

The Community Before & After School Child Care Program

State Certified Child Care Before and After School



2017-2018 PARENT HANDBOOK

*“Providing Safe, Affordable and Quality Child Care for
Albany’s Elementary Age Children Since 1988!”*



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*CAP is a 501(c)(3) non-profit organization (#93-0979294)
and is a participating United Way agency.*

“Play is often talked about as if it were a relief from serious learning. But for children play is serious learning. Play is really the work of childhood.”

-Fred Rogers

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OFFICE HOURS

WELCOME TO CAP!

MESSAGE TO PARENTS/GUARDIANS: Thank you for choosing the Community Before & After School Child Care Program (CAP) for your child care needs. CAP is looking forward to providing a positive experience for your family. This handbook contains information about CAP's policies and procedures. Please refer to this handbook throughout the year to help answer any questions that may arise. If you should have any questions regarding this handbook, please contact the CAP office at 541-967-9322. Thank you again for enrolling in CAP!

A BRIEF LOOK AT THE PROGRAM: CAP is a non-profit 501(c)(3) child care organization with a mission to provide a safe, affordable, and quality child care environment for Albany's elementary age children and their families. Additionally, CAP is a peanut, tree nut, and seafood free program accommodating children with severe food allergies. Staff is trained in proper methods of epi-pen administration and use. CAP is the only state certified child care program in Albany offering child care before and after school to every socio-economic level in the community and is governed by a Board of Directors. CAP aims to increase opportunities for children to benefit from constructive activities supervised by responsible, trained adults and to reduce the number of children alone or in poorly supervised situations during non-school hours.

In partnership with the Greater Albany Public School District, CAP enrollment consists of hundreds of children ages five to twelve at multiple public school site locations. Monday through Friday CAP provides (1) before-school care from 6:45am to 8:45am, (2) after-school care from 3:00pm to 6:00pm, and (3) full-day care from 6:45am to 6:00pm on school closure days and winter, spring, and summer vacations.

For low to moderate income families, successful employment is dependent on reliable and affordable child care. Due to CAP's instatement of a sliding fee scale and scholarship opportunities for qualifying families, all children, including the most vulnerable, have access to sincere care, guidance, nutritious food, and memorable learning experiences. CAP believes families should have access to quality child care regardless of their income level.

State licensing guidelines require CAP to have a child to staff ratio of 15:1. This helps increase engagement in learning by providing children with opportunities for personal attention from experienced and trained adults. Staff develops personalized hands-on programming and special interest clubs in a variety of subject areas. They are incorporated into the program for the purposes of holding children's interest, developing their skills, promoting cooperation and teamwork, and instilling a sense of self-competence and esteem.

Research indicates that children who are engaged in learning and educational activities before and after school behave better in school, exhibit improved work habits, develop higher educational aspirations, improve their attitude towards school, have a greater sense of belonging in the community, and improve their relationships with parents. Positive effects of the CAP program extend to Albany's families, schools, employers and community.

ACCIDENT/INJURY POLICY: If a child injury is visible, or not visible which results in a *complaint* by the child, a CAP staff will complete an Accident/Injury Report and make a notification call to the parent/guardian. Parents should understand that such injuries may result in calls for minor issues. Upon arrival for child pick-up, the parent/guardian will be given the report for review and requested to sign and date an acknowledgment of receipt.

ACTIVITIES: Children involved in CAP are offered a variety of activities. The morning program consists of crafts, homework assistance, quiet games and gym activities. The afternoon program is filled with cooperative games, crafts, stories and other exciting activities. Special programs such as reading centers and Homework Clubs are also offered throughout the program. Please keep in mind that CAP is not a tutoring program.

ADMISSION/WITHDRAWAL: Once your child's registration has been approved, CAP requires one (1) business day to process mandatory forms before your child may begin attendance with the CAP program. Failure to provide necessary forms, i.e., food allergy, proof of income and medical authorization forms, will delay registration approval. Parents must keep registration information up-to-date including any changes in address, phone numbers, email, place of employment, etc.

Written notification by mail, email, or hand delivered must be received by the CAP office if for any reason you wish to withdraw your child from the program. Failure to notify the CAP office in writing will require continued monthly payments for the minimum 0-5 hour block. As a courtesy, we would appreciate understanding the reason for your child's withdrawal from the CAP program. Messages cannot be relayed by CAP teacher staff to the CAP office.

AGREEMENT TO PARTICIPATE/CAP PROGRAM EXPECTATIONS: Parents/Guardians can expect that CAP and/or staff will care for their child(ren) in a safe, supportive environment, have a site staff available to voice concerns related to their child(ren) and/or program, and communicate significant misbehavior on the part of their child(ren) and work in conjunction with staff to improve the situation.

