

# **Greenbush Child Caring, Inc. School-Age Child Care Programs**



## **2017-2018 Parent Handbook**

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# **WELCOME TO GREENBUSH CHILD CARING'S SCHOOL-AGE CHILD CARE PROGRAMS**

## **PROGRAM MISSION**

Greenbush Child Caring, Inc. is a private, not-for-profit agency located in Rensselaer County, New York, whose mission is to provide school-age children with developmentally appropriate child care, along with recreational and enrichment activities in a positive environment.

## **ABOUT GREENBUSH CHILD CARING, INC.**

Greenbush Child Caring, Inc. (GCC) has been in operation since 1983. GCC is made up of a volunteer Board of Directors, Executive Director, Program Director, Office Manager, Bookkeeper, Site Directors and direct care employees. Together the employees and the Board of Directors establish policies and procedures concerning the general operation of the agency.

## **PROGRAMS**

We offer before-school, after-school, half-day and full-day programs to children in grades K-8 in the East Greenbush and Averill Park Central School Districts. (Although GCC utilizes space in the district buildings, we operate independently of both districts.)

Our before-school and after-school programs are located in the following East Greenbush Schools: Bell Top, Donald P. Sutherland, Genet, Green Meadow, and Red Mill. We also offer an after-school program at Goff Middle School. Our before-school and after-school programs are located in the following Averill Park Schools: Miller Hill-Sand Lake, Poestenkill and West Sand Lake. Our half-day programs operate at each site and our full-day programs are held at Genet and West Sand Lake Schools. The GCC summer day camp site is announced each spring.

Within each of the programs mentioned above we offer a special needs program for those children who are eligible. Children with special needs are defined as having physical and/or developmental disabilities. The goal of the special needs program is to provide quality child care that promotes positive peer relationships for those children with physical and/or developmental disabilities in a safe and enriching environment.

## **COMMITMENT TO QUALITY**

Our employees are committed to providing quality child care for your child. GCC provides its employees with ongoing training throughout the school year to ensure that we reach a high standard of care for your child. We consistently evaluate our programs and survey our families to ensure that we meet or exceed parental expectations.

## **REGULATORY AGENCY**

Our before-school and after-school programs are registered with the New York State Office of Children and Family Services (NYS OCFS).

## **ABOUT THIS HANDBOOK**

The policies and procedures of Greenbush Child Caring's School-Age Child Care Programs are detailed in this handbook. It is important for parents and guardians to read the contents of the handbook to become familiar with how we operate. Parents are responsible for signing a statement on their child's application, which attests to reading the parent handbook. All policies and procedures are subject to change.

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## ENROLLMENT

### **Before-School and After-School Program Registration Procedures\***

Registration is open to families throughout the school year in programs where space is available and is on a first-come, first-served basis. Additionally, registration will open for the following school year for all families each spring. Enrollment information will be available on our web site.

Enrollments received without proper payment, will not be approved processed; nor will the non-refundable, non-transferrable enrollment fee be returned.

**Please note: Registration for the first day of school will close one week prior to the first day. Enrollments received after this date, should space be available, will be given an alternate starting date.**

### **Half-Day Program Description/Registration Procedures\***

Half-day programs are offered when the East Greenbush Central School District (EGCSD) or the Averill Park Central School District (APCSD) operates half-days of school. *All half-day program registrations are completed in the Parent Portal.* Half-day programs run at each school. **(Children who are enrolled in full-time after-school care and those registered for the day of the week the half-day falls on are eligible to enroll in half-day programs, on a first-come, first-served basis, at no additional charge.)**

For those children who are enrolled part-time: if the half-day does not fall on a day that your child attends or your child only attends the before-school program you can register your child at an additional cost, should space be available. To inquire about availability for a half-day program contact the administrative office two weeks prior to the half-day.

### **Full-Day Program Description/Registration Procedures\***

Full-day programs operate at Genet and West Sand Lake Elementary Schools during the December, February, and April vacation weeks and on various days that the EGCSD/APCSD is closed. The programs are available to children who are enrolled in before and after-school programs. Full-day programs are **not** included in monthly tuition and must be registered and paid for in advance. Registration information for full-day programs will be distributed via e-mail and registration will be completed through the Parent Portal. *Enrollment for full-day programs is limited; parents are encouraged to register promptly. A wait list will be maintained for those who do not get accepted into the program due to capacity restraints.*

**GCC reserves the right to cancel a full-day program if there is not sufficient enrollment; in that event a refund will be given. However, refunds will not be issued for absences or customer cancellations.**

\*To register for any of our programs customers must have their account in good standing.

