

# BEYOND THE CLASSROOM

## 2023-2024



# Parent Handbook



THE  
**Center**  
OF ANNA MARIA ISLAND  
The community's gathering place



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# WELCOME TO BTC!

Dear Parent/Guardian,

Welcome to The Center of Anna Maria Island's After School and All Day Camp Enrichment Program, Beyond the Classroom (BTC)! We are delighted to serve your family's child care needs. We are committed to providing a safe and nurturing experience for your child with plenty of opportunities for emotional and intellectual development. The purpose of The Center's Beyond the Classroom Program is to provide quality care in a safe and supportive environment that fosters the physical, emotional, intellectual, and social growth of children, while supporting and strengthening families.

Please take a few moments to review the Beyond the Classroom Handbook & Resource Guide, that outlines our policies and procedures to ensure your child(ren) have a safe and rewarding experience. Many of the commonly asked questions about our program are answered here. This manual and additional information are also available at [centerami.org/youth/btc/](http://centerami.org/youth/btc/). Most other Beyond the Classroom related communications will be sent via email and sent to the email address you provided at registration. You can "Like" The Center's Facebook and Instagram to see regular updates, pictures, and communications about The Center of Anna Maria Island.

The Center annually reviews policies, procedures, administration and operations in order to make effect necessary changes and improvements so that you and your children have the best experience possible with safety and fun programming at the forefront. Sometimes fun can look a little messy especially around pick up time but rest assured; our trained staff are transitioning the children from one exciting activity to another and/or cleaning/organizing our shared spaces.

The Center's After School Program is a non-profit program and meets the standards of the Florida Department of Children and Families. In order to retain our DCF license, our staff are trained and experienced in working with children.

As your partner in developing youth, please share with us any information that will help make your experience the best possible. Let's have a great year!

## GENERAL INFORMATION

### Enrollment/Admission

The Beyond the Classroom Program is an After School and All Day Enrichment program for children ages 5-12 years old (children in elementary school).

Enrollment must be done by a legal guardian only. If both parents share custody or have no court documentation, then either may enroll. For any other guardian, relative or not, there **MUST** be documentation approving permission to enroll (this usually also includes permission to seek medical attention). Temporary orders suffice as long as they are current and signed by authorized individuals. If it is a situation where a guardian is acting on behalf of a parent who has custody/parental rights, then that will not suffice and the parent/ legal guardian is required to complete enrollment.

Your child must be registered by the Thursday prior to the first week of care. If not registered by the Thursday prior, they will not be enrolled for that week. This includes transportation from AME to The Center.

The Center's Beyond the Classroom Program is open to all families regardless of race, gender, religious affiliation, cultural heritage, financial status, political beliefs, national origin, disability, marital status, or sexual orientation.



### Needs and Disability of a Child

The Center will request and review information given by the parent related to the child's participation in the program. Specific accommodations required to meet the child's needs in the program, which would include change or modification in the child's participation in regular activities, will be reviewed. In addition, identification of any special equipment materials, ramps or aides will be discussed. If such accommodations will cause undue burden during the Program, the parents will be notified in writing of our inability to care for their child adequately.

## Days & Hours of Operation

The Beyond the Classroom Program is available Monday through Friday, except on holidays listed below, until 6:00pm. It may be necessary to close The Center on other days at the Executive Director's discretion. Proper notice will be given.

The Center of Anna Maria Island reserves the right to close for extreme weather, facility emergencies or other unexpected situations. If Manatee County School District are closed for weather emergencies, Beyond the Classroom may also be closed. You will be notified of any closures.

## Pick-Up

The Beyond the Classroom program closes at 6:00pm. Those picking-up will be required to have an ID to confirm identity matches enrollment paperwork. There may be times when pick-up takes place at another location due to events happening at The Center. Parents will be notified by email ahead of time. To avoid late pick-up fees, all children must be picked up by 6:00pm. For more information, see Parent Responsibilities: Late Pick-up on page 12.

## All Day Camps

On days when Manatee County Schools are closed (e.g. teacher workdays, Winter Break, President's Day, Spring Break, etc.), care is available from 8a.m.- 6p.m. There is an additional fee for these days of \$55 per day, if you pay for a week the difference will be charged.