CAP expects parents/guardians to encourage their child(ren) to follow the rules, notify site staff when there is a concern regarding their child(ren) or the program, show respect for all teacher and office staff, demonstrate polite, courteous and respectful communication to all teacher and office staff, keep their child(ren)'s records current, pick-up their child(ren) by the program's closing time, inform CAP if attendance will change at any time, pay program fees on time, and work with staff to make improvements in their child(ren)'s behavior if needed. Parents/guardians agree to understand all of CAP's policies contained in the Parent Handbook.

Children can expect that CAP and/or staff will provide a safe, supportive and consistent environment, offer nurturing care and be actively involved with them, treat them with respect, offer choices of fun, enriching recreational and educational activities, implement discipline that is fair and non-punitive and make program equipment, material and facilities available on an equal basis.

CAP expects children to show respect for all teacher staff and program rules. Each child is expected to:

- Participate appropriately in planned activities
- Cooperate with transitions in activities and locations
- Properly care for materials and equipment and return them to their place when finished
- Clean up after his or herself
- Remain with the CAP group and CAP staff at all times
- Be courteous and play cooperatively with other children
- Demonstrate appropriate and acceptable behavior (i.e., no hitting, punching, kicking, biting, slapping, pinching and/or spitting, etc.)
- Keep hands and feet to self
- Respect the rights and property of others,
- Walk in school buildings
- Communicate with CAP staff when issues or concerns arise
- Use appropriate language (i.e., no profanity or obscene and abusive language/gestures)
- Participate in a manner that is safe and does not pose an unsafe situation for themselves, other children or staff including dangerous behavior and/or rough and tumble play which could cause harm
- Be responsible for their actions

Children who demonstrate a pattern of disrespect to teacher staff and program rules will be subject to CAP's DISCIPLINARY POLICY and potential dismissal from the CAP program.

ARRIVAL AND DEPARTURE: Parents are required to accompany their child to and from the CAP site location as well as sign their child in/out each day. Additionally, parents must inform CAP staff of their arrival and departure as teachers may need to communicate important information regarding program changes, behavioral concerns, etc. A child will not be released to any person who is not authorized. Photo Identification will be required to ensure the safety of your child.

It is a State of Oregon Office of Child Care (OCC) requirement that parents accompany their child to and from the CAP site each day. However, an allowance can be made for children to arrive and depart unattended by way of a signed *Visual Release Agreement (See VISUAL RELEASE)*. Failure to complete this mandatory waiver puts your child in noncompliance with Oregon Administrative Rule (OAR) 414-300-0050 and will result in dismissal from the CAP program.

ATTENDANCE: If your child will not be attending the program because of a scheduled appointment, vacation or other planned absence; please notify your individual CAP site or the CAP office. Remember that it is the parent's/guardian's ultimate responsibility to keep CAP and teachers informed of any schedule changes.

CHANGES IN PERSONAL INFORMATION: Changes in (1) phone numbers, home address, work places, school, and doctor/emergency contacts, (2) individuals authorized to pick up your child, (3) child's allergies, medications, and health/immunization status, and (4) program participation hours must be kept current and up-to-date in the EZChildTrack Parent Portal. It is imperative that children's registration information is accurate.

CELL PHONES, ELECTRONIC DEVICES, VIDEOS AND VIDEO GAMES: Cell phones, handheld gaming devices, mobile devices, mp3 players, tablets, e-book readers, and all electronic devices brought to CAP are done so at the sole risk of each family. CAP will not be held responsible for items that have become lost, stolen, or broken. All personal games/apps permitted during free time must be rated E or E+ by the Entertainment Software Rating Board (ESRB). All CAP console games adhere to the E or E+ ESRB game rating.

CELL PHONES, ELECTRONIC DEVICES, VIDEOS AND VIDEO GAMES (continued):

For safety of CAP children, cell phone use such as text messaging, receiving and/or making phone calls, surfing the internet, using social media, or snapping pictures with cell phone cameras is NOT permitted during CAP hours. If parents wish to contact their child during CAP operating hours, they may do so by calling the CAP site directly. Additionally, there will be no charging of any cell phones or electronic devices while at CAP.

As part of programming, CAP children will have occasion to view movies G or PG rated. All PG movies will be listed on the current month's programming calendar posted on the parent board. If you have any concerns regarding a particular movie to be viewed, please visit with the site coordinator or call the CAP office.

DHS BILLING POLICY: Under DHS status, CAP requires ONE of the following documents before providing child care:
1) DHS Child Care Provider letter, or 2) approved status DHS Billing Form.

Copay: A copay is the family's required share of the cost for child care. All copays must be paid directly to the CAP office and are due and payable on the 1st of each month. Any unpaid copay will be reported to the Direct Pay Unit which could result in terminated services until copay is received. CAP is not responsible for copayments. If you have any questions, please contact your caseworker. NOTE: If the amount billed to DHS is *less* than the copay, payment will be denied and will be the parent's responsibility to pay the billed amount. Any balance not covered by DHS is due on the 1st of the following month.

