

CLCCC
After School Program
Parent Manual

Christ Lutheran Child Care Center
8300 Germantown Avenue
Philadelphia, PA 19118
215-247-1330
clccc123@aol.com



We are glad you have chosen our After School Program! Our Parent's Handbook will help to make your stay here positive, rewarding and fun! We have an open communication policy, so please ask any questions that you may have. The Director is available to answer any of your questions or discuss concerns you may have.

Program Address

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Phila, Pa 19119
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clccc123@aol.com

Hours of Operation

Afternoon Program	3:09- to 6:00 pm
Scheduled Early Dismissals	12:09 to 6:00 pm

About CLCCC

- In 1987 Christ Ascension Lutheran Church started the After School Program as a service to the community to provide your child with a safe and educationally encouraging environment. This service is available to the children that attend J.S. Jenks Elementary School.
- The School Age Programs are licensed by the Pennsylvania Department of Public Welfare and fully insured.
- The School Age staff has experience working with and teaching school age children. They are trained in First Aid, CPR, Fire Safety, and Emergency Preparedness. All have their child abuse clearances, criminal clearances, references checked and continuing education goals.
- School Age activities include: homework, outside play time, arts, crafts, games, sports, special activities, cooking, drama, music, dancing, puzzles, language and literacy, character education, science, and parties.

Policies of the Center

Payment of Tuitions

- Parents may elect to pay tuition either once a month, with the payment due by the 1st of each month or split the payment into two payments, with the first payment due by the 1st and the 2nd payment due by the 15th.
- Tuitions are billed 30 days in advance of care. For example, November's tuition is due by October 1st.
- Tuitions are due on time regardless of holidays, absences, school vacations, or receipt of a statement.
- Children with outstanding balances by the 20th of the month will be excluded from care and will not be picked up as of the 21st until all past due monies are paid in full.
- Tuition payments may be mailed directly to the center, left in the gray cubby on the office door or left on the Director's desk. Cash payments may only be made to the Director or Assistant Director.
- Late payment fees will be charged to accounts that are past due. \$5 the first week a payment is late, \$10 the second week a payment is late, and \$15 the third week a payment is late. As of the 21st, accounts with past due balances are no longer eligible for care until the balance is paid in full.
- There is no credit given for vacations, scheduled school holidays, child illness or closings due to emergency situations, inclement weather or acts of God.
- Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at the Center; however, if you anticipate difficulty with paying on time, please discuss the matter with the Center Director immediately. If alternative arrangements for payment are approved you will be notified by the Center Director.
- The Center offers a multiple child discount for one or more siblings enrolled during the same school year. The youngest sibling pays the full tuition rate and each additional child's tuition are discounted 10%. Discounts are only applicable when tuition payments are made on time. The full tuition rate, plus any additional late fees will be charged when tuition payments are late as per the late tuition policy stated above.

Discipline Dismissal Policy

- The Child Care Center reserves the right to dismiss or exclude a child from the program for any behavior considered inappropriate. The Child Care Center does not tolerate fighting, profanity, bullying, fighting, aggressive behavior, and disrespect towards children or adults. Dismissal from the program for these behaviors will be automatic and can be without warning.

Parent Policies

- Within the Center, confidential information will only be shared with employees of the Center who have a “need to know” in order to appropriately and safely care for your child. Confidential information about employees, other parents and/or other children will not be shared with parents, as the Center strives to protect everyone’s right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of children, parents, employees and others associated with the Center.

Confidential information about a child will only be shared with others outside the Center when the parent of the child has given express written consent, except where otherwise provided by law. The written consent will state the information that is to be shared outside of the Center, persons with whom the information will be shared, and the reason(s) for sharing the information.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate. You may be curious or concerned about the other child. Our Confidentiality Policy protects every child’s privacy. Employees of the Center are strictly prohibited from discussing the other child with you. Please do not inquire as to whether a child in the program is out due to an illness. This is information that may not be shared with you. The reason a child is absent from school is considered confidential.

- All custodial parents and/or legal guardians are required to sign a Contract for Child Care Services Fee Agreement prior to enrollment of their child in the Center. Parents are required to indicate to whom all billing information and correspondence are to be addressed. Fees for the childcare program are reviewed and revised from time to time to coincide with the rising costs of operating the Center.
- Enrolling your child in the before or after school program signifies the parent/guardian’s consent for your child to receive first aid care and emergency care and transportation to a medical facility if necessary. Our first course of action, if 911 is not necessary, is to contact a parent and notify of any injuries and emergencies.

Withdrawing and Schedule Changes

- If you find you need to have your child enrolled for an extra hour or more past your contracted time, please contact the Director or Assistant Director to see if space is available. We will do our best to accommodate you, however we cannot guarantee that additional time will be available. If there is space available, your child may contract for additional time at a rate of \$8 per hour. This will be charged and added to your next tuition statement.
- Thirty days written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and deposit will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be

- charged tuition for two additional weeks and will not have any paid unused tuitions refunded.
- Parents, who wish to change their child's days or times of enrollment at the Center, must submit a request to do so thirty days in advance of the proposed change. Schedule changes are subject to change fee of \$10 per change. The Center Director will notify the parents in writing if the schedule change is available. A schedule change will not be considered to be final until a new fee agreement is signed. If the schedule change requires additional monies, the change will also be contingent upon payment of these monies.
 - If the requested schedule change is not available parents may choose to continue with the current schedule until such time as the requested schedule change becomes available, or may choose to withdraw their child from the program. The date the request is given, in writing, to the Center Director or Assistant Director, will mark the beginning of the 30 day notice required for withdrawal.

