



# Shaker Heights School Age Care Handbook

2017-18



SHAKER  
HEIGHTS

City of Shaker Heights Recreation Department  
3301 Warrensville Center Rd.  
216-491-1295  
[Shakeronline.com](http://Shakeronline.com) | [facebook.com/shakerrec](https://facebook.com/shakerrec)

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## **INTRODUCTION**

School Age Care (SAC) is operated by the City of Shaker Heights Recreation Department. SAC offers daytime care during non-school hours primarily for children enrolled in K-6<sup>th</sup> grade at Shaker Heights School District schools. It is located in all six Shaker Heights elementary schools: Boulevard, Fernway, Lomond, Mercer, Onaway, and Woodbury. Onaway and Mercer schools also offer child care for pre-K students enrolled in the Shaker Heights School District pre-K program.

SAC curriculum provides fun, hands-on and experiential learning activities. SAC staff promotes safe, fun environments with time to play with friends, do homework, eat a snack, read a book or create a masterpiece before and after school hours.

### **MISSION STATEMENT**

The SAC Program is designed to encourage social, emotional, physical and cognitive growth. Children are given many opportunities to explore their own environment, manipulate objects, creatively use materials, discuss their ideas and enjoy indoor and outdoor active play. Providing many opportunities for successful experiences enables children to develop positive feelings about themselves and their abilities. The child care staff instills enthusiasm for learning that they hope will continue throughout the child's life.

### **MESSAGE FROM THE COORDINATOR**

Welcome to Shaker Heights Recreation Department School Age Care program. Our objective is to provide high quality child care that helps children enter school ready to succeed, improves their skills, and keeps them safe while their parents work. We strive to offer a safe, relaxed and fun atmosphere where the children pursue their own interests and develop new friendships.

This parent handbook provides information on program policies and procedures. If you have questions, please feel free to speak to a member of the child care staff or give me a call.

We hope your family's experience in the program will be enriching.

Rhonda L. Miller  
School Age Care Coordinator  
(216) 491-2583  
[Rhonda.Miller@shakeronline.com](mailto:Rhonda.Miller@shakeronline.com)

# POLICIES AND PROCEDURES

## REGISTRATION POLICY

Enrollment in the SAC Program is open to any resident of the Shaker Heights Public School District with payment of a monthly fee. It is unlawful for the Recreation Department to discriminate in the enrollment of children upon the basis of race, color, religion, sex or national origin.

Children may start attending the SAC program as soon as the online or in person registration process has been completed.

A child's continued enrollment is conditional upon the parents' and child's adherence to the policies and procedures of the Shaker Heights Recreation Department's School Age Care Program.

The SAC Program is not designed to be a drop-in program and we encourage you to enroll your child for the entire school year (August – June). **If you skip a month or withdraw from the program and return later in the year, you will be assessed a \$25 re-instatement fee.**

A child may be enrolled on a part-time basis depending upon available space. An 8-visit card is available. Each card allows the student 8 visits with either before or after care. The visit card cannot be used for both. It is valid for the duration of the school year. To assist in managing attendance numbers, please provide staff with the expected days the child is to attend.

## Registration Information

During the registration process, you will be provided with the following:

- The School Age Care Parent Handbook (available online, Thornton Park or the Stephanie Tubbs Jones Community Building)
- A Zero Tolerance Policy Form
- A Parental Checklist Form
- A Fee List (included in the Parent Handbook)

Please complete all forms and return them, in person, to Thornton Park with your first payment. Pertinent information regarding any special medical issues, special needs, food allergies and IEPs if applicable must be clearly noted on page 2 of the Enrollment Application. The School Age Care Coordinator will review all IEPs to ensure we have sufficient staff to accommodate your child's special needs. Acceptance into our program is subject based on this review.

If your child has a special need that requires an accommodation or auxiliary aide to participate in a program offered by the Recreation Department, the child's parent or guardian shall make a written request 30 days prior to the commencement of the program offered by the City. In some cases, the request may be made with fewer

days' notice. Contact the School Age Care/Camps Coordinator for guidance at (216) 491-2583.