DHS Billing Forms: A DHS Billing Form is sent to CAP each month. This form requires signatures from both the child care provider AND parent. Upon receipt, CAP will sign and forward the DHS Billing Form to the parent via the United States Postal Service. It will be the parent's responsibility to sign, date, and return the completed form to the Direct Pay Unit. Failure to do so could result in loss of child care services. Parents are responsible to notify the CAP office immediately of any changes in address or DHS status.

Billing Non-School/Vacation Days: Non-school and vacation days are scheduled only at the request of parents. Once care has been requested, CAP will bill DHS for the selected child care days regardless of a child's absence. Please note that DHS will not pay for more than five (5) consecutive scheduled non-school day absences. Parents will be responsible for the remainder of the bill and any copay that may accrue.

A DHS Billing Policy Agreement must be completed, signed, and returned to the CAP office prior to registration approval.

DISCIPLINARY POLICY: The CAP Disciplinary Policy is one that emphasizes both fairness and the development of a courteous, polite and responsible child. The philosophy behind CAP's Discipline Policy is that each child is responsible for him or herself. Setting limits, giving choices, providing natural and logical consequences, positive redirection, encouragement and time-outs are used to foster CAP's discipline philosophy. CAP staff members strive to help children learn life skills, build a sense of personal responsibility, and develop appropriate resolutions for conflicts. CAP wants participants to look forward to attending CAP, but understands no one is perfect and that children will have breakdowns in the areas of responsibilities and behavior. It is CAP's goal to have a Disciplinary Policy that is both fair and firm when these situations arise.

Concerns arise when a child demonstrates a *pattern* of irresponsibility or misbehavior. When this occurs, consequences are invoked. These consequences will be reasonable, as well as valuable in teaching children important life lessons. CAP firmly believes that no child has the right to deprive other children of their opportunity to learn and participate in the program. When staff members have to constantly stop to correct children who are misbehaving, all children in the program are negatively impacted. We expect all children to treat others with respect.

CAP strives to keep an open line of communication with parents/guardians. If a child demonstrates a breakdown in his or her behavior, CAP staff will talk with parents/guardians, verbally communicate the issue and seek parent/guardian input in devising solutions to the problem. If the misbehavior continues, a written notification will be given to the parents/guardians. The notification is for informational purposes and is to keep parents/guardians aware of their child's behavior and actions. The notification must be signed by a parent/guardian. The issuance of a notification is not intended as a punitive measure. Parents/guardians will be notified in writing of any subsequent behavioral incidents.

A minimum one-day suspension will result from serious misconduct including, but not limited to, property damage, inappropriate language and/or conduct (i.e., any behavior that is inappropriate with regards to the physical body either in drawings, discussion, or gestures), or physical harm (i.e., hitting with hand or instrument, kicking, biting, slapping, pinching and spitting) to children and/or staff. A second serious misconduct behavior will result in a suspension from the CAP program for a period of two (2) weeks. When a pattern of irresponsibility or misbehavior continues to present itself, removal from the program will be necessary. *The Executive Director reserves the right to dismiss a child at any time if (1) the child exhibits disruptive or inappropriate behavior that interferes with the quality and/or success of the program, (2) if the safety and welfare of the child, staff and/or other CAP children is at risk, and (3) if other children are deprived of their opportunity to learn and participate in the program and/or are unusually and negatively impacted.* Once a child has been dismissed from the CAP program, a review process for future program use (i.e., summer/school year) will be required.

DIVERSITY: Each child in CAP is expected to be a positive, contributing member of the program. It is important for children to demonstrate respect for individual differences, the environment, and the community. This creates a supportive and nurturing environment where children can involve themselves fully while embracing individual and cultural diversity. It is the policy of CAP that all decisions affecting students and their families will not be based on national origin or ancestry, age, physical or mental disabilities, political beliefs, race, color, creed, religion or sex. All program participants are entitled to fair and equal treatment. Grievance settlement avenues are available through the CAP office or the Board of Directors.

DIVORCED OR SEPARATED FAMILIES: It is the intention of CAP to support the healthy growth and development of children, including support for healthy relationships with all members of their families. CAP staff members and our policies and procedures make no judgments about families or their custodial arrangements for the children. Children are only allowed to leave the program with individuals who are listed on their CAP Registration Form. CAP staff members are able to follow court directives only when restraining, custody or visitation orders are on file with CAP. CAP will not prevent a parent/guardian from having access to their child(ren) unless copies of court orders are on file. It is the responsibility of the custodial parent/guardian to update forms and provide legal documentation of any court orders on file pertaining to their child(ren). In the unlikely event that an unauthorized person attempts to pick-up the child(ren), the custodial parent/guardian will be notified. If the unauthorized person attempts to force the child(ren) to leave the program site, law enforcement officials will be called for intervention. In joint custody situations where both parents/guardians will be picking the child up on a regular basis, both parents/guardians must be authorized as responsible party or authorized person.