For extended camps (Fall, Spring, Winter, and Summer) fees are not included in regular tuition and camps must be registered for separately.

All Day Camp Dates: Oct. 13th, Nov. 10th, Dec. 22nd, Jan 5th, Feb 19th, & Mar 15th

Fall Break Camp: Nov 20-22

Winter Camp: Dec. 26-Jan 5th (closed Jan. 1st)

Spring Break Camp: Mar 25-29

Summer Camp: Starts June 3rd

## Holiday Closings

The Center of Anna Maria Island is closed on the following days: Labor Day, Thanksgiving, the Day after Thanksgiving, Christmas Eve, Christmas Day & New Year's Day, Memorial Day, and Fourth of July. If these days fall on a weekend, we will be closed on a week day to observe the holiday. The Center is also closed a the week after school ends and the week school starts.

\*Additional days may be added at the discretion of The Center of Anna Maria Island.

## COMMUNICATIONS

For immediate assistance or in case of emergency, the best mode of communication is to call The Center directly at (941)778-1908. If we must get in contact with you due to an emergency, we will begin to call the numbers listed on your childcare application in priority order. If we are unable to reach a parent or guardian, we will begin to call the emergency contacts.

- Youth Program Director (day to day with the children), Erica Nielsen (Palmer),
  - Phone: (941)778-1908 ext. 217
  - Email: [youthprograms@centerami.org](mailto:youthprograms@centerami.org)
- Director of Customer Services (enrollment paperwork and billing), Morgan Blackburn,
  - Phone: (941)778-1908 ext. 232
  - Email: [customerservice@centerami.org](mailto:customerservice@centerami.org)
- Recreation Director (over all programs). Tyler Bekkerus,
  - Phone: (941)778-1908 ext. 210
  - Email: [recreation@centerami.org](mailto:recreation@centerami.org)

### Email

Please make sure to keep your email address on file current. We will be sending information, updates and exciting news regularly to ensure consistent communication.

You will also receive emails from Constant Contact, for information on all programs, events, and news happening at The Center of Anna Maria Island.



### Social Media

For the latest information about The Center of Anna Maria Island, follow us on Facebook ([facebook.com/thecenterofami](https://facebook.com/thecenterofami)) & Instagram ([instagram/thecenterofami](https://instagram/thecenterofami)).

### Parent Surveys

We value your feedback, and we will be sending a satisfaction survey throughout the year. Please help us best serve your family by completing this upon receipt.

# CHILD CARE ACTIVITIES

## Daily Schedule

Specific daily schedules will vary daily. For after-school programs, the schedule will be comprised of attendance, snack, arts and crafts, STEAM (Science, Technology, Engineering, Arts & Math), homework help, physical fitness, team building, group games, Service Learning, FUN, and more. Time, length, and activities are subject to change. For all-day camps, off-site field trips will also be included.

## Homework Help

Your child is given the opportunity to complete their homework while in After School. During this homework time (estimated 30 minutes), staff is available to assist your child with their homework needs. We cannot guarantee completion of homework. If there are any special or specific circumstances, we ask that you let the Youth Program Director know. This is an important part of the The Center↔Home Partnership. We want to make this a positive and successful experience for you and your child.

## Character Development

The Beyond the Classroom Program includes character development opportunities that include activities and small group discussions led by a qualified facilitator. These activities and discussions support the growth opportunities that The Center aims to offer each child.

## Food & Snacks

An afternoon snack will be provided to after-school program participants and a morning and afternoon snack will be provided for all day camps. Snack menus are posted for families to review. We will provide snacks based on DCF regulations and will include a fruit or vegetable.

For all-day camps, every child must come with a packed lunch. Lunches will not be refrigerated and no microwaves will be available for use.



## Personal Items

We have plenty of equipment and activities to keep your child busy. Please do not allow any toys, video games, electronic tablets, or cell phones to accompany your child. This will help prevent theft and/or lost items that we cannot be responsible for and will not reimburse. Our programs will have a designated place for your child to store their backpacks, lunch boxes and other items that they bring to the program with them.

