



Parent Handbook

Revised August 2007

Table of Contents

Our Mission	3
General Policies.....	4
Signing In and Out	4
Hours of Operation	5
Late Pick-up.....	5
School Drop-off Pick-up.....	6
Extended Hours	6
Termination.....	6
Personal Belongings.....	7
Media Release.....	7
Licensing Requirements.....	8
Non-Discrimination and Non-Religious Education	8
Staff.....	8
Tuition Policies.....	9
General Tuition Policies.....	9
Registration Fee.....	10
Rates	10
Summer Camp.....	11
Withdrawal from the Program.....	11
Returned Checks.....	11
Payment Credit.....	11
Funded Programs.....	12
Receipts and Taxes.....	12
Health Policies	13
Illness.....	13
Medication	14
Accidents.....	14
Head Lice.....	15
Behavior Management Policies	
General Policies.....	16
School Suspension.....	18
ATAC Suspension.....	18
Summary.....	18
Absentee Policies	19
Enrollment Policies	20
Disaster Policies	21
Parent Rules of Conduct.....	21
Ways Parents Can Get Involved	22
Personal Rights	23
Parents Rights	24
Parent Handbook Receipt	25



Our Mission

Since its inception in 1985, the Afterschool Team Activity Club has been providing quality childcare to meet the ever changing needs of children and their parents. We have a unique program that goes beyond the boundaries of traditional childcare, providing innovative activities for children of all ages. Our well trained and experienced staff members are always involved with the children, encouraging cooperation and teamwork. Through our activities, the staff works to build each child's confidence and self-esteem. We offer children a safe environment to do the activities that they enjoy, and the guidance to build the social skills they will need to succeed in life. It is our goal to provide children with experiences, friendships, and memories that will last them a lifetime.

General Policies

Signing In and Out

State licensing mandates that each child must be signed in and out every time they are dropped off or picked up by a parent or guardian.

A signature consists of a legible full name and includes the time.

Children must be signed out by a parent, guardian or a person authorized by the parent or guardian only.

Failure to comply with above listed regulations may result in a fee assessed by the State of California (minimum \$50.00 each infraction).

Parents are responsible for all state fines incurred for sign in/out violations.

If your child will be picked up by a person not listed in your “authorized to pick up” section of your enrollment packet, you need to call the center to inform the staff or indicate your request in writing.

Any person authorized by request must present ID or they will not be allowed to pick-up a child.

Children from funded programs (CHS, Cal Works, etc.) must be signed in and out daily, as described above, on funded programs roll sheets. Failure to comply may result in revocation of the child's funding and late fees, which are not covered by your program.

Hours of Operation

The center is open year round from 6:45 AM to 6:30 PM Monday through Friday and closed for the following holidays:

Independence Day
Labor Day
Thanksgiving Day (and the day after)
Christmas Eve
Christmas Day
New Years Day
Presidents Day
Memorial Day

If any of these holidays fall on a weekend, the Friday before the holiday or Monday following will be observed as the holiday.

In addition to the above holidays ATAC may be closed prior to the first day of the new school year or summer camp for staff development and maintenance.

Late Pick-up

If you think you may be late, please call the center to inform the staff.

Late pick-up of a child will be subject to a charge of \$1.00 a minute.

Late fees not paid at the time of pick-up or by the end of the following business day are subject to an additional charge of \$5.00 per day.

Late fees not paid within 5 business days will cause suspension from the program until your balance is paid.

Three late pick-ups within one school year will lead to an increased per-minute charge and possible termination from the program.

School Drop-off and Pick-up

We do not provide morning drop-off on the first day of school.

Children who require morning drop-off must be here by the posted time according to their school.

If your child does not usually require morning drop-off, please check with a staff member regarding times and availability.

If your child will not be attending the program on a scheduled day, you are required to notify us at least one hour before your child's dismissal time. (See Absentee Policy page - 19)

Extended Hours

For your convenience, the ATAC offers a late pick up on Thursday nights.

Extended hours are from 6:30 PM - 8:30 PM.

The fee for Extended Hours is \$10.00 and includes dinner.

Pick up must be prompt. All late fee rules apply after 8:30 PM.
(See Late Pick-up - page 5)

Late Session is not offered during Summer Camp.