Newsletters, children's projects and program information notices will be sent home with the child and the authorized pick-up person. Staff will not withhold papers, children's work or notices. These guidelines are intended to help CAP offer safe, fun and nurturing care for your children. If parents/guardians have questions or concerns, please contact the CAP office.

The responsible party designated at the time of registration is responsible for payment of all program fees. Billing statements will not be divided between two households.

EARLY DROP OFF CHARGES: CAP is licensed to begin child care at 6:45 am. In your child's best interest and safety, please do not drop your child(ren) off and leave them unattended before a certified CAP employee is present. There will be a charge of \$2.00 per minute for any child dropped off before 6:45 am. If your child is dropped off early more than three times, suspension from the program could result.

ELECTRONIC REGISTRATION AND FEES: All prior program balances ***must be paid in full before registration forms will be approved.*** Registration for the 2017-2018 school year is completed online through the EZChildTrack Parent Portal at www.ezchildtrack.com/cap. Please see "**EZCHILDTRACK PARENT PORTAL**" for more information. A yearly registration of \$45 per child or \$75 per family must be paid at the time of registration. *The yearly registration fee ensures your child's enrollment in the CAP program and is non-refundable.*

EMERGENCY CLOSURES/INCLEMENT WEATHER: If school is canceled or released early due to inclement weather or other emergency, the CAP program will also be closed. If inclement weather forms after school dismissal time, CAP will determine whether to close the program and you will be notified. This policy has been formulated due to safety concerns. Please listen to local radio stations for announcements of school closures or visit the CAP Facebook page at "Community Before & After School Program." Email blasts will also be sent through EZChildTrack upon confirmation of school closure.

EZCHILDTRACK PARENT PORTAL: The EZChildTrack Parent Portal is an online interface which provides parents with quick and easy access to information for managing child care needs. With Parent Portal, parents can: Make online payments using credit card or bank account; register online for various programs (i.e., before & after school and summer CAP); manage information on children; enroll in auto-pay (automatic payment by credit card or bank account); track account transactions; print statements and payment reports; print tax statements; view bulletins and calendar; and download registration forms and other documents.

FAMILY INVOLVEMENT: Parents/guardians are an integral part of a successful program. Through parental involvement, CAP is better able to meet developmental and personal needs of children. Families are always welcome to visit CAP during operating hours.

Parents are welcome to participate in special events or daily activities*. CAP also welcomes your suggestions, concerns and comments. Please feel free to talk to your site staff or contact the CAP office.

**A parent volunteer form must be completed and approved through the criminal background check procedure (a minimum of 3 business days along with a \$3 non-refundable application processing fee).*

FEES, FUNDING AND DONATIONS: The fees from monthly tuition sustain the CAP program. CAP also receives financial support from the community. Some of the organizations that support CAP are the City of Albany and United Way of Linn County. CAP also receives numerous in-kind services from the Greater Albany Public School District. Please consider making a donation to the Community Before & After School Child Care Program! We pledge to use your money wisely in providing a safe and quality child care experience for Albany's school-aged children!

FIRE SAFETY/EMERGENCIES: CAP conducts monthly fire and emergency/evacuation drills. Emergency evacuation locations and procedures are posted on the Parent Board. Please be sure to know your child's CAP site evacuation location. During a fire/emergency drill, parents will not be permitted to sign children in or out of the CAP program. Parents will be required to wait until the drill is complete and children have returned to the building.

In any evacuation, rehearsed or real, all children and staff in attendance will be accounted for when the alarm is sounded. Children will be escorted by CAP staff to the designated assembly location and again accounted for to ensure every child has safely evacuated.

In partnership with the Greater Albany Public School District, CAP additionally participates in the Standard Response Protocol (SRP) emergency plan. Other periodic drills such as lock-downs, earthquake, shelter and medical emergencies are conducted.

In the case of a real emergency, parents will be immediately notified by phone and email blast through EZChildTrack. Emergency information will also be posted on CAP's Facebook page at "Community Before & After School Program."

FOOD ALLERGY POLICY: CAP has established guidelines to accommodate children with both mild to severe food and milk allergies. A severe allergy is defined as an allergy that would pose a life threatening danger without immediate medical assistance. All staff exercise reasonable care to ensure that no child is exposed to an allergen for which a child's parents/guardians have provided notice. Due to rising food allergies specifically related to nuts, CAP has become a peanut, tree nut, and seafood free program. It is imperative to remember that products containing any nuts or peanut products are not permitted in the CAP space. For some children with severe food allergies or nutritional requirements, it may be necessary for parents to provide their child's snack while attending the CAP program. Both CAP and the USDA have mandatory forms required for children with all types of food and milk allergies. Please see the CAP Office for all required forms for your child's particular food allergy needs. *Applicable forms must be completed, signed, and returned to the CAP office prior to registration approval.*

HEAD LICE POLICY: Effective head lice control is based on a high standard of education, prevention and accountability for both parents and staff. Conflict arises when there is no standard in place. Routine group inspections will be done at our CAP sites in an effort to prevent an outbreak. If a case of head lice is detected at one of our CAP locations, parents/guardians will be promptly notified. A flyer will be placed in your child's backpack as well as a posted notice displayed on our CAP Parent Board. If your child is found with head lice, you will be notified to pick up your child.