## **MODIFICATION TO ENROLLMENT/RECORDS**

### **Withdrawal**

Parents who wish to withdraw their child from a program must notify the administrative office **in writing** (may be done via email) two weeks prior to the date they wish to stop attending the program. Failure to provide sufficient notification will result in billing for that time period. (Verbal withdrawal notification to employees **does not** constitute sufficient notification.)

### **Enrollment Changes**

Any changes that need to be made to a child's **enrollment status**, i.e. from part-time to full-time, etc. (should space be available) must be requested via the Parent Portal, two weeks prior to the date they wish the change to take effect. One-time enrollment change requests (i.e. adding an occasional morning or afternoon) must be submitted **in writing** at least 48 hours in advance. **Please note: if you need to make an immediate change, please contact the Administrative Office.**

### **Updating Records**

It is imperative that parents update their child's file when any change occurs, i.e. phone numbers, addresses, pick-up authorization, or medical information. Any change must be requested via the Parent Portal. Approved updates will be forwarded to your child's site. Please allow 48 hours for requested changes to be approved.

### **Confidentiality/Release of Records**

Information contained in your child's file is privileged and confidential and will not be released to anyone other than parents/legal guardians without the written consent of a parent/legal guardian unless required by law. Authorized representatives from the New York State Office of Children and Family Services, including the Healthcare Consultant, have the right to review all records upon request.

We will share the child's file (which includes enrollment information, attendance records, behavior and injury reports, etc.) with all parents or legal guardians that are listed on and have signed the enrollment form upon request, unless we have a court order on file prohibiting us from doing so. In the event that a parent is not listed on the application but supplies sufficient legal documentation that they are the parent, they will have access to your child's information unless we have a court document prohibiting it.

Therefore, if you wish to prohibit a parent from accessing or editing your child's file we must have a valid court order or custody agreement that clearly defines what each parent is permitted or prohibited from doing.

## **OPERATING PROCEDURES**

### **Orientation**

All families who enroll with Greenbush Child Caring will be given a site orientation. Families who are registered at the start of the school year will have the opportunity to attend a formal orientation and an open house prior to the first day of school. Families who join GCC after the start of the school year will receive a personal orientation from the Site Director on their first day.

## **Before-School and After-School Program Days of Operation**

The before-school and after-school programs begin operation on the first day of school in September and run until the last day of school in June. (We will operate each day that school is in session.) Part-time (two-four days per week) and full-time (five days per week) care is available.

\*Those who choose a part-time schedule must choose **fixed days at the time of enrollment** (i.e. Monday, Wednesday, Friday, etc.). Greenbush Child Caring, Inc. does not offer a rotating schedule. Goff Middle School children are able to change their fixed days each month by completing the change request through the parent portal by the 10<sup>th</sup> of the month prior to the date the change is to go into effect.

## **Hours of Operation**

- Before-school programs open at 7:00 a.m. and end at the beginning of the school day.
- After-school programs begin at school dismissal and are open until 6:00 p.m.
- Half-day programs begin at school dismissal and are open until 6:00 p.m.
- Full-day programs are open from 7:00 a.m. to 6:00 p.m. (unless otherwise noted)

## **Location of Programs**

The designated area for GCC before-school and after-school programs is in the school cafeteria. If the program is relocated parents will be notified via email and the Site Director will post a sign identifying the new location.

## **Identifying GCC Employees**

All GCC direct care employees will wear an agency shirt and photo identification, which will include their name and title.

## **Communication/Contact Information**

Each site is equipped with a telephone and voicemail. GCC employees are only at the program site during program hours. During non-program hours you may leave a message for the child care staff. The administrative office is open from 8:30 a.m. to 4:30 p.m.