## What to Leave at Home

The following items are not permitted at BTC. Children should not bring any item to program that would be upsetting if lost, broken or stolen. Any prohibited items that are brought to BTC will be stored in the child's backpack for the remainder of the day with their belongings. If the item is taken out the back-pack, the item will be stored by staff until pick-up. **The Center is NOT responsible for damaged, lost or stolen items.**

- Toys or games including trading cards (magic cards, baseball cards, Pokémon cards)
- Electronics of any kind (cell phones, iPads/tablets, iPods/mp3 players, smart watches with texting and calling, Nintendo, gaming devices, etc.)
- Clothing with foul language
- Jewelry
- Animals
- Weapons or anything that looks like a weapon
- Alcohol, drugs, or other related paraphernalia
- Personal sports equipment
- Personal money (Expectations for trips if communicated with beforehand)

## Lost and Found

Recovered items are kept in designated Lost and Found area – please check often. Unclaimed items will be donated/disposed of on a weekly basis. Please label all items.





# CHILD'S RESPONSIBILITIES

## Children's Rights

Staff is responsible for ensuring that children enrolled:

- Have a safe and reliable environment free of hazards
- Have use of all the equipment and space on an equal basis and are able to find equipment in functioning condition
- Have their ideas and feelings respected
- Have discipline that is fair, equal, and respectful
- Have the opportunity to express their emotions (including: anger, frustration, disappointment, joy, etc.) in an appropriate manner
- Have activities that allow participants to express their ability as they explore and discover, while developing to their fullest potential
- Have an environment that offers a variety of choices
- Have a right to voice their opinion on the rules and have input on activities offered
- Have staff members that care about them, enjoy being with them, and help them grow
- Are treated with respect, responsibility, honesty, and care

## Behavior Expectations

There are clear and appropriate behavioral expectations for all children in our care. We instruct our staff to try to set limits, help children understand rules and give clear definitions of acceptable and unacceptable behaviors. We also focus on redirecting any inappropriate behavior, as well as using positive narration to help encourage appropriate behavior. A very important part of our program is giving children the opportunity to learn how to get along in the world, enjoy being with other children, and follow the direction of an adult other than their parent. A caring and positive approach will be taken regarding behavior management and discipline. The staff will focus on the positive behaviors of the children and reinforce those behaviors as often as possible. Our goal is to help the children develop self-control and responsibility for their actions.



## Discipline Procedures / Policy

- Encouraging children to use their words to express feelings and frustrations. Staff will aid in facilitating children in their attempts to settle their own disputes.
- Redirecting children from a challenging behavior to an appropriate and positive behavior.
- Provide a verbal warning to students if the inappropriate behavior continues and counseling children individually about their behaviors, in an age and stage-appropriate manner.
- Children will sit-out out after verbal warning for up to 5 minutes
- Making parents aware of disciplinary concerns using an Incident Report. Parent signatures are required; and completed forms are kept on file at The Center
- Behavior Contract will be completed with the children to go over what behaviors need improvement and how to improve the behaviors

The Center has a zero tolerance policy for hitting, fighting, bullying, verbal threats, stealing, or destruction of other children's or The Center's property, possessing a weapon, and elopement (leaving their group) during our program. If these behaviors are exhibited The Center's Program Director is instructed to contact parents for immediate pick up and/or possible suspension from our program depending on the severity of the incident.

The Center desires to be a place for all children to thrive and grow. However, if a child exhibits any of the above behaviors consistently and/or requires excessive parent communication due to behavior issues The Center has the right to terminate enrollment for that child. Should your child be removed from the program for any of the above reasons The Center will not provide a refund.