Children must be rechecked by a CAP staff member before returning to the program. *Your child will not be allowed to return to CAP until all head lice and nits are gone.* Treatment kits are available at each CAP site as well as the CAP office. Individual school policies may differ from CAP Policy.

HOLIDAY SCHEDULE: Calendars outlining closures for the Holiday Vacation Schedule will be distributed at the beginning of the school year. The schedule follows the GAPS calendar of closures.

ILLNESS/HEALTH POLICY: CAP is a "well-child" child care program. If a child demonstrates any of the following signs and symptoms, parents/guardians will be notified to pick up their child immediately from the CAP program. If a child has not been picked up within 45 minutes after notification, staff will call an emergency contact to pick up their child.

- Accident requiring medical attention
- Complaints of severe pain
- Diarrhea
- Difficulty breathing or abnormal wheezing
- Eye discharge or conjunctivitis (pinkeye): until clear or until 24 hours of antibiotic treatment
- Fatigue that limits participation in daily activities
- Fever over 100 ° F
- Lice or scabies:
 - Head lice: until no lice or nits are present
 - Scabies: until after treatment
- Open or oozing sores, unless properly covered and 24 hours has passed since starting antibiotic treatment, if antibiotic treatment is necessary
- Rash
- Severe cough
- Sick appearance, not feeling well, and/or not able to keep up with program activities
- Skin or eye lesions
- Sore throat
- Stiff neck, headache or earache with one or more other symptoms described in this policy
- Unusual yellow color to skin or eyes
- Vomiting
- Any other signs and symptoms of contagious disease

ILLNESS/HEALTH POLICY (continued):

For the benefit of our staff and other children in our care, a sick child will ***not be permitted to return to care for a period of 24 hours*** after condition has returned to normal. In order to minimize the spread of infectious disease, all staff and participants will wash their hands upon arrival to the program. Children are required to wash their hands before and after eating.

IN-SERVICE AND VACATION DAYS: One or more program sites will operate during vacation and non-school days. The hours for these days are 6:45 am to 6:00 pm. Your child will be required to bring a peanut, tree nut, and/or seafood free sack lunch. CAP will provide drinks and morning and afternoon snacks. All vacation and in-service days are enrolled for and prepaid separately through the EZChildTrack Parent Portal. Notifications of upcoming non-school days will be included in billing statements one month in advance. Space is limited and is filled on a first-come/first-served basis. Credits will not be given for absence or illness after the vacation day has past. NOTE: *State-assisted families will be billed for days registered but not attended.*

LATE PICK-UP POLICY AND CHARGES: If a child(ren) is left at the site following the 6:00 pm closing time, the site staff will wait for 5 minutes and will then call the parents/guardians at work and home. A late fee of \$2.00 per minute for any child not picked up by the 6:00 pm closing time will be applied to your bill. The site staff will call the two emergency phone numbers listed on the child's registration form if the parents/guardians cannot be located. If someone cannot be located to pick up the child(ren), contact your site staff or CAP office so arrangements can be made for your child if an emergency occurs. Picking your child(ren) up late more than three (3) times could result in suspension from the program.

LOST AND FOUND: Parents/guardians should label everything that can be marked. CAP will not be held responsible for lost items. At the end of each day, all unclaimed items articles will be placed in a lost and found box. Unclaimed articles will be given to charity after a reasonable period of time.

MANDATORY REPORTING: The Community Before & After School Child Care Program is licensed by the State of Oregon Office of Child Care (OCC). State licensing is renewed annually and requires all staff be trained in Reporting Child Abuse and Neglect (RCAN) and complete a criminal background check. As mandatory reporters CAP employees adhere to OCC's Rules for Certified Child Care Centers Oregon Administrative Rules (OAR) which states:

"OAR 414-300-0030(5) Center Management – General Requirements. Staff shall report suspected child abuse or neglect immediately, as required by the Child Abuse Reporting Law (ORS 419B.005 through 419B.050), to the Department of Human Services Child Welfare (DHS) or to a law enforcement agency. By statute, this requirement applies 24 hours per day."