Please keep the SAC staff informed about medical history changes, change of address and new phone numbers during the year so that we can keep our records updated. If you withdraw from the program you must turn in the schedule change/withdrawal form to your site supervisor or to Thornton Park with a week's notice to avoid auto draft monthly payments.

All of the following information must be returned before the child is permitted to begin the School Age Care Program:

- Signed Zero Tolerance Policy
- Signed Parent Handbook Checklist

### **General Information**

#### A. Attire and Personal Belongings

Children will be involved in craft activities and will use glue, paints, etc. All materials used are non-toxic school approved materials but it is not the policy of this program to be individually responsible for soiled or damaged clothing under normal school age care conditions.

Please do not send your child to this program with personal toys, electronic devices, mementos, or other items of sentimental value. Such items present special problems for the child and staff. Prized possessions are very difficult to share. Please help your child to understand that these items are better off at home. Staff and/or our program cannot be responsible for broken or lost items.

B. Emergency Contacts – Shaker Heights Recreation requires a minimum of two contact persons who are available to pick-up your child when you cannot be reached in the event of an emergency situation. It is important that your emergency contacts be able to pick-up your child if they receive a call.

C. Authorized pick-up Person – Children will be released only to the persons listed on their enrollment forms. The SAC program must have clearly written instructions if the child is to go home with anyone other than a regular pick-up person or if your child is to attend any event after school other than SAC.

D. Pick-up Identification – All authorized pick-up persons unfamiliar to site staff must show proof of identification. This identification should be a government issued ID such as a driver's license or a passport.

E. Custody Issues – SAC staff will release children to parents or guardians listed on enrollment forms only. SAC is not a child visitation center or an observation place. Parents and others not listed in enrollment forms are not permitted to engage with program participants.

F. Change of Contact Information – It is important that all contact and medical information be current and up to date. Please notify staff as soon as possible of any changes in phone numbers, addresses, pick-up persons, etc. Also, please notify the administrative assistant of any changes in your phone numbers or address.

G. Medication – Medication is not administered by the SAC staff, with the exception of Epipens with written instructions from the participant's physician. A child can self-administer under the supervision of a staff person with written permission from the parent or guardian.

All prescription medications to be self-administered require written instructions from a physician. All medication must be in the original labeled container and have a valid expiration date. Prescription medication must have the pharmacy label containing the child's name, dosage, and times to be administered. All medication must be given to SAC staff prior to use by the child.

H. Communicable Diseases – Parents must inform the site within 24 hours if your child or a member of your immediate household has developed a communicable disease. All SAC parents will be notified within 24 hours if a communicable disease is reported and a notice will be posted at the site.

I. Staff – Staff members are fingerprinted and drug tested and a criminal background check is completed upon hire. Staff is trained in First Aid and CPR and Epipen administration. Mandatory trainings are provided throughout the year to ensure the highest quality of programming and service.

J. Child Protective Services – The SAC program is required by law to report suspected child abuse and neglect to the Ohio Department of Human Services. All reports are directed to 696-KIDS.

K. Snacks – Snacks are provided for the SAC program in the afternoons only. Please notify staff in your enrollment packet if your child has dietary restrictions.

L. Arrival and Departures – Parents must sign-in their child upon arrival and sign them out upon departure.

A staff member shall be notified and signature/date written on the sign-out sheet. Children can be released only to those individuals designated as authorized pick-up people. A copy of the permission form will be kept in the child's file.