## Suspension/Expulsion

We believe strongly that The Center↔Home partnerships will promote positive behavior and will minimize behavior problems. However, if serious and continuous discipline problems continue to occur, suspension and termination may be necessary. The Center maintains a zero-tolerance policy with respect to sexual misconduct, alcohol/tobacco/drug use, vandalism, weapons possession, fighting, biting, bullying, and elopement (leaving their group). Students found in violation of this rule will be sent home immediately. If your child is suspended, they may not return to BTC program and he/she will not be allowed to attend any Center program for the duration of the suspension. All suspensions are pending a parent conference with leadership before returning to program. The Center also may require a letter from a counselor that the child has spoken to them in order to return to the program, an agreement would be made between leadership and the parent at the time of suspension. Should a student be suspended/expelled they may not attend another program at The Center for the remainder of the year. The Center has the right to terminate childcare services at any time for any reason.

## Bullying Policy

We define “bullying” as aggressive behavior manifested by the use of force or coercion to affect others, particularly when the behavior is habitual and involves an imbalance of power. It can include verbal harassment, physical assault or coercion and may be directed repeatedly towards particular victims. Bullying is not an isolated incident. All Summer Camp and BTC programs will cover rules explained by youth leadership at the beginning of program. They will discuss expectations, our behavior policy and the zero tolerance policy against bullying. Children should report any bullying concerns to their counselors.

The Center is committed to a safe and enriching experience for all children. We will deliver age-appropriate activities that encourage and develop listening skills, working together and understanding others. We are committed to incorporating this into our existing program to ensure our children have the opportunity to learn and explore in an emotionally safe environment designed to build self-confidence and teach responsibility.

Parents will be notified by an incident report, a phone call or an email if their child is involved in a reported incident. Each child is expected to follow behavior guidelines to maintain a safe, well-organized program. If a child cannot adjust to these rules and expectations, we reserve the right to suspend or expel the child from the program. If this determination is made, a refund will not be issued.

## Character Values

The Center believes strongly in character development and in teaching our students the importance of our four core character values. We spend time reinforcing these values at after school by pointing out students who display these values throughout the day. Please talk with your child at home about these character values.

RESPONSIBILITY | CARING | RESPECT | HONESTY



# PARENT'S RESPONSIBILITIES

## Communication

Parents must follow all established policies and procedures as outlined in this Parent Handbook, including pick-up, payments, late pick-up, cancellation policies, etc.

Parents are responsible for reading all emails, newsletters, flyers, and notifications sent home regarding the BTC program, as well as regularly reviewing The Center's website at [www.centerami.org](http://www.centerami.org) and materials available to keep well informed about the program.

## Financial Responsibility & Fees

There is a \$25 fee registration due at time of registration. Prices are subject to change. Program fees are due the Thursday prior to care. This is in order to ensure that we have all the resources required to serve your child each week. Please keep in mind that Fall Break, Winter Break, and Spring Break deadlines to register may vary.

All payments are automatically drafted from your credit card, debit card, or ACH, using the information you provided when registering. Be sure you have always updated credit card information on file.

Your program registration is planned by the week. We prepare snacks, activities and staff for your child each day. Few operating costs are eliminated when a child is absent because we prepare for each child every day. Any changes to the scheduled for the up-coming week for after school must be sent to [custmerservice@centerami.org](mailto:custmerservice@centerami.org) by Thursday at 8pm, no refunds or credit will be given.

### After School Prices

Full week package: \$85 members; \$90 non-members

Three (3) day package: \$65

Two (2) day package: \$45

\*Half Days and early releases are included if they fall on scheduled attendance day.

### All Day Camp Prices

\$55 per day (or additional \$25 per day to your weekly rate). Fall, Winer, Spring, and Summer Break rates are different and will be announced 2 months prior to the camp.

## Credit/Refund Policy

The Center does not issue credits or refunds except under the following conditions:

- A program has been cancelled by The Center
- An error has been made by The Center regarding payment
- A medical excuse is presented with a physician's signature due to emergency

The registration fee is non-refundable and non-transferable. This fee is required to hold your child's spot in our program. Should your child be withdrawn from the program the fee is forfeited. There is no transferring of fees from one Center program to the other. We do not issue credits or refunds for scheduled school holidays, sickness or closings due to inclement weather.

**Damaged Property:** Replacement costs for damaged or broken Center property, either accidentally or deliberately, is the responsibility of the parent/guardian; this includes any property associated with program operations, locations and vehicles.