MEDICAL EMERGENCY PLAN: At the time of enrollment, parents/guardians are asked to give permission for emergency medical treatment for their children. A child will not be allowed to participate in the program unless this form is completed and signed by parents/guardians. When a medical emergency arises, site staff will take whatever steps may be necessary to obtain emergency medical care if it is warranted in his/her opinion. These steps may include, but are not limited to:

- Providing First Aid – Appropriate first aid will be administered to your child immediately.
- Notifying parent/guardian – We will make every effort to notify the child's parent/guardian. This effort will include telephoning persons listed on the emergency information form.
- Obtaining medical assistance – If the effort to contact the child's parent/guardian fails, we may attempt to contact the child's physician as designated by the parent/guardian. In the event a parent/guardian or the child's physician cannot be contacted, we will (1) call another physician, and/or (2) call an ambulance.
- Liability/Responsibility – Any expenses incurred for any and all emergency services will be the responsibility of the child's parent/guardian. CAP assumes no liability, nor will we be responsible for anything that may happen as a result of false information or lack of information at the time of enrollment.

ONE-HOUR MINIMUM CHARGES: Program usage for ***less than*** one hour is calculated at the rate of one hour ***each*** time a child is signed in/out and applies to 1) before school care, and 2) after school care *which includes use of busing to school and/or a CAP site*. One-hour minimum charges do not apply to flat rate tuition for morning program use only.

OVERTIME/LATE CHARGES: Overtime fees are charged when a child is dropped off before 6:45am or picked up after 6:00pm at the rate of \$2.00 per minute.

PARENT PIN CHECK-IN/CHECK-OUT: A PIN # is ***mandatory*** and will be used to sign your child in and out of CAP each day through the site iPad. On the registration form you will be asked to please select a PIN # for yourself and for all individuals who will be dropping off or picking up your child—ideas include the last 4 digits of your cell phone or driver's license number, house number, or one of your own! As soon as possible, please set up your emergency/authorized contacts with a PIN # of their choosing and notify the CAP office as soon as possible with this information. If for any reason you wish to change your PIN #, you can always call the CAP office at any time.

PAYMENT/FEES POLICY:

Advance-Payment Program: CAP operates under an advance-payment program and offers a sliding fee scale as well as a discount for enrolling more than one child. Monthly charges are based on the estimated days/block of hours of program usage needed, the number of family members, and the gross family income. Flat rate tuition is available for before school care only. Billing statements are produced on the 5th of each month and are due and payable by the 15th of that same month.

Late/Non-Payment Fees: Failure to clear the current balance by the 25th of the month will result in terminated services until payment is received in full. Recurrent late/non-payments will result in dismissal from the CAP program and are subject to a re-enrollment process and fee of \$35 per child. Re-enrollment may not be possible, however, if a spot is no longer available. A \$25 late fee will be assessed on payments not received by the due date—late fees also apply to partial payments. There is a \$25 fee on all non-sufficient funds payments.

Unpaid balances that exceed 30 days will be reported to collection services after which CAP will no longer be responsible for receiving payments. All correspondence and inquiries must be directed to the collection agency and are no longer eligible for future program use.

Determining Monthly Estimated Hour Blocks: It will be *your* responsibility to determine and select the predetermined hour block that best meets your monthly child care needs. Your monthly bill is produced from the hour block you select. When calculating hours, please keep in mind the one-hour minimum charge each time your child is signed in/out. Please see **“ONE-HOUR MINIMUM CHARGES”** for more information.

Hour block changes can be made by contacting the CAP office before the 25th of the current month for next month’s billing cycle. Changes requested after the 25th of the current month will not take effect until the following billing cycle.

Using Less or More Hours: *A month-end reconciliation of actual hours used will determine if your child(ren) used more or less hours than predetermined. If an adjustment is necessary, your account will be billed or credited the difference on your next month’s invoice.*

Using 0-5 Hours of Care: *A minimum of \$35 will be billed each month to ensure your continued use of the program and to ensure that CAP has adequate staff coverage.*

Forms of Payment: CAP accepts cash, check, debit cards and Visa or MasterCard payments. Additionally, parents have the option to enroll in automatic monthly payments through the Parent Portal using their credit card or bank account. A two (2) percent discount will be applied to automatic payments received on the scheduled payment due date.

Scholarships: **Scholarship funding is available to families who qualify**

PEANUT, TREE NUT, AND SEAFOOD FREE PROGRAM FOOD POLICY: “CAP is a peanut, tree nut, and seafood free program which exercises reasonable care to ensure that no child is exposed to those allergens. CAP cannot, however, provide a guarantee that sites are allergen free due to the usage of, and control exercised over, those sites by the schools at which they are located.” We recognize that food allergies can cause serious, life-threatening conditions for some children. To keep all our children safe, the Community After School Program will aim to eliminate those foods that have been determined to cause serious allergic reactions in children.

It is almost impossible to keep all traces of peanuts/tree-nuts out of foods that you make at home. But a trace is all it takes to trigger an allergic reaction. We appreciate your support in providing a safe environment for children in our program. No food items containing peanuts, nuts, or seafood will be allowed in the program. **Due to continual changes in manufacturer packaging, no homemade or purchased snacks are permitted for birthdays or other celebrations.**

Proper hand and face washing is mandatory. Prior to dropping off your child(ren) at CAP, please help us by making sure your child has properly washed their hands and face. If you are the parent of a child with food allergies either mild or severe, please contact the office for the necessary required medical forms and policies associated with your child’s allergy.