- ❑ **GCC Administrative Office**                      **477-4125**
- ❑ **GCC Administrative Office Fax**              **479-4240**
- ❑ **GCC Administrative Office Email**          **contactus@gbccinc.org**
- ❑ **GCC Web Site**                                      **www.greenbushchildcaring.org**

<b>SITE</b>	<b>TELEPHONE NUMBER</b>	<b>EMAIL ADDRESS</b>
Bell Top	283-7759	belltop@gbccinc.org
DPS	766-9347	dps@gbccinc.org
Genet	477-5971	genet@gbccinc.org
Goff	477-1290	goff@gbccinc.org
Green Meadow	479-4469	greenmeadow@gbccinc.org
Miller Hill-Sand Lake	390-2343	mhsl@gbccinc.org
Poestenkill	390-2344	poestenkill@gbccinc.org
Red Mill	449-1500	redmill@gbccinc.org
West Sand Lake	390-2345	wsl@gbccinc.org

## **Parent Conferences**

Regular and daily communication with your child's Site Director is crucial to your child's success. However, each school year you will be notified in advance when formal conferences will be held. Although conferences are offered, they are not mandatory. Parents who wish to hold a formal conference may request one any other time it is necessary.

## **Attendance**

Children are accounted for through the taking of attendance. All families are able to view their child's attendance through the Parent Portal. Note: Official attendance records cannot be released without the written request from a parent who enrolled the child.

## **Absentee Policy**

*The following procedures have been established to ensure the safety of all children:*

**Before-school program-** Since parents are required to sign their children into the before-school program it is not necessary to notify the staff of an absence.

**After-school program/half-day program** - If your child will be absent from the after-school or half-day program, parents must notify the child care staff. Parents should call or text their child's site prior to the start of the program to report a child's absence (leave message on voicemail). (Please do not call the school office, as they do not serve as a message center for GCC.)

If a child does not arrive at the program immediately following dismissal, the Site Director will take the following steps:

1. Check with the school office and check the child's classroom.
2. Contact the bus garage.
3. Contact the parents or emergency contacts.
4. Notify the Program Director.
5. The Program Director will contact the police to notify them of a missing child.

Children attending a school activity (intramural, or extra-curricular time in the classroom, etc.) must first report to the after-school program with written permission from a parent. The written permission must include the location of the school activity and the time the child will return to the after-school program.

**Full-day program-** Absences from full-day programs must be reported to the staff by 8:30 a.m. The full-day programs are held at Genet/West Sand Lake Elementary Schools (phone numbers previously listed).

## **Transportation**

Parents are responsible for transporting their child to and from the program. Greenbush Child Caring employees are prohibited from transporting children in their personal vehicles.

## **Drop-Off and Pick-Up (Sign-In/Sign-Out) Procedures**

Each morning and evening parents/guardians are required to walk their child into the school and sign-in and sign-out by entering their unique pin number on the designated tablet. Parents/guardians and those who are listed on the pick-up authorization and/or the emergency contact list will be the only individuals allowed to sign a child out. Each authorized pick-up persons will have their own unique pin number (assigned at the time of registration). All persons who are authorized to pick up children must be at least 16 years of age and will be asked for photo identification until such time that the staff become familiar with their identity. Children will not be released to non-authorized persons.

***Please do not share your unique pin number with children or other individuals. Any person who tries to pick-up a child will be asked for identification, regardless of possessing a pin number.***



### **Court Orders Affecting Enrolled Children**

The employees of Greenbush Child Caring are not able to keep a custodial parent from picking up their child unless there is legal documentation on. Families who have legal documentation regarding their children should attach the documentation to their child's record at the time of registration. Should a court order take effect following enrollment, the legal documentation should be submitted to GCC as soon as it becomes available. If an enrolled child resides in two separate households with their custodial parents GCC will require that each parent complete their own pick-up authorization form.

### **Inebriated Persons Policy**

A GCC employee will approach any person who attempts to pick-up a child while they are in an inebriated state. If the inebriated person is a custodial parent the employee will contact the other custodial parent to pick up the child. If the inebriated person is not a custodial parent the inebriated person will be denied the release of the child. The employee will be required to contact the local police department and Child Protective Services. GCC employees cannot hold a child against the parents/guardians will.