**Behavioral Issues and Suspensions:** If a child is suspended from the program, a refund will not be issued. A child may be dismissed from the program without notice if their behavior is consistently disruptive or if their behavior threatens the health and safety of themselves or the safety of other children or associates. Behavior guidelines apply to children's parents, guardians, or caregiver and a child may be dismissed from program due to their actions. Please review our Behavior Policy for further details.

**Program Concerns:** Any concerns with program operations, activities, or events should be brought to the attention of the Director immediately in order to correct the situation.

## Late Payments

Tuition payments are due on the Friday prior to each upcoming week. If late payments accrue, you may be subject to a \$30 charge that will be placed on your account. The late fee along with your balance due must be paid prior to your child attending. Services will be discontinued for failure to pay on time, or if your child is absent for more than two weeks without payments.

\*Your child may not return to the program until the balance is paid.

## Financial Assistance

The Center's policy states that no person will be denied membership or program participation solely because of inability to pay. Sliding Fee applications are available at the front desk or online at [www.centerami.org](http://www.centerami.org) under "forms." Discounts are granted based on available resources of the Center and on household income. It is our intent that all individuals contribute toward membership and/or program fees. Please note that once the form and all supporting documents have been turned in it will take 2-4 business days to process.

## Payments Through ProCare

You must fill out the Tuition Express "Automated Payment Processing" form located in the registration form. The information provided will be used for tuition payments. We are unable to accept cash payments. If your payment is declined you will be charged a \$25 fee. You must let the Director of Customer Service ([customerservice@centerami.org](mailto:customerservice@centerami.org)) know the Thursday prior to the week of care if there are any schedule changes or you will be charged and a refund will not be given.

## Confidentiality of Records

All information contained in your child's record is privileged and confidential and cannot be released without your written consent. Authorized representatives of Manatee County Children's Services and DCF have the right and responsibility to review all records upon request.

## Arrival & Departure

Parents are expected to sign their children in upon arrival for all day camps by using our ProCare system with their registered finger print. Staff will sign children in when they arrive from AME. Parents are also required to sign their children out by using our ProCare system with their registered finger print before leaving in the afternoon. ID must be provided at pick-up each day before your child will be released to you. All persons signing children in/out must come into the building.

## Authorization to Pick-Up

Authorization to pick up a child is given during application. We will not release your child to a person not authorized in writing by the custodial parent. There must be at least one other person listed for pick-up besides guardians that can be contacted in case of an emergency. Photo ID will be required. If anyone needs to be added to the list please submit it in writing through an email to [customerservice@centerami.org](mailto:customerservice@centerami.org) and [youthprograms@centerami.org](mailto:youthprograms@centerami.org)

## Pick-Up

Children MUST be picked up by the designated closing time (6:00pm) and will only be released to authorized persons listed on the enrollment form. Those picking up must do so in the ProCare system with a registered finger print.

## Late Pick-Up

If you know you are going to be late, call us at (941)778-1908. We do understand that things come up and traffic can be challenging even in the best of times. We worry about your safety just as much as your child does. Additionally, many of our programs operate in a shared space and are unable to continue providing care after we close. If a parent is going to be delayed, it is requested that they notify The Center as soon as possible. While no parent is intentionally late, staff is not able to judge the merit of lateness and for this reason a late fee charge will be assessed.

Our programs close at 6pm and if your child is not picked up by the end of the program, then a late fee will be charged to you (you will receive a 10 minute grace period). This fee will be charged the follow Friday.

LATE FEE: \$1.00 FOR EACH MINUTE FOLLOWING CLOSING TIME AFTER GRACE PERIOD

Site closing time and pick-up time are determined by the ProCare clock.

Staff will make every effort to contact parents/emergency contacts to ensure timely pick-up. If neither a parent nor emergency contact can be reached, after 30 minutes, the police will be contacted. In the case that the police cannot rectify the situation, Child Protective Services will be called.