Termination

We reserve the right to terminate anyone from the program without prior notice.

Account delinquency is cause for termination from the program.

Three late fees in one school semester, is cause for termination from the program.

Extreme or violent behavior may result in immediate removal from the program for an unspecified amount of time, to be determined on an individual basis. A parent-child-staff meeting will be held before any child may return to the program.

Personal Belongings

The ATAC is not responsible for any personal belongings brought to the center (including but not limited to the following: clothing, money, toys, electronics, etc.).

We recommend that your child leave their valuables at home.

PLEASE MARK all of your child's belongings that are brought to the center with a permanent marker.

We reserve the right to donate all unmarked clothing/items to charity after they have been unclaimed for two weeks

Any child may lose the right to bring personal belongings to the center.

Media Release

We take pictures and video of activities, trips, and events throughout the year to enhance our program. These pictures and video may include your child.

Videos and pictures of our activities may be used on our website or other promotional media.

If you do not wish to have your child's pictures or video used in any of the forms mentioned above, please inform our staff.

If we have used pictures or media that you do not approve of, or if we are not aware of your exclusion request, please inform our staff and we will make adjustments immediately.

Licensing Requirements

The center is licensed by the State of California, Department of Social Services. Our license number is #304270933.

ATAC staff are mandated reporters. We are required by law to report any suspicions or observations of neglect or child abuse.

In accordance with California State Law, children at the center can be interviewed by Social Services, without parental consent.

State law forbids our staff from revealing any information regarding the children and families of our center.

Non-Discrimination and Non-Religious Education

Children and their families are served without regard to sex, race, religion, ethnic background or physical handicap.

We are not affiliated with any religion, and do not engage in religious instruction of any kind.

Staff

Each member of our staff meets or exceeds all qualifications of the State of California Department of Social Services.

We maintain a staff to child ratio of no more than 1 to 14 at all times.

Tuition Policies

General Tuition Policies

Throughout the school year, tuition is due on a monthly basis while your child is enrolled, even if your child does not attend. This tuition policy also applies to any weeks that you are signed up for during the summer session.

Payments are due on the 1st of each month during the school year and by Wednesday of any Summer Camp week your child attends.

During the school year, monthly payments not received by the 1st due date are subject to a \$20.00 late fee. An Additional \$20.00 will be charged every 5 business days until tuition is paid.

Summer Camp tuition not received by Wednesday of any summer week your child attends, will incur a late fee of \$20.00. This fee will continue to accrue weekly, until payment is made.

Any account over three weeks delinquent is cause for immediate termination from the program.

Each payment must be accompanied by a payment slip, and all information must be completed.

Acceptable means of payment are: cash, check, money order, VISA, MasterCard and Discover Card. Please, no second party checks.

Tuition assistance programs are also accepted as payment.
(See Funded Programs - page 12)

Make all checks are made payable to ATAC.

A two week written notice must be given to make any changes to your enrollment status.

Registration Fee

A registration fee of \$50.00 is due at the time of enrollment.

All registration fees are non-refundable.

If you withdraw from the program, a registration fee is due upon your return.

A summer camp registration of \$50.00 is required for any child attending the summer session.

Rates

School Time Rates (2007-2008)

Days per week	Kindergarten	1st – 5th Grade	6th – 8th Grade
5 days per week	\$560.00	\$485.00	\$420.00
4 days per week	\$520.00	\$460.00	\$400.00
3 days per week	\$480.00	\$440.00	\$380.00

- Rates include minimum days and non-school days.
- Prices are subject to change, with written notice.

Withdrawal from the Program

A two week written notice must be given to withdraw from the program.

You are financially obligated for your last two weeks after giving written notice.

After withdrawing from the program there is a 45 day waiting period to reregister.

Returned Checks

Checks returned from the bank are subject to a \$20.00 service charge.

A returned check, if not replaced, will be redeposited the next day. If returned for a second time, an additional service charge will be added.

If two checks are returned from the bank, your account must be paid with cash payments for six months.

If a check is returned due to bank error, a letter of explanation from the bank will be accepted and the service charge will be waived.

Payment Credit

If your account has a credit, it may be applied to future tuition or field trips. There are no cash refunds.