### **Late Pick-Up Policy**

A \$15.00 fee will be incurred for late pick-up for the first fifteen minutes (or any part thereof) a parent arrives late to pick up their child from program. A fee of \$5.00 will be added for each additional five-minute period. Parents will be required to sign a late pick-up slip, which indicates the date and time of pick-up. GCC will issue an invoice to those who incur a late pick-up fee. If a child is left at the program one hour after closing time and parents and emergency contacts cannot be reached the local authorities will be contacted.

### **Visitation**

GCC has an open door policy that entitles any parent or guardian to visit their child or observe the operation of the program during program hours, unless there are court documents stating otherwise. Parents or guardians have unlimited access to the program and their child at any time while in the care of GCC. Authorized visitors also include the Child Health Care Consultant.

Any person other than parents/guardians who visit the child care program must sign in on the visitor log form, state the date and reason for the visit and sign out when departing. All visitors will be issued a visitor badge that must be worn while visiting the child care program and will be in the presence of an employee while on site.

## **INCLEMENT WEATHER or EMERGENCIES**

### **School Delay**

In the instance of a school delay, the before-school programs will not operate.

### **Early Dismissal**

In the instance of an early dismissal from school the after-school program will not operate. If the East Greenbush or Averill Park School Districts close at regular dismissal time, BUT they cancel their after-school activities GCC **will** operate its after-school programs, weather permitting.

### **School Closing**

In the instance that East Greenbush or Averill Park schools are closed GCC programs will not operate.

## **Emergency Closing During Program Hours**

In the event there is an emergency during our program hours which necessitates that GCC leave the building, GCC will contact families immediately. GCC will contact the School District transportation department and the children will be moved to another location at the discretion of the Superintendent.

*All delays, dismissals, and closings will be announced on our web site and local television stations.*

## **PROGRAM INFORMATION**

GCC is committed to fostering a sense of autonomy, cooperation, self-control, and choice. Creating a secure and safe environment that permits freedom within set limits is a priority. This is accomplished by providing children with a variety of activities that include opportunities for artistic creativity, organized group play, and independent activities. Children have the freedom to choose what activities they would like to engage in on a daily basis. Daily schedules are available for parents to view on the parent information board. Please see the sample elementary school schedule below (middle school schedule will vary).

### **Sample Schedule for the Before-School Program**

7:00–9:00 a.m. sign-in/attendance/daily health check

7:00–8:30 a.m. activities\*

8:30–start of school day; clean-up/roll call/announcements/group game

### **Sample Schedule for the After-School Program**

Arrival–3:30 p.m. attendance and daily health check

3:30–4:00 p.m. roll call/free play/hand washing and snack

3:30–6:00 p.m. activities\*

### **\*Activities include but are not limited to the following:**

**Learning centers:** dramatic play, building (blocks/Legos), sensory (playdough, foam)

**Free play includes:** board games, coloring, drawing, puzzles

**Quiet activities:** homework, computer, reading

**Enrichment activities:** science, music, geography, languages, clubs (newspaper, etc.)

**Structured activities:** art, gym, cooking

**Outside:** field games, playground, nature

### **Ratios**

Our child care programs maintain a ratio of one to ten for children ages nine and under and a ratio of one to fifteen for children between the ages of ten and twelve as mandated by the NYS OCFS.

### **Snack**

Each day during the after-school programs all children will be served a healthy snack with juice or milk. GCC participates in the Child and Adult Care Food Program (CACFP); their guidelines are used to plan the snack menu. A variety of snacks will be served; a monthly snack menu will be posted at the program site. Snacks will also be served during our half and full-day programs. (Morning and afternoon snacks will be served during full-day programs.)

**If your child requires a special diet or has a food allergy, please list the information on your child's registration form. If a diagnosis is made after enrollment please update your child's medical information in the Parent Portal.**

### **Homework Policy**

Children will have the opportunity to do their homework during after-school program hours. Employees will make every attempt to give children a separate/quiet space to elicit concentration. Based upon the enrollment application selection, our employees will encourage and/or remind children to do their homework; they will not and cannot force homework time upon any child. Employees are neither tutors nor teachers; they will assist children as needed to the best of their ability. Children will not be permitted to return to their classroom for school items so please ensure that your child is equipped with supplies needed for homework completion. We recommend that children have a homework folder and supplies in their backpack so they are readily accessible to the child and employee.