## **SAFETY POLICY**

- A. All staff is required to review the child care program's safety policy.
- B. No child is ever left alone or unsupervised in the classroom, restroom, playground, or any other SAC location.
- C. Children will check-in upon arrival in the morning and checked-out upon departure with the supervisor.
- D. Staff members have immediate access to a working telephone at all times.
- E. Unannounced fire drills are conducted each month and a record of these drills is available at the site. Each site contains a posted diagram showing building evacuation routes with all exits clearly marked. Staff takes the tablet and make sure every child is accounted for in the groups.
- F. In the event of an emergency creating a need for medical or dental attention, the following procedures will be followed:
  - If immediate emergency treatment is needed, the Shaker Heights Recreation staff will contact the rescue squad and parents will be notified immediately.
  - If the parents cannot be reached and a doctor's services are necessary, the staff will obtain the necessary medical treatment from the child's source of health care listed on the emergency form. Additional emergency phone numbers, provided by parents, will be contacted.
  - If a minor accident or illness occurs, staff certified in first aid will administer the necessary minor first aid and the parent will be contacted.
- G. All accidents are recorded on an Injury Report form and are reported to the Director of Recreation. Parents are informed of any injury a child has received no later than the end of the business day.

## **TRANSPORTATION POLICY** (see page 14)

## **CONDUCT POLICY**

It is intended that each child enjoy the planned activities and understand that he/she is responsible for his/her actions. With prior knowledge of our basic rules of safety and good conduct, each child is made aware of how to exercise self-discipline, that staff is here to help him/her and to know that we want him/her to succeed.

As in any group activity, the appropriate behavior of a few children can spoil the experience for the entire group. The following conduct policies apply directly to each child and will be used in determining his/her eligibility to continue as a participant in the Shaker Heights Recreation Department's SAC Program. In accordance with the severity of the infraction and the number of times the infraction occurs, a child may (a) lose the privilege of participation in a specific activity; (b) be denied field trip privileges; (c) be suspended from the program; or (d) be permanently prohibited from the program for:

- Intentionally and repeatedly going to unauthorized areas of the school facility or leaving the school premises without permission.
- Repeatedly using foul language, being rude and discourteous to staff/peers and/or hitting or biting staff/peers.
- Refusal to participate in activities, inappropriate displays of affection or disobeying staff.
- Acts of violence including spitting, punching, hitting, kicking or any other action that can injure another person.
- Defacing school property, or defacing facilities during field trips.
- Stealing or defacing other's property.
- Any note of sexual gestures or inappropriate touching or verbal phrasing.
- Any other behavior detrimental to staff, participants or the program.



## **DISCIPLINE POLICY**

The curriculum of the Shaker Heights Recreation Department SAC Program promotes positive and fun learning experiences for the child and positive interaction between adults and children. The goal is to help each child develop a feeling of positive self-worth and competence. Clear rules for behavior and clear directions for compliance are established and positive reinforcement given for compliance. All adults in the site convey an attitude of firmness with kindness, stating expectations for children's behavior.

### **Specific Program Rules**

- Keep hands and feet to oneself
- Follow directions the first time given by staff
- Show respect for others
- Respect property and equipment

Specific strategies for discipline and guidance at the site include:

1. Emphasizing positive behavior. Rewarding appropriate behavior that complies with the site's rules and standards.
2. Using redirection and diversion rather than negative reinforcement. The uncooperative child shall be redirected to another activity. An entire activity may be redirected when necessary.
3. Changing the learning environment when it interferes with positive behavior. Trained staff will foresee and forestall problems.
4. Setting clear, consistent and reasonable limits and establishing procedures for following through on enforcing the limits.
5. Avoiding negatives. Stating rules and direction for guidance in a positive way. Threats or bribes are never used.
6. Stating the causes and effects of behavior and the possible consequences.
7. When a child's negative behavior involves harm to himself or other children, or to equipment, the child shall be removed from the scene and parents will be called immediately to pick-up the child.
8. Parents are informed of inappropriate behavior (as described in #7) and disciplinary measures are used at the time. We do not recommend additional discipline by parents for infraction of site rules. Parents receive a copy of the discipline form.

