



410 N. Arlington Heights Rd
Arlington Heights, IL 60004
847.577.3000 | ahp.d.org

Arlington Heights Park District

C.A.P.

CHILDREN AT PLAY

Before and After School Care for K-5

**PARENT
MANUAL**



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DEAR PARENTS:

Welcome to the Children At Play (CAP) program.

The Park District, School Districts 21, 25, and 59, and the Village of Arlington Heights have developed this program jointly to provide quality before and after school care for the children of Arlington Heights. We believe it meets the needs of many families. All agencies are excited and pleased by the continued success of CAP and look forward to this year of operation. The Park District hires, trains, and supervises the staff and is responsible for the daily program. The School District houses the program and provides administrative and custodial support. The Village provides scholarship to those needing assistance and residing within the village boundaries. Children in kindergarten through 5th grade can participate in all District 25 Schools, at Poe and Riley Schools in District 21 and at Juliette Low School in District 59. Morning kindergartners are eligible only for before school care; afternoon kindergartners are eligible only for after school care.

The CAP program is committed to providing a safe, recreational program before and after school. The program is relaxed and recreational versus developmental or educational, so as not to be a duplication of the school day. The qualified and caring staff remain sensitive and flexible to meet the needs of the parents, as well as to meet both the physical and emotional needs of the children.

Due to the many details regarding the program, this parent manual has been designed. Please read the information carefully. If you have any questions, feel free to contact us at the Arlington Heights Park District, Monday through Friday 9 am - 5 pm.

Thank you for your interest.

Respectfully,

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DAILY SCHEDULE

The program runs Monday through Friday. Morning hours are from 7:00 am until the children are dismissed to their classrooms or brought outside to line up with their classes. Please respect staff's set up time by not arriving earlier than 7:00 am. This time is essential for the staff to set up and prepare for the day's activities. Afternoon hours begin when the child arrives at the CAP room and go until 6:00 pm. Each child is responsible for getting to the CAP group immediately following dismissal from school. CAP staff are not responsible for students until they are physically present. Children may participate in a variety of activities including active play (outside if possible), passive play, and quiet time. The schedule may vary based upon the needs of the children and the facility where the program is held. For example:

Before School

- Passive time
 - board & card games
 - arts & crafts
 - homework
- Breakfast
- Gym/Outdoors
- Dismissal to class/outside

After School

- Attendance taken
- Snack
- Gym/Outdoors
- Passive time
 - board & card games
 - arts & crafts
 - homework

DROP-OFF AND PICK-UP PROCEDURES

When you drop off/pick up your child, you must enter the building and sign the daily sheet. In the afternoon, **the staff will not release a child to an individual whose name is not listed on the child's information form.** In the event of an emergency, if you need someone to pick up your child and they are not on the list, verbal approval will be accepted. Staff may ask for a picture I.D. Parents and legal guardians are allowed to pick up the child unless legal documentation shows otherwise. Children and/or parents may not go to classrooms or any other part of the school when CAP is in session.

LATE PICK UP

If at all possible, contact the site director when unable to arrive by 6:00 pm. Any parent who arrives after 6:00 pm to pick up a child is charged a \$10.00 late fee for every 10 minutes (or portion thereof) that they are late. Late fees are reflected on the next billing statement. After three late pick ups you receive a reminder call that the program ends at 6:00 pm. After five late pick ups the child is suspended from the program for five days. Any additional late pick ups and the child is removed from the program. In the event that a child is not picked up by 6:15 pm, the emergency phone numbers are called and the emergency contact is asked to pick up the child. If no one can be reached, the Arlington Heights Police Department is notified.

ABSENCES/ATTENDANCE

When contacting the school regarding absences please request that notification is given to CAP staff. School staff communicates to CAP staff all news of illnesses, absences, or the child leaving early. If your child is not at the morning program, we assume the child is at home either sick or with the family. Please notify the site director in advance of planned absences. Messages may be left on the cell phone.

If your child is in school but not attending the afternoon program, notification is MANDATORY! If a child is expected at CAP after school and does not arrive, the following steps must be taken.

- The CAP staff checks with the school office staff.
- The parents are contacted.
- The emergency contacts and pick-up authorizations are called.
- The Park District supervisory staff is notified.
- The Arlington Heights Police Department is notified.

At any of the above steps, if the child is located, the sequence stops. Please see page 8 for more detailed information.

FOOD

As part of the CAP program, a cold breakfast is served each morning and a snack and juice each afternoon. If your child has any dietary restrictions, be sure to indicate them on the information form. Parents need to supply any special food or drink required by their child for daily breakfast or snack. For health and safety reasons we are not able to allow the family to bring in food or drink for the entire group.

OUTSIDE PLAY

Please have your child dress appropriately for the weather. We do go outside and the children should be comfortable for outside play. Gloves, hats, and scarves should be marked for easy identification. A doctor's note is required for a child to stay inside. Our program is not able to provide one-on-one care for your child. For restrictions longer than three days please contact Pam Lingert at 847.506.7871.

EXTRACURRICULAR AFTER SCHOOL ACTIVITIES

Children may take part in after school activities held at their school (i.e. scouts, intramurals, clubs) and must check in with the site director first before going to their activity. The parent is responsible for letting the CAP site director know, in writing, specific information on the program (day, time, leader's name). The person in charge of the extracurricular activity is responsible for taking the child to the CAP program when the activity is over. Sorry, no credit is given. **Once a child is signed out and leaves school grounds he is unable to return to CAP.**

LEAVING OR RUNNING AWAY FROM CAP

In the event a child leaves or runs away from the CAP program the following steps are taken.

- Staff encourages the child to return voluntarily.
- If the child leaves school grounds
 - The police are called to locate the child because CAP staff are unable to leave school grounds.
 - The parents are contacted.
 - A conduct report is filled out with the possibility of suspension.
- The second time a child leaves or runs away from CAP he is given a one week suspension.
- The third time results in removal from CAP.

FULL AND HALF DAYS

The CAP program conducts special events and field trips on selected half days and full days. On full days, some schools are combined. Make sure you check the parent board for full day locations. It can be quite challenging to plan for these days. Finding places that can accommodate a group as large as ours along with scheduling part-time staff that have other jobs, families, and taking classes has proven difficult. Reserving buses, confirming an exact number of reservations needed, and getting a payment check issued all requires time. A window has