### **Outdoor Play**

Children will be given the opportunity for outdoor play on a daily basis whenever the weather permits. The playground will be inspected daily for broken glass and damaged equipment, before children can play outdoors. Employees will document their findings on a playground safety checklist.

### **High-Risk Activities**

During high-risk activities such as woodworking, nature walks or working in a take-apart center, group sizes and ratios will be decreased. Additional employees will also be assigned to such activities. In the event a high-risk activity is planned and additional employees are unavailable the activity will be postponed.

### **Appropriate Dress**

Parents should ensure that children are dressed appropriately for the weather. This includes wearing hats, gloves, boots, and snow pants when necessary. Children will engage in art activities; parents may send in a smock with their child to be kept at the program site. Children must have appropriate footwear to play in the gym and for outdoor activities.

### **Field Trips**

Occasionally, during half-day and full-day programs, the children will be taken on field trips. Parents will be notified in advance and will be required to sign a statement at the time of registration giving permission for their child to travel with GCC. School District buses will transport the children.

### **Community Service**

Site Directors will conduct community service projects during each school year. Families will be encouraged to participate in the project in any way they can.

### **Family Involvement**

Parents are encouraged to visit their children during our program hours (parents/guardians will be issued a visitor tag during extended visits). Families can be involved in our programs in varying capacities. This may include teaching children about their profession, their family culture, cooking, or reading to the children.

### **Special Events**

Throughout the school year each before-school and after-school program will hold special events. These events may include a play, talent show, family breakfast or dinner, or an end of the year picnic. The children will assist the employees with functions that are produced for families. Parents are encouraged to volunteer for site events.

## **BEHAVIOR MANAGEMENT**

GCC wants all children to be successful in our child care programs. It is our goal for each child to have a safe and enjoyable time while in our care. To achieve this goal, reasonable limits for behavior must be established by having disciplinary procedures and rules in place. Children are expected to adhere to established rules. We expect parents to work with the program staff to encourage more appropriate behavior. ***In addition to our expectations and rules all persons on school property must adhere to each school district's Code of Conduct (they can be found at [www.egcsd.org](http://www.egcsd.org) or [www.averillpark.k12.ny.us](http://www.averillpark.k12.ny.us))***

### **Children are responsible for:**

- Following the direction of child care employees.
- Respecting each other, the employees, the facility and the property of others.
- Staying in designated program areas.
- Remaining with a GCC employee at all times.
- Keeping hands, feet and other objects to themselves.
- Using acceptable language.
- Controlling their anger so that their actions do not harm anyone.

### **Child Care Employees are responsible for:**

- Respecting all children.
- The well-being of the children.
- Ensuring that children are safe by following program guidelines.
- Establishing rules along with the children and practicing them on a daily basis.
- Providing an environment that is healthy.
- Ensuring that all children have a fun and enjoyable atmosphere.
- Treating all children equally.

### **Positive Guidance**

Behavior management is accomplished through a positive approach that respects the child as an individual. Praise and positive reinforcement are effective methods of the behavior management of children. When children receive positive feedback and interaction from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline.

Employees will address normal day-to-day behavior by guiding children to resolve their own conflicts. The following techniques will be used to influence children's behavior: positive role modeling, setting limits, re-direction and positive behavior alternatives. Time-out is used as a last resort and cannot exceed ten minutes. During time-out the child will be placed away from the other children in full view of staff. The employee involved will talk with the child about their actions and come up with a solution to avoid such a situation at another time.

Depending on the frequency and/or severity of the child's behavior a meeting will be held with the parent(s), Site Director and the Program Director. With parental assistance a plan will be devised to help us work with the child. GCC reserves the right to suspend or terminate a child from the child care program if behavior does not improve. Any child who inflicts physical harm on other children or an employee may be dismissed from the program immediately.

## **Social Media Policy**

### **GCC Employees**

Our employees are prohibited from taking photos of children, publishing or sharing images of children or posting information about children on any web site such as Facebook, Instagram, Twitter, Kik, youtube.com, Yik Yak, etc. They are to refuse or ignore requests from any enrolled children to join social media networks.

Employees are strictly prohibited from exchanging phone numbers, emailing, texting, or communicating with enrolled children (even if our employees babysit outside of work hours or have relationships with family members, i.e. neighbors, etc.).