PRESCRIPTION MEDICATION POLICY: When children attending CAP require prescription medications, written instructions and signature of a parent/guardian must be on file. A “Medication Authorization Form” must be completed for each medication given. All medications must be stored in their original prescription containers. The label qualifies as authorization to give the medication. Staff members will keep all medication in a specified locked container. Medications will not be administered if the expiration date has passed. All medications must be clearly marked with the (1) child’s name, (2) physician’s name, address and phone number, (3) name and strength of medication and (4) directions, time and method of administration. **IMPORTANT: During in-service and/or vacation days, parents/guardians are responsible for the transfer of prescription or non-prescription medications to the appropriate CAP site. CAP will not be held liable for any missed doses/medication.**

PROOF OF INCOME: Proof of income (tax statement(s) or recent check stub) will be required for use of the sliding fee scale discount rate. Discount will begin when proof of income is supplied.

SCHOLARSHIPS: Scholarship money is available for working parents/guardians that demonstrate a financial need. Scholarships will be provided based on family need, household income, and in some cases principal and/or counselor recommendation. Applicants need to complete *all pages* of the Scholarship Application Packet. All questions on the application must be addressed as well as all required information provided *before* CAP will review the application. Please allow two (2) weeks for processing.

SIGN-IN AND SIGN-OUT POLICY: Children involved in CAP will be signed in and signed out daily. Children who attend the morning program are signed in by their parents/guardians and out by the CAP staff. Children who attend in the afternoon will be signed in by the CAP staff and signed out by their parents/guardians or an authorized adult. If there is some reason you are unable to accompany your child to and from the site, you may authorize staff to sign your child in and out each day. If you choose this option, CAP must have a "Visual Release Agreement" on file which releases responsibility and liability for your child once he/she has been signed out of CAP for the day. These forms are located on the CAP website or in the EZChildTrack Parent Portal.

SPECIAL NEEDS, IEP'S & 504 PLANS POLICY: The Community After School Program is a non-profit organization and is not affiliated with the Greater Albany Public School District. CAP does not have access to Individualized Education Plans (IEP's), 504 Plans, and the like. The decision to accept a child with special care needs shall be made on an individual basis. After the child's specific needs have been assessed, using information provided from parents, a determination is made regarding the Program's ability to meet those needs. CAP makes every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

As parents, you know your child best. Sharing key information about your child will assist CAP staff to make a positive connection and better manage your child's care. If appropriate, please take a moment to communicate any information about your child that would be beneficial to CAP staff, as well as other conditions affecting behavior (i.e., stress, anxiety, depression, family matters, etc.). CAP relies on parents to provide their child with the best care experience possible.

SUMMER PROGRAM AND REGISTRATION: As a convenience to families and children and to stay connected from one school year to the next, CAP has created a summer child care program which includes summer activities and play as well as weekly field trips to many off-site locations such as the library, Swanson Park COOL! Pool, Bryant Park and Regal Cinemas—to name a few!. A USDA Summer Food Service Program lunch is provided at no charge. Additionally, CAP provides a morning and afternoon snack for children enrolled in the program.

The Summer Registration process begins at our CAP website. There you will find instructions on how to create an account and register online through EZChildTrack. If you do not have internet access, please call the CAP Office for instructions on how to register your child. A registration fee of \$50 per child or \$75 for a family will be due at the time of registration.

SUMMER PAYMENT/FEE POLICY: CAP operates under a pre-payment program and offers a sliding fee scale discount for enrolling more than one child. Summer child care has been divided into one-week service periods. Payment for each week's service period is due Sunday by 10:00 pm for the following week. Refunds and/or credits will not be given for unplanned absences or illness after the care date has past. There will be a \$25 fee for all non-sufficient fund payments.

SUMMER FIELD TRIP/SWIMMING POLICY: The Community Before and After School Child Care Program plans many fun and exciting field trips during the Summer Program. All field trips will be posted on the parent board. Please remember to sign up your child for each summer field trip one week prior. These sign-ups assist CAP in planning and staffing accordingly.

When children take walking field trips within 4 or 5 blocks of the Community Before & After School Child Care Program (CAP) site and the field trip is planned, notice will be posted on the parent board. If the walking field trip is spontaneous, a notice will be posted on the entrance to the CAP site stating the departure time, return time, destination, route taken and a written map. All other field trips will be transported by trolley or bus.

All CAP staff are required to be in attendance at field trips in order to meet state-mandated ratios. Consequently, there is no available child care at the CAP sites during scheduled field trips. If your child elects not to attend a field trip, it will be your responsibility to seek other child care options.