Funded Programs

We currently accept funding from the following programs: Cal Works, Department of Education, Children's Home Society and Cherish the Children.

If your tuition is paid or supplemented by a funded program, you are required to sign your program attendance sheet daily.

There is a \$20.00 late fee (per child) charged for any attendance sheets not completed and signed by the last day of each month.

Late charges will increase in \$10.00 increments for each reoccurrence.

Three late fees in one school semester, is cause for termination from the program.

We are required to inform the source of the funded programs if your child does not attend according to schedule. Varying from your assigned schedule may jeopardize your funding.

Receipts and Taxes

The centers tax ID is 330-10-8882.

If you need a receipt for any payment, you need to indicate each request on your payment slip.

Receipts will be available within 48 hours of a request.

A year-end receipt will be completed for all accounts by the end of January of the new year.

Health Policies

Illness

Children showing any of the following signs of illness will not be allowed to attend the center:

- Abnormal colored mucus
- Diarrhea
- Fever
- Rash
- Sore throat
- Vomiting

If a child exhibits any of the listed symptoms, or any other abnormal signs, a parent or other authorized person will be called and required to pick up the child within one hour.

If your child will not be attending the center due to illness or any other reason, you are required to report this absence to the center at least one hour before the child's dismissal time.

Failure to report an absence will result in a \$10.00 charge per occurrence. The full Absentee Policy is outlined on page 19.

Children are not allowed at the center during regular school hours.

If your child becomes sick at school, they will not be picked up by our van.

You must inform the staff if your child has a communicable disease. We must then notify the Health Department. Upon their recommendation, we may need to notify our other families.

Medication

Children are not allowed to carry or administer their own medication, prescription or over the counter.

If your child is taking medication prescribed or over the counter, it must be given to the staff with a completed and signed medication form.

If medication is prescribed, it must be brought in and stored in its original labeled bottle stating the child's name, correct dosage, and current date.

When our staff gives medication, it will be logged and initialed on the child's medication form.

All completed prescription containers will be returned or discarded immediately.

Any medication left at the center, after your child withdraws from the program, will be disposed of after one week.

Accidents

Our staff will give appropriate first aid to any child with a minor injury.

If your child is involved in a minor incident (cuts, etc.) at the center, a report will be made, and a copy can be given to the parent upon their request.

If it is determined that a physician's care is needed, the child's parent will be notified and the family physician may be called.

If a physician's care is needed, and neither parent nor emergency contacts can be reached, the child will be taken to the nearest hospital for appropriate treatment.

In the event that immediate emergency medical attention is needed, "911" will be called first and the parent will be notified as soon as possible.

Head Lice

Periodic head checks will be performed to help prevent the spreading of head lice.

No child will be allowed at the center with lice or lice eggs.

Any child who is found to have lice or lice eggs will need to be picked up from the center immediately.

Any child found to have lice will not be allowed back at the center until they have been treated with medicated shampoo and their hair is free of all lice and nits (eggs).

If a child at the center is found to have lice, the staff will check all of the children for lice and a notice will be posted to inform parents.

Sunscreen

On outdoor field trips and even in our own yard we will sometimes require the children to wear sunscreen. If your child has an allergy to sunscreen, a particular brand of sunscreen or if you have any concerns regarding the application of sunscreen please inform the staff.

Behavior Management Policies

Discipline is designed to promote the development of self-direction, self-control and socially acceptable behavior. This is accomplished through sensitivity, consistency, firmness, fairness, and follow-through.

Any form of discipline involves specific learning processes. We must be very certain that the child is perceiving a positive rather than a negative picture of himself/herself as an acceptable person and that only his/her actions are criticized.

The following behaviors are not acceptable:

- Disrupting the program
- Harassment of other children
- Endangering the health or safety of themselves, other children, and/or staff
- Non-compliance with acceptable rules of behavior on a continual basis
- Use of inappropriate words, disrespect of other students and staff, verbal harassment, or racist comments
- Possession or use of an illegal substance, medication, or possession of drug paraphernalia
- Theft or damage of center property, private property, or property of other students
- Leaving the center without permission
- Inappropriate sexual conduct
- Possession of any weapons

The following actions will be initiated if your child does not meet the behavioral standards set by the ATAC program.