## Attendance/Absences

For the safety of all children, please understand that when your child does not show up to our program, we must verify his/her whereabouts. This puts great strain on the rest of the program participants since the program cannot start until a final headcount is accurate. Notification prior to the program start of planned absences, early pick up, or planned tardiness will ensure the smoothest transition for all participants.

## Parent Involvement & Feedback

The Center highly encourages parent involvement. We are honored that you choose us to help raise your child and we want to make sure we are on the right track. If you wish to visit your child while in the program, you are always welcome. We just ask for advance notice. If you wish for feedback on your child's development, you are welcome to ask at any time.

## Information Updates

We ask that any updates to phone numbers, emergency contacts or authorized pick-up be given in a timely manner. We will ask you to review your child's information on file quarterly. Childcare Associates have access to all children's records.

## HEALTH & SAFETY

### Food Safety/Allergies

The health and safety of our children is of the utmost importance. It is imperative that the child-care staff is aware of any food allergies before enrollment. A snack menu is posted. There is absolutely no food sharing allowed. All outside food provided for groups (i.e. birthday cupcakes), must be store bought, including a full ingredient label and be cleared with the Supervisor in advance.

### Dress Code

Children should wear comfortable and appropriate clothing for indoor and outdoor activities. We use washable paints and crayons; however, clothing can still get stained. We do not reimburse for clothing rips, stains or normal wear and tear. It is expected that the parents will provide proper seasonal clothing. **CLOSED-TOED & CLOSED HEELED SHOES MUST BE WORN AT ALL TIMES.** Open-toed shoes can be a safety hazard to your child. If you send your child in open-toed sandals or in flip-flops, you will be called and asked to bring different shoes for your child.



### Bathroom Accidents

In the event that a child has a bathroom related accident, The Center staff will provide items for the child to clean themselves up in a private setting along with coaching from outside of the provided privacy setting. The Center staff will never be hands on or inside the privacy setting during this process. The child's parent/guardian will be contacted immediately. We strongly encourage that all children keep a spare set of clothes in their assigned cubby in case of any type of accident.

### Transportation Policy

When The Center provides transportation for children there are strictly enforced safety guidelines that must be followed.

Associate (those working with the children) Guidelines include:

- Supervision of children prior to loading and after unloading the bus
- Annual vehicle inspections
- Pre-trip safety checklist
- All vehicle equipped with a first-aid kit
- Associates will have active First Aid and CPR certifications
- Cell phone available for emergencies



In addition to these guidelines, associates will instruct and supervise children of the rules of the bus/van prior to the bus/van moving. Children are expected to follow the rules or risk losing their transportation privileges. These rules include, but are not limited to the following:

- Safe seating shall be provided for each person, with the maximum rated seating capacity specified for each vehicle
- Seat belts must always be worn, if available
- Children must remain seated while the vehicle is in motion
- Any passengers in wheelchairs will be belted in and chair wheels locked. Other reasonable accommodations may apply for children with special needs
- Children must always remain seated and heads should be visible. No child should lie down in seat or on each other's laps
- At no time should head, arms, or other body parts be out of the window or in the aisle
- Conduct of the bus/van riders must not disturb or distract the driver
- No objects shall be thrown from the vehicle at any time
- Children must hold on to their own belongings. Aisles and the floor must remain clear of backpacks, lunch boxes, and any other items.
- Attendance sheets will be present on each bus for each bus stop. Campers will be lined up outside of the bus and attendance will be taken as they load the bus.
- Vehicles should follow convoy travel procedures (when applicable)

Should the need arise due to an emergency, a change in weather, or a change in established plans, The Center will contact parent/guardians via email to let you know what changes have been made or what the emergency is. If there is a critical emergency, parents/guardians will be contacted via a phone call.

## Sick Child

The health and safety of your child is a matter of major importance to all of us. In order to protect the children in the program who are well, we have very stringent rules about sick children. If your child becomes ill in our program, we will call you and you must make arrangements to pick up your child within 30 minutes. Re-admission will be allowed with a doctor's note or when a child has been without symptoms for 24 hours. This means if your child is sent home on Tuesday, he or she may not return until Thursday.