Cancellations: Occasionally it may be in the best interest of the group to cancel a prescheduled field trip. Possible reasons include but are not limited to weather, i.e., temperature, rain, wind, etc. As a general rule, the site coordinator will make every effort to determine whether or not a field trip is cancelled the day before, but is not limited to cancellation on the same day. It will be up to the discretion of the site coordinator whether or not a trip is cancelled. Please call the site if you have any questions.

SUMMER SUNSCREEN POLICY: In compliance with State of Oregon Office of Child Care, Sunscreen must be SPF 15 or higher and reapplied every two hours while the child is outside. Sunscreen must be *non-aerosol*, in the original container, and labeled with the child's name. Child care children over six years of age may apply sunscreen to themselves under the direct supervision of the provider or staff member.

SUPPER/SNACK PROGRAMS: CAP provides a USDA supper to eligible sites OR a snack each afternoon. Menus are prepared at the beginning of each month and posted on the bulletin board at each site. Both menus follow guidelines by the United States Department of Agriculture and are peanut, tree nut, and seafood free. A morning snack is also provided on days when CAP operates on its Vacation Day schedule. If you would like to send an alternate or additional nut-free snack with your child, please inform the CAP Staff.

STAFFING/RATIOS: As a certified agency, CAP adheres to qualifications mandated by the State of Oregon when hiring staff. The maximum ratio is 15 children to 1 staff member. The entire program is under the supervision of the Executive Director and the CAP Board of Directors. In addition, staff members are provided with on-going training and supervision. Upon employment, all staff members are required to have current First Aid, CPR and Food Handlers Certifications, be trained in Reporting Child Abuse and Neglect (RCAN), and complete a criminal background check.

STATE OF OREGON CERTIFICATION: CAP is licensed by the State of Oregon Office of Child Care (OCC). The certification is renewed annually and includes a fire inspection, sanitation inspection and an on-site visit by OCC to ensure CAP is adhering to state guidelines. Staff qualifications and training requirements are monitored through this same yearly certification process.

TOYS AND VALUABLES: Parents/guardians should not allow their child to bring toys or valuables, including cell phones and/or gaming devices to our program unless special arrangements have been made with the site staff. CAP will not be held responsible for items that have become lost or broken. Toy guns and/or weapons are not permitted at any time.

TRANSPORTATION: Bussing through the Greater Albany Public School District (GAPS) is available from the CAP site to the school in the morning and from the school to the CAP site in the afternoon. In the morning, CAP staff is responsible to see that your child gets on the bus to go to his/her school. In the afternoon, the school is responsible to see that your child gets on the right bus to be transported to the CAP site. It is the parents/guardians responsibility to inform the school/teacher that your child will be attending the CAP program and needs to take the bus after school. Please check with the CAP office for the current bus schedules and routes.

VISUAL RELEASE: It is a State of Oregon Office of Child Care (OCC) requirement that parents accompany their child to and from the CAP site each day. However, an allowance can be made for children to arrive and depart unattended by way of a signed Visual Release Agreement. Failure to complete this mandatory waiver puts a child in noncompliance with Oregon Administrative Rule (OAR) 414-300-0050. A noncompliance first offense is subject to a \$25 penalty fee. A second reported offense will result in dismissal from the CAP program. The safety of your child is of highest priority. CAP staff cannot be responsible for transporting this form to the CAP office. It is, therefore, the *parent's responsibility to scan/email, fax, mail, or hand deliver a Visual Release Agreement to the CAP office.*

***Thank you for taking the time to understand CAP's policies and procedures.
Please direct any questions, comments and/or concerns regarding the CAP Parent Handbook
to site staff or the Executive Director.***

We look forward to serving your family's child care needs!



CAP is a participating United Way Agency

"In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discrimination on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call, toll free (866) 632-9992 (Voice). TDD users can contact USDA through local relay or the Federal relay at (800) 877-8339 (TDD) or (866) 337-8642 (relay voice users). USDA is an equal opportunity provider and employer."

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Office Hours

Office Hours 12:00 p.m. to 4:00 p.m.
Summer Hours: 12:00 p.m. to 4:00 p.m.
Monday through Friday
(Closed Holidays)

Phone: 541-967-9322
After Hours/Emergency: 541-979-3086

FAX: 541-967-8368
Email: albanycapezchildtrack@gmail.com

CAP Sites Directory

Clover Ridge CAP	541-974-6409
Lafayette CAP	541-979-7246
Liberty	541-979-3022
Oak Grove CAP	541-979-5723
North Albany CAP	TBD
Periwinkle CAP	541-979-0013
Takena CAP	541-979-6963
Timber Ridge CAP	541-974-2907



Find us on 

COMMUNITY BEFORE & AFTER SCHOOL CHILD CARE PROGRAM (CAP)

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Phone: 541-967-9322 ♦ Fax: 541-967-8368
Website: www.cap.peak.org