 2- Good Friday
Apr. 12-16 – Spring Vacation
May 31 – Memorial Day

**MERIDEN PUBLIC SCHOOL
STORM CLOSINGS AND DELAYS
2020-2021**

PLEASE FOLLOW THE MERIDEN PUBLIC SCHOOL ANNOUNCEMENTS MADE ON:

RADIO STATIONS:

WTIC-1080 AM and 96.5 FM
WELI 960 AM
WMMW 1470 AM (Spanish)
WKCI 101.3 FM
WKSS 95.7 FM
WWYZ 92.5 FM
WDRC 102.9 FM and 1360 AM

TELEVISION CHANNELS:

3 – WFSB-TV
4-WVIT-TV
8 – WTNH-TV

WEBSITES:

www.wtnh.com
www.wfsb.com
www.wtic.com
www.nbc30.com

**PLEASE NOTE: You are obligated to pay the weekly tuition regardless of these closings.
Closing schedule is subject to change**

Child's Name _____

Discipline Guidelines

The Women and Families Center Before & After School Program's discipline guidelines and behavior management techniques were given to me.

Parent Signature

Date

Parent Handbook & COVID Plans Acknowledgment

I have received a copy of the Women and Families Center Before & After School Program Handbook and the plans in place regarding COVID-19. I understand it is my responsibility to know the policies and procedures of the program.

Parent Signature

Date