Picking Up and Dropping off Children

- Parents or other authorized adults are required to sign their child out of care on the sign-out sheet located with the school age staff. Parents not adhering to this policy of signing out on a daily basis will be asked to leave the center. Once a parent arrives, the parent is then solely responsible for supervising their child while on Center premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to signing out their child, and are required to directly exit the building or playground once they have signed their child out of care.
- We ask for your cooperation regarding your child's program hours. Lateness affects the safety of your child and others in the center. If you are late picking up your child, the school age staff will note this on the sign out sheet and you will be billed assessed a late pick up fee. The fee of \$15 will be charged for each 15 minutes or portion thereof, that you are delayed. If you arrive past 6:01 pm, a late penalty of \$30 per 15 minutes or portion of will be assessed.
- If a person other than yourself will be picking up your child, please provide a written release to the Director. The person picking up your child will need to provide us with a picture ID.
- As a courtesy, parents may use the parking lot of Christ Ascension Lutheran Church for dropping off and picking up their child. If the church requires the parking lot for a church event, you will be notified that the lot is closed to parent use. Please refrain from parking in the Pastor's parking space at any time, even if it is the last remaining space available. Do not park in front of the garage, any exits or the back door by the garage. Additional parking is available on Southampton Avenue. You may walk up the stairs of the adjoining house and cut across the side lawn. Do not leave your car running while you enter the building. NO children may be left in the car unattended.

- Parking spaces are limited. Do not leave your car in the parking lot to run errands in the community or to go play at local playgrounds. This takes up spaces for other families that are arriving. Cars left behind will be towed.
- The parking lot may be used as a play area for the children. When in use as a play area the chain will be hung across the drive way and you must park on the street. Please do not park in the driveway if the chain is up.
- Upon entering the driveway, please adhere to a speed limit of 5 miles per hour. Often children run from the building into the parking lot and can easily be hit by a moving car.

Emergency Closing and Inclement Weather Information

In the case of inclement weather, the Center will close at the discretion of the Director and the Pastor. Upon being contacted, parents will be given a time that the Center is closing. In the event of an emergency closing and/or inclement weather, parents will be notified of the closing by an email, phone call or by calling in and listening to the message on the voice mail of the Center.

Should the school need to close in the middle of the day, the school staff will attempt to reach the child's parents first to arrange for pick up and what time the Center is closing. Parents are expected to arrive by this time. Late arrivals will incur late pick up fees. Closing early is not a decision made lightly, but will be considered on an as-needed basis for the safety and consideration of the children and our staff. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call of the pick up location should the children need to be evacuated from the Center. Parents or emergency contact persons should report directly to the alternate location if one is indicated.

Should the Center need to close for any reason, tuition will not be refunded or reduced for closures of less than 10 school days. If the closure extends beyond 10 school days, parents will have their tuition refunded by issuing a check in the event the Center must close or by a tuition credit if the Center reopens.

Court Orders Effecting Enrolled Children

- In cases where an enrolled child is the subject of a court order (for example, a Custody Order, Restraining Order or Protection from Abuse Order) the Center must be provided with a Certified Copy of the order and all amendments thereto. The orders of the court will be strictly followed. In the absence of a court order on file with the Center, both parents shall be afforded equal access to their child as provided by law. The Center can not, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, the Center suggests that the parent keep the child with them until a court order is issued. If conflicting court orders are

presented, the most recently dated court order will be followed. Once presented with a Protection from Abuse Order or a Restraining Order, the Center is obligated to follow the order for the entire period it is in affect. Employees of the Center cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. The Center will report any violations of these orders to the court.

- In the absence of a court order on file with the Center, both parents shall be afforded equal access to their child as provided by law. The Center can not, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, the Center suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's

Parents Right to Immediate Access

- Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever the child is in the care of the Center, as provided by law. In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) the Center must be provided with a Certified Copy of the order and all amendments thereto. The orders of the court will be strictly followed.
- Visitors are asked to schedule appointments with the Center Director, and are allowed in the childcare facility only at the discretion of the Center Director. An employee of the Center will accompany visitors at all times, throughout the center.
- The Center will dismiss any child whose parent is prohibited from entering upon Center property. Due to the parents' right to immediate access policy, as well as state and federal regulations, the Center can not have a child enrolled at the Center when the child's parent is prohibited access. The Center will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the Center. Such an agreement is a violation of the law and will not be entertained.

Parking Lot and Driveway

As a courtesy, parents may use the parking lot of Christ Ascension Lutheran Church for dropping off and picking up their child. If the church requires the parking lot for a church event, you will be notified that the lot is closed to parent use. Please refrain from parking in the Pastor's parking space at any time, even if it is the last remaining space available. Do not park in front of the garage, any exits or the back door by the garage. Additional parking is available on Southampton Avenue. You may walk up the stairs of the adjoining house and cut across the side lawn. Do not leave your car running while you enter the building. NO children may be left in the car unattended. This includes older siblings.

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