Please keep your child home if your child has:

- Had a fever in the previous 24 hours
- A cold that is less than two days old
- Heavy nasal discharge
- Constant cough
- Reoccurring vomiting or diarrhea (two or more times)
- Temperature of 100° or higher
- Symptoms of communicable disease (sniffles, reddened eyes, sore throat, headache and abdominal pain plus fever)

## Site Safety Plans and Procedures

- The Center has an emergency action plan. Should you have any questions, please contact the program director.

## Medication Administration

Prescribed medication can be administered by the Youth Program Director (or qualified designee) only under the following circumstances:

- Medication must be in original container
- Container must list patient's full name
- Date the prescription was filled
- Expiration date is valid
- Directions for use, precautions and storage
- Dispensing pharmacy and address
- Name of physician prescribing medication
- Medication Authorization form is signed by guardian and filed with the Program Manager Medications will be locked and stored by the Beyond the Classroom Manager qualified designee) and will only be administered according to the physician's instructions. A medication log will be kept to record days and times of when medication was given. Over the counter medications can also be stored and administered. The complete name of the patient must be written on the medication container. The only medication that a student may administer on his/her own is an Epinephrine Auto-Injector (EPI) pen. Please speak with your Youth Program Director if you have questions regarding this policy (Manatee County Department of Health).

## Allergies

It is the parent's responsibility to inform The Center of any allergies your child might have. Please list any allergies in the child's Registration Packet completed during registration. Should any changes need to be made, contact your Program's Director. When necessary, you will need to provide additional information on signs, symptoms and treatment of allergies.



## Child Injury

All Center Associates are trained in CPR and First Aid.

In the unfortunate event that your child incurs a major injury, a Center associate will contact a parent or guardian. A parent needs to always be available by phone in case of emergency. Doctors and hospitals will not treat a child (except in life threatening cases) without the parent's presence or permission.

In case of an emergency requiring immediate medical attention, Center Associates are required to:

- Administer appropriate first aid
- Make the child comfortable
- Call for an ambulance
- Notify the parent/guardian
- Notify Center Leadership

Center Leadership may follow up on any injuries by contacting parents that same evening or following day. In case of an injury not requiring emergency care, staff members will:

- Administer appropriate first aid
- Notify the parent/guardian
- Observe and monitor the child's activity

In the event that your child gets a minor injury at BTC which is determined to only require basic first aid, Center Staff will assist your child to or will administer the appropriate first aid. Parents will be notified of any injuries at the time of child is picked up.

An Incident Report will be written in reference to the injury. An individual who is authorized to pick up the child will be required to sign-off that they received the communication with regards to the incident when they pick the child up.

Please make every effort to keep The Center up to date on phone numbers, emergency numbers and other pertinent information.



# CENTER ASSOCIATES

## Our Associates

Our number one priority is keeping all those in our programs safe. To ensure this, all of our staff have training in First Aid and CPR. Additionally, we have operational procedures in place to ensure the safety of the children within our care. The Center staff is provided with ongoing training throughout the year and we are proud to meet Florida DCF requirements.

## Our Screening

We have a multi-layered approach to reviewing, interviewing, and screening all candidates for all positions. Prior to a hiring offer, all candidates undergo a background check through the DCF childcare background screening (which reviews the National Sex Offender's registry) and reference checks.

## Policy on Associates Working with Children Outside of The Center

If an associate is interacting with a child off of Center property, both the employee and guardian must sign a waiver. The waiver states that parties understand that this is not a Center activity and that The Center is not responsible for anything that happens off of Center property.

## Child Abuse Prevention

Center associates receive training on the Prevention and Identification of Child Abuse. As stated with Licensing Regulations, it is mandatory for childcare providers to report any suspected cases of child abuse and/or neglect to Child Protective Services. All Center associates are mandated to report any suspected child abuse.

## Procedures for Reporting Suspected Child Abuse Cases

In order to ensure the well-being of the children in our care, staff is mandated under state law to report incidents of possible neglect or abuse, including physical, sexual, and psychological abuse, to the Child Abuse Hotline, and to cooperate in any investigation for such possible neglect or abuse. The Florida Abuse Hotline: 1-800-962-287

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