They are instructed not to communicate personally with enrolled GCC students on personal social media sites. Banned communication includes, but is not limited to:

- Friending
- Following
- Commenting
- Posting
- Tagging photos or videos

### **GCC Enrollees**

Please review the above policy with your child and report any known social media interaction to the Program Director. Please monitor your child's social media activity; we expect our enrollees to follow, respect, and comply with the employee policy as stated above.

## **HEALTH POLICY**

### **Daily Health Check**

Each day as children are signed into the care of GCC they will have their health assessed by a direct care employee. Assessments are completed by asking a child, "How are you doing today?" While the employee is speaking with your child he/she will be looking for signs of abnormal behavior or an illness or injury. An abnormal behavior, illness or injury that a child exhibits will be documented on a daily health check form.

### **Suspected Child Abuse and Maltreatment**

All child care workers in the State of New York are mandated to report any suspected cases of child abuse, including child endangerment, neglect or maltreatment. Such cases will be reported to the New York State Child Abuse and Maltreatment Register.

### **Allergies**

Please be sure to list any known allergies, including food allergies that your child has on the back of your child's registration form.

### **Illness**

Children who show signs of illness will be given a quiet space to rest in full view of an employee. A parent will be contacted and asked to pick up their child immediately. An unhealthy child who remains at the program can affect the health of other children and employees. Any child who is diagnosed with a communicable disease cannot attend any GCC program and will not be allowed to return to the program without written release from their physician.

## **Hand Washing**

In an effort to keep all children and employees healthy, to prevent the spread of germs and to comply with regulations, hand washing must occur throughout the day. Children and employees are required to wash their hands before and after snack, after toileting and outdoor play and any other time they are soiled, i.e. after blowing their nose, painting, etc.

## **Injury**

First aid will be administered to children experiencing minor injuries such as scrapes, bumps or bruises and the child will be given first aid. All injuries and treatment given will be documented in the medical log and parents will be notified.

## **Medical Emergency**

In case of a major emergency, 911 will be called and the child will be transported to the hospital. Parents or guardians will be notified immediately. A GCC employee will ride in the ambulance with the child to the hospital. (At the time of registration parents will sign a statement consenting to medical treatment.)

## **Sunscreen/Insect Repellant**

Parents/guardians need to acknowledge the sunscreen/insect repellant section in the Parent Portal or at the time of enrollment in order for children to carry and use sunscreen or insect repellant (supplied by the parent) while in our care.

## **Special Health Care Plan**

Parents/guardians of a child with special health care needs (i.e. seasonal asthma) must meet with the Site Director to create an Individual Health Plan **prior** to the child being in attendance.

Parents of children with special needs must meet with the Director prior to starting a program to devise a special needs plan to ensure that children's needs are being met. Children that have incontinence issues (ie. still require diapers, pull-ups, etc.) may have limited activities and also require a special needs plan.

## **Medications**

Prescription and orally administered over-the-counter medication may only be administered by our certified staff upon receipt of a completed ***Medication Consent Form*** (original copies only). The consent form must be completed by both the parent and health care provider. **Please note: The forms must be renewed every year unless an early expiration date is noted on the form.**

Medication must be in the original container labeled with the child's name, the name of the medication, recommended dosage, time intervals for administration, method of administration, expiration date and for prescription medication, the physicians name and license number. (If your child will require medication while in our care please download a ***Medication Consent Form*** from our web site or your Parent Portal.

An employee that has Medication Administration Training (MAT) administers medication to children. (MAT employees will have successfully completed the course and been certified by the NYS OCFS through the State University of New York's Professional Development Program.) The MAT employee is required to document each administration in the child's medical log.

Based on MAT regulations, all medication and MAT forms must be approved by the Site Director prior to any medication being left at site. Incomplete consent forms and medication that is not appropriately labeled or other inaccuracies (i.e. incorrect dosage or incorrect medication names) will result in the medication being refused at site until all items are complete and/or accurate.

**FINANCIAL/ADMINISTRATIVE INFORMATION**

**Rate Description**

Prices for the before-school and after-school programs are based on the number of school days for the entire year. ***(Snow days, holidays, recesses and absences do NOT affect the monthly fee.)***

**Tuition Schedule**

Prior to the start of the school year, payments for the first and last month of the school year must be made. Subsequent payments are made for the upcoming month. If your family is enrolled for the entire school year (and your account is current) the last payment of the school year will be due on or before April 20, 2018.