1. An explanation of the inappropriate behavior will be given to the child and why it is not acceptable.
2. The staff will discuss alternative actions with the child that would help solve the problem or situation.
3. The child may be excluded from an area or activity for a period of time.
4. A child may be assigned a job or task to complete as part of their behavioral modification.
5. If needed, the parent will be notified of the problem.
6. If behavior continues, a parent/Program Director conference will be scheduled.
7. A follow-up discussion will be set up for a specific time, if deemed necessary.

The staff will document major disciplinary situations. This written documentation must include what the behavior was (i.e. language, fighting, defiance etc.), what provoked the behavior, and what plan of action was taken by ATAC to work on solving the problem.

If a problem cannot be resolved by usual means, the child may be asked to leave the program. All documentation will be reviewed and analyzed.

If the child's behavior threatens the safety or well-being of other children, the staff, or himself/herself, the parent will be notified and expected to pick up the child immediately.

Extreme or violent behavior may result in immediate removal from the program for an unspecified amount of time, to be determined on an individual basis. A parent-child-staff meeting will be held before any child may return to the program.

School Suspension

If a child is suspended from the school, he/she will not be allowed to be at the center during regular school hours.

If you would like your child to be here during a school suspension for the after-school hours, you will need to provide transportation to the center.

ATAC Suspension

As a result of discipline violations, any student may be suspended from the program for a determined period of time.

If you wish to keep your child's spot in the program, tuition is due during a suspension.

If tuition is not paid during a suspension, you will be dropped from the program and billed for two weeks notice.

If you withdraw from the program, your spot will become available to anyone on our waiting list. Upon return to the program, a \$50.00 registration is due.

Summary of Basic Behavioral Policies:

- All inappropriate behavior will be addressed in the most positive manner
- No discipline will be administered without due cause
- Physical discipline will never be used
- The child will be told of inappropriate behavior
- The child will be told what form of consequences he/she will receive

Absentee Policies

Due to the fact that we pick up a large number of children each day, we have a very strict absentee policy. The safety of your children, as well as others, may be jeopardized if the following policies are not followed.

- If your child is not going to attend the center as scheduled, you must call and notify the ATAC staff at least one hour before your child's dismissal time (no call is required for a non-school day).
- If your child is scheduled for three or four days a week, and those days vary from week to week, that schedule needs to be called in by Monday, at least one hour before your child's dismissal time.
- If something arises at the last minute that will not allow your child to attend, please call immediately and a driver can be notified by cell phone or stay at the school and notify the driver in person.
- You may also inform the staff in person that your child will not attend on a regular scheduled day.

If a call needs to be made to locate an absent child who is scheduled to be here, a No Show slip will be issued.

Each absence without a call will incur a \$10.00 charge. This fee is due within one week or is subject to a late charge of \$5.00.

Five absences without a call in one school year is grounds for dismissal from the program.

ATAC drivers will wait for children for ten minutes after the dismissal bell at each school. At that time we need to leave the school to be on time for the next school pick-up. The staff at the center will continue to contact a parent or guardian to inform them that we did not pick-up the child. When the van leaves the school it is the parent's or guardian's responsibility to pick-up the child.

Enrollment Policies

It is the responsibility of the enrolling parent or legal guardian to accurately complete and sign all enrollment forms.

Parents or guardians are responsible to update any new information pertaining to the child such as contact numbers, address and medical information. Failure to do so may result in termination of services.

Information given to the center may not be shared or distributed in any form without the consent of the registering parent or guardian.

By signing enrollment forms, the parent or guardian is certifying that they have legal custody of the child.

In the event that court orders restrict any parent from their right to pick-up or interact with a child, copies of any legal documents must be kept on file at the center.

We reserve the right to prohibit anyone from being at the center or from picking up a child if the health or safety of any child is threatened or compromised.

Disaster Policies

In the event of a disaster, such as an earthquake, please refer to the following policies.