## **Disciplinary Actions**

- First Incident - Verbal Communication. If a student is acting out in child care, it is important to give him/her the opportunity to correct his own behavior. If a child violates rules of conduct, a privilege is taken away or a "time out" from the activity is given. In this event, the SAC staff shares concerns with the parent/guardian.
- Second Incident – Documentation. When concerns arise multiple times, the child has chronic behavior problems and/or causing harm to self, fellow students, SAC staff or school property, SAC staff document the behavior on an Incident Report and submit it to the SAC Coordinator. The Coordinator calls home and speaks to the parent. After speaking to the parent/guardian about the incident, a letter stating the behavior and a written warning are sent home.
- Third Incident - Parent Conferences. When the problem persists a parent conference is scheduled and the child is temporarily suspended until the meeting takes place. Parents/guardians are encouraged to work with SAC staff and SAC Coordinator in managing behavior. At this meeting the staff will welcome any suggestions and/or techniques as to how to deal effectively with your child.
- Fourth Incident - Suspension/Expulsion from Program. The City of Shaker Heights SAC Program reserves the right to remove any child from enrollment for behavior. If the behavior has not been corrected or showed signs of improving following the first three steps, the SAC Coordinator will suspend or expel the child's enrollment from SAC, Fundaze and summer camp programs. Written documentation of this will be sent home and placed in child's records.

## SCHOOL AGE CARE

### RATES

<b><u>Before Care</u></b>	<b>7:00 – 9:15 am</b>
full-time	\$161/monthly
part-time	\$ 83/visit card (8 visits per card)
<b><u>After Care</u></b>	<b>3:20 – 6:30 pm</b>
full-time	\$181/monthly
part-time	\$125/visit card (8 visits per card)

### **Adjusted Schedule**

#### **November**

Before Care	\$117/monthly
After Care	\$136/monthly

#### **December and April**

Before Care	\$123/monthly
After Care	\$143/monthly

#### **January**

Before Care	\$112/monthly
After Care	\$130/monthly

### **FEES AND PAYMENT**

Full-time fees are paid on a monthly basis and are due on the last day of each month. An auto draft will be applied on the 1<sup>st</sup> day of each month for all accounts with balances. There will be a \$25 late fee assessed for payments not funded during the auto draft process. The Shaker Heights Recreation Department reserves the right to remove your child from the SAC Program until all fees are current and up to date. The monthly fee must be paid whether the child attends or not, unless there is an illness of three days or more with a doctor's written verification.

To change your banking account being used during the auto draft process, a request must be sent in writing via email to [ShakerRec@online.com](mailto:ShakerRec@online.com) at least 72 hours before the 1<sup>st</sup> of each month. Participants banking account information cannot be changed through the Shaker Recreation Online Registration system.

Part-time participants are enrolled by purchasing an 8-visit card. This card enables children to come to SAC for up to 8 visits. Visit cards must be purchased prior to attending. Separate morning and afternoon visit cards must be purchased and are not

interchangeable. Cards can only be used at the schools for which they are purchased. Each participant must purchase a separate visit card for each child enrolled in the program. Parents are responsible for replenishing the 8 visit card after the 8<sup>th</sup> swipe.

There is a \$10 replacement card fee for visit cards that are lost or stolen.

In the event the schools are closed due to inclement weather, or for other reasons beyond the control of the City of Shaker Heights, there will be no credit or refund given for monthly SAC fees.

### **Returned Checks**

There will be a \$15 charge for returned checks. After two returned checks, only cash or money order payable at Thornton Park will be accepted.

### **Late pick-up Fees**

SAC sites close at 6:30 pm. A fee is charged for the first 15 minutes or portion of 15 minutes that a child is picked up late. Habitual lateness may result in the loss of services.

- For the first three occurrences, a late fee of \$5 is charged for the first 15 minutes (or portion of 15 minutes) that a child is cared for after session hours. If after the first 15 minutes the child has still not been picked up, there is an additional charge of \$1/minute.
- After three occurrences, the Shaker Heights Recreation SAC program has the right to discontinue service.
- Late pick-up forms must be signed at pick-up and given to staff.

**NOTE:** If you are running late, please notify the site by 6:15 pm. If you have not contacted the site and staff cannot reach you, an emergency contact will be contacted to pick-up your child.