**Below you will find the tuition schedule:**

<b>Invoice Date</b>	<b>For Child Care Services Provided</b>
July 1, 2017	September 2017
August 1, 2017	June 2018
September 1, 2017	October 2017
October 1, 2017	November 2017
November 1, 2017	December 2017
December 1, 2017	January 2018
January 1, 2018	February 2018
February 1, 2018	March 2018
March 1, 2018	April 2018
April 1, 2018	May 2018

**Invoices**

Invoices are e-mailed to the first parent/guardian listed on the enrollment application (unless otherwise indicated) on a monthly basis. Customers can view account balances and statements through the Parent Portal. Customers are responsible for making payments each month (even if invoices are not received, i.e. due to email rejection, change in email address, etc.).

GCC will provide duplicate invoices upon request which reflect the total fees charged. We are unable to breakdown invoice totals into percentages in the instance that payments are made from more than one household; it is the responsibility of the parents/guardians (or third party) to work together to ensure their account is in good standing.

**Payments**

Payments can be made via cash, check or money order or be automatically deducted from your bank account (see below).

Payments should be made to: **Greenbush Child Caring, Inc.  
620 Columbia Turnpike  
East Greenbush, N.Y. 12061**

***NOTE: Payments cannot be made at the child care programs.***

### **Automated Clearing House Payments (ACH)**

Customers may elect to have monthly tuition automatically deducted from their checking or savings account between the 20<sup>th</sup> and the 25<sup>th</sup> of each month by completing and submitting an ACH authorization form. This service is **only** available for before and/or after-school payments. *All other payments/fees (half-day, full-day programs, etc.) must be paid by cash, check, or money order.* Greenbush Child Caring, Inc. will issue an electronic withdrawal from either checking or savings accounts (at any bank in the United States) and apply it to your tuition. Deductions will be made on a monthly basis on the 20<sup>th</sup> of each month. **A new ACH form must be completed each school year.**

### **Late Payment Fee**

Late fees are incurred if payments are not received or postmarked by the 20<sup>th</sup> of each month. Please see the 2017/2018 rate sheet for details.

### **Returned Checks**

Customers who have checks that are returned to GCC by the bank for any reason will be charged a \$25.00 fee. Payments must be resubmitted within five business days of notification in the form of a certified check, cash or money order, including the service charge. Two returned checks would necessitate that all subsequent payments be paid by cash, certified check, or money order.

### **Returned Automated Clearing House Payments (ACH)**

Customers whose automatic payments are returned for any reason will be charged a \$25.00 fee. Customers will be notified and have five business days to pay their tuition, including the service charge. Two automatic payment returns would necessitate that all subsequent payments be paid by check, cash, certified check, or money order.

### **Refunds**

When proper notice is given, refunds will be issued when withdrawing a child from a GCC program (see "Withdrawal").

### **Collections/Delinquent Accounts**

Those with an outstanding account balance will not be eligible to enroll in any child care program. Additionally, accounts that are sixty days past due will be subject to suspension. Failure to make payments or payments that are consistently late is grounds for dismissal from our programs. Customers who have been dismissed will be reported to American Profit Recovery two weeks after their dismissal date so fees for service can be recouped. GCC reserves the right to refuse services to any customer who has previously been reported to American Profit Recovery's Tier II program.

### **Rensselaer County Department of Social Services (DSS)**

Customers receiving financial assistance through Rensselaer County DSS (including Workforce Development) will need to provide the name and phone number of their caseworker upon enrollment. GCC will work in conjunction with DSS to ensure monthly tuition is paid.

DSS will only pay up to 12 absences in a quarter and will require a doctor's note for three or more consecutive absences; they do not pay for program closures or holidays. Parents/guardians will be held responsible for any unpaid fees due to absences and will be invoiced the following month. Unexcused absences from the full-day programs will result in the parent/guardian being billed for the cost of the program.

All of our families are required to submit a June tuition deposit by 8/20, DSS families are expected to do the same.



### **Dependent Care Accounts**

Many parents are enrolled in a "Dependent Care Advantage Account". This allows parents to put aside pre-taxed dollars to pay for child care. Those who are enrolled in this program will be required to complete a form that needs to be validated by our Bookkeeper. To get the form validated, mail it in with your monthly payment along with a self-addressed, stamped envelope. Please allow three business days for forms to be returned.

### **Receipts**

Receipts and account statements can be printed from the Parent Portal. If you require additional information, please e-mail the details of your request and your receipt will be emailed within three business days. To receive receipts by mail, please provide a self-addressed stamped envelope with your payment.

### **Yearly Statement**

Annual statements are printable through the Parent Portal at any time and will also be emailed before January 31<sup>st</sup> following the tax year.

### **Paperless Policy**

All correspondence from GCC will be sent electronically via e-mail; including but not limited to monthly invoices, confirmations, etc. We will continue to send correspondence via U.S. Mail to those who cannot provide an e-mail address.

## **MISCELLANEOUS INFORMATION**

### **Lost and Found**

Help us keep track of your child's possessions by clearly labeling all items with your child's name. A box of lost and found articles will be set up at each site and should be checked regularly. All items that remain at the end of the school year will be donated to a charitable organization.

### **Personal Belongings**

Children will be given an individual bag or laundry basket labeled with their name to keep their belongings together (coats, backpacks, etc.) for sanitary purposes.

### **Toys from Home**

Children are prohibited from bringing personal possessions from home. These include electronic devices and toys. Please be aware that GCC does not accept responsibility for belongings children bring to the program. GCC reserves the right to request that children put away personal belongings brought from home.

### **Cellular Telephones**

During program hours cell phones must be turned off and kept out of sight. Greenbush Child Caring, Inc. assumes no responsibility for a participant's cell phone. GCC reserves the right to request that children put away cellular telephones. The Office of Children and Family Services does not permit screen time during program hours.

### **Photo Release**

Greenbush Child Caring, Inc. reserves the right to take photographs of children who are enrolled in child care programs. Please indicate on your child's application whether or not you give permission for your child's photograph to be used for promotional purposes (which includes our web site).

### **Donations**

Donations are an integral part of any not-for-profit organization. Monetary donations are always welcome and are tax deductible. Anyone who would like to donate items such as toys, games, furniture, etc. may contact the Executive Director to make arrangements.

### **Dismissal from Child Care Programs**

Greenbush Child Caring reserves the right to dismiss families from the program if they fail to comply with program procedures. Such dismissal would be at the discretion of the Executive Director.

### **Program Capacity**

The Office of Children and Family Services dictate enrollment capacities and Greenbush Child Caring, Inc. (GCC) reserves the right to limit the number of children accepted into the programs.

### **Liability Statement**

Greenbush Child Caring, Inc. bears no responsibility for the activities of its employees outside of working hours, including any paid or unpaid services provided by employees to families of enrolled children by private arrangement.

### **Office for People with Developmental Disabilities**

GCC is currently receiving financial assistance from the New York State Office for People with Developmental Disabilities (NYS OPWDD) to provide services to children with developmental disabilities and/or special considerations/needs. If this applies to your child, please submit the most current information (IEP, behavior plan, etc.) so we may provide the highest quality of care. We also request that the parent/guardian submit a consent form so that we may register your child with OPWDD and share the information with the East Greenbush or Averill Park School District faculty that works with your child.

### **Your Opinion Counts**

Input from our families is valuable information that assists the administration in developing new policies, re-formulating current policies and looking at the cost of services provided. Each year we survey our families through Survey Monkey so we may determine overall customer satisfaction. Your opinion is important; we encourage you to complete a survey and/or contact a GCC employee at any time with suggestions.

### **Questions or Concerns**

All questions that you may have regarding this handbook or any concerns about our programs should be directed to the Program Director or Executive Director. Questions regarding enrollment should be directed to the Office Manager and questions regarding billing should be directed to the Bookkeeper. All of the above can be reached at the Greenbush Child Caring Administrative Office at 477-4125.

### **Board of Directors**

Greenbush Child Caring, Inc. is governed by a Board of Directors. If you are interested in serving on the Board of Directors please contact the Executive Director. We are consistently seeking parents to serve on our board.

### **Zipper Clause**

All other policies, whether written or oral, are declared null and void, ceasing to have any effect whatsoever by the publication and dissemination of these policies. This current set of policies supersedes all prior policies.