- Please do not call the center. Telephones will be used for outgoing emergency calls only. Staff will also be needed to attend to children.
- If an evacuation is required, signs will be clearly posted giving our evacuation location.
- Food, water and supplies are kept on site at all times to sustain the program for up to 3 days.
- Your children are in good hands, attend to yourself and others around you before trying to come to the center.
- Our staff will stay with the children until an authorized person arrives to claim your child or emergency services take over.

Parent Rules of Conduct

Rules of parent conduct apply to all areas of the center, including the parking lot and any field trip location.

Smoking is prohibited on center premises and at any related activity.

Physical abuse of a child, including grabbing, pushing, and shaking will not be tolerated.

Please use appropriate language and tone while at the center, with your children and our staff.

In accordance with California State law, we will not allow any child to be released to a parent or guardian we believe to be under the influence of drugs or alcohol.

Ways Parents Can Get Help and Involved

- Visit the center. Play and spend time here with your child.
- Leave your cell phone, PDA and your stressful day in the car and greet your child with your full attention and talk to them about their day.
- Join our ATAC Parent Action Committee.
- Read with your child.
- Check your child's homework and communicate with our staff about issues and concerns regarding homework.
- Let us know your child's likes and dislikes.
- If you feel comfortable, discussing family history can be a great help to the staff.
- Display projects and art done at the center in your home.
- Post an activity calendar for the month at home; someplace where it can be seen daily.
- Share your ideas and concerns with our staff.
- If you have some time, arrange to share a talent you have with the program such as music, woodworking or art.
- Donate games and equipment, new or used, to the program.
- Join us on trips. Enjoy them while they're young; soon they will be "too cool" to have you around.
- Share your culture or ethnic background with us.
- Communication is the key to getting the most out of our program.

Personal Rights

Each person receiving services from a community care facility and or a child day care facility shall have rights which include, but are not limited to the following:

(See section 101223 of Title 22 for waiver conditions applicable to Child Day Care Facilities.)

1. To be accorded dignity in his/her personal relationship with staff and other persons.
2. To be accorded safe, healthful and comfortable accommodations, furnishing and equipment to meet his/her needs.
3. To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with the daily living functions, including eating, sleeping, or toileting, or withholding of shelter, clothing, medication or aids to physical functioning.
4. To be informed, and to have an authorized representative informed by the licensee of the provisions of law regarding complaints including, but not limited to the address and telephone number of the licensing agency's complaint receiving unit, and of information regarding confidentiality.
5. To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. The attendance of religious services, either in or outside the facility, shall be on a completely voluntary basis.
6. To leave or depart the facility at any time, except for house rules for the protection of clients or for minors and others from whom legal authority has been established. (Pertains to Community Care facilities only.)
7. Not to be locked in any room, building, or facility premises by day or night.
8. Not to be placed in restraining devices without advance approval by the licensing agency.

Licensing Agency to Contact for Complaints

Name	Community Care Licensing
Address	750 The City Drive, Suite 250
City, Zip Code	Orange, CA 92668
Telephone Number	(714) 703-2800

Parents Rights

As a parent/authorized representative, you have the right to:

1. Enter and inspect the child care facility without advance notice whenever children are in care.
2. File a complaint against the facility with the licensing office and review the facility's public file kept by the licensing office.
3. Review, at the facility, reports of licensing visits and substantiated complaints against the facility made during the last three years.
4. Complain to the licensing office and inspect the facility without discrimination or retaliation against yourself or your child.
5. Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order.
6. Receive from the licensee the name, address and telephone number of the licensing office.
7. Be informed by the licensee, upon request, of the name and type of association to the care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
8. Receive, from the licensee, the Caregiver Background Check Process form.

NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.

<http://www.cclld.ca.gov>

Licensing Agency to Contact for Complaints

Name: Community Care Licensing
Address: 750 The City Drive, Suite 250
City, Zip Code: Orange, CA 92668
Telephone Number: (714) 703-2800

Parent Handbook Receipt

Please initial each statement below and sign at the bottom. This form will be added to your child's file.

_____ I have received a copy of The Afterschool Team Activity Club Inc.'s Parent Handbook.

_____ I understand and will comply with all of the policies stated in the handbook.

_____ I understand that failure to comply with these policies may lead to the termination of my child care services.

Child's Name: _____

Parent's Signature: _____ Date: _____

Staff's Signature: _____ Date: _____