### **METHODS OF PAYMENT**

Payments may be made online, over the phone, or in person by credit card (Visa/MC/Discover), cash, check or money order payable to the City of Shaker Heights. To pay online visit [www.shakeronline.com](http://www.shakeronline.com), go to the Recreation Department link and click on Register Online.

Payments may be made in person, at the Thornton Park Front Office, or at the Stephanie Tubbs Jones Community Building, phoned in to (216) 491-1295 or (216) 491-1360.

After initial in-person registration, full-time participants can also make payments online using Visa, MC, or Discover. Visit [www.shakeronline.com](http://www.shakeronline.com). Go to the Recreation Department link and then click on Register Online.

There will be a \$15 charge for returned check. After two returned checks, only cash or credit card at Thornton Park will be accepted.

# FUNDAZE

## **RATES**

When school is out, fun is in! This all-day childcare program for grades K-8 includes fun-filled themes, projects, swimming or field trips. Advanced registration is required. The dates will coordinate with the 2017-2018 Shaker School District calendar.

- No electronic devices, cell phones, toys, mp3 players or trading cards
- If Fundaze is canceled, a refund will be issued

## **METHODS OF PAYMENT**

Payments may be made by credit card (Visa/MC/Discover), cash, check or money order payable to the City of Shaker Heights. To pay online visit [www.shakeronline.com](http://www.shakeronline.com). Go to the Recreation Department link and then click on Register Online.

Payments may be made online, in person, at the Thornton Park Front Office, or at the Stephanie Tubbs Jones Community Building, phoned in to (216) 491-1295 or (216) 491-1360.

There will be a \$15 charge for returned checks. After two returned checks, only cash or money order payable at Thornton Park will be accepted.

## **ACTIVITIES**

- A. Activities include organized games, arts and crafts, free play, swimming and field trips.
- B. Swimming pool guidelines:
  - A certified lifeguard is on duty at all times.
  - Child care staff accompany the children to and from the pool and are present during the swim period.
  - When using the swimming pool, no child is ever left unsupervised.

## **TRANSPORTATION POLICY**

Children are transported to and from field trips and are expected to abide by the rules set up for safety purposes. The following rules are to be followed and reviewed often with your child:

- A. After the driver has brought the van/bus to a complete stop, students should enter and leave the bus in single file, and in a quiet and orderly manner.
- B. Students should never throw anything inside or outside the van/bus.
- C. Students should take a seat immediately and stay seated.
- D. Students should keep heads, hands and arms inside the van/bus at all times. Failure to obey this rule can result in removal from the program.
- E. Students are expected to display good manners and best behavior. No rough play, loud talking, abusive language or disturbing others will be tolerated. Failure to obey this rule can result in removal from the program.
- F. Students are not permitted to eat or drink on the bus or van.
- G. Students may not open windows without the driver's permission.
- H. Students may not tamper with the safety devices on the bus or van or destroy or deface any portion of the vehicle.

## TELEPHONE DIRECTORY

### Staff:

Rhonda L. Miller, *School Age Care/  
Summer Camps Coordinator*

(216) 491-2583  
[rhonda.miller@shakeronline.com](mailto:rhonda.miller@shakeronline.com)

Cydney Johnson,  
*Business Services Manager*

(216) 491-2580  
[cydney.johnson@shakeronline.com](mailto:cydney.johnson@shakeronline.com)

Stephanie Tremble  
Boulevard Supervisor

(216)491-2597  
[stephanie.tremble@shakeronline.com](mailto:stephanie.tremble@shakeronline.com)

Todd Averyhart  
Fernway Supervisor

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[todd.averyhart@shakeronline.com](mailto:todd.averyhart@shakeronline.com)

Vera Blakely  
Lomond Supervisor

(216)491-2584  
[vera.blakely@shakeronline.com](mailto:vera.blakely@shakeronline.com)

Amanda Organ  
Mercer Supervisor

(216)491-2592  
[amanda.organ@shakeronline.com](mailto:amanda.organ@shakeronline.com)

Deborah Poole  
Onaway Supervisor

(216)491-2593  
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Courtney Horne  
Woodbury Supervisor

(216)491-2585  
[courtney.horne@shakeronline.com](mailto:courtney.horne@shakeronline.com)

## SITES

The City of Shaker Heights School Age Care programs are offered at the following schools:

**Boulevard Elementary School**  
14900 Drexmore  
216-283-6412

**Mercer Elementary School**  
23325 Wimbledon Road  
216-991-7105

**Fernway Elementary School**  
17420 Fernway Road  
216-921-0332

**Onaway Elementary School**  
3115 Woodbury Road  
216-752-3251

**Lomond Elementary School**  
17917 Lomond Boulevard  
216-752-2565

**Woodbury School**  
15400 South Woodland Avenue  
216-283-7180



# PARENT HANDBOOK CHECKLIST

Child's Name: \_\_\_\_\_

School: \_\_\_\_\_

**(Please check the following items, fill out and return with your enrollment papers.)**

\_\_\_\_\_ Zero Tolerance Form (please sign and return)

\_\_\_\_\_ Registration Policy

\_\_\_\_\_ Safety Policy

\_\_\_\_\_ Conduct Policy

\_\_\_\_\_ Discipline Policy

\_\_\_\_\_ School Age Care Rates and Methods of Payment

\_\_\_\_\_ Fundaze Rates and Methods of Payment

\_\_\_\_\_ Transportation Policy

\_\_\_\_\_ Telephone Directory and Sites

\_\_\_\_\_ Check here only if you do **NOT** want the City to take or use photographs of the participant.

I have read all of the policies above and agree to all terms and conditions. I agree to update my child's enrollment data, as changes occur, so as to ensure this program has current emergency data.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
PRINT Parent's Full Name

## CITY OF SHAKER HEIGHTS RECREATION DEPARTMENT ZERO TOLERANCE POLICY

To ensure a safe, enjoyable and positive experience for all who use the City's recreational facilities, including ice arena, outdoor/indoor pool, parks, fields and playgrounds, the following policy is in effect and fully enforceable by the City of Shaker Heights Recreation staff.

This policy addresses inappropriate or disruptive behavior that interferes with the pleasure and peaceful atmosphere at all City recreational facilities by parents, participants, officials, spectators and employees. The City will ensure the most supportive climate for residents of Shaker Heights so they can enjoy their sport or activity.

***The focus of this policy is on inappropriate or disruptive behavior which is not allowed or tolerated on the grounds or in the City recreational facilities, fields, pool or parks, playgrounds.***

The following behaviors will not be accepted or tolerated:

1. Verbal assaults using loud, obscene or vulgar language in a combative or confrontational manner.
2. Threats and attempts to intimidate individuals, coaches, officials, lifeguards, employees or guests.
3. Throwing of articles in a deliberate or aggressive manner.
4. Physically striking another individual.
5. Goading or inciting violence in others.
6. Vandalism to City or school property.
7. Racial or ethnic slurs.
8. Lewd or lascivious sexual behavior.
9. Theft of property.
10. Possession of weapons.
11. Drug or alcohol abuse.

Individuals who engage in any of the above behaviors will be subject to ***immediate ejection from the property or facility and a mandatory suspension*** from all City properties and facilities for a period of time ***not less than two months*** with forfeiture of all fees and/or pool passes. Two months is a minimum period only and may be extended by the Director of Recreation.

Incidents of violence, theft, vandalism, lewd and lascivious sexual behaviors, drug/alcohol use and weapon possession will be reported to the Shaker Heights Police Department immediately and criminal charges may follow.

There will be no reconsideration by the City with respect to the length of a suspension or prohibition. Where new information is available, a suspended individual **may** request reconsideration of the facts on which the suspension is based. Such request must be made to the Director of Recreation, who will consider the new information and make a decision. **ALL SUCH DECISIONS OF THE DIRECTOR ARE FINAL.**

In the case of vandalism, not only will the individual(s) responsible be subject to suspension as outlined above, but will be required to reimburse the City for the cost of repair.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_  
(Print Child's Name)

\_\_\_\_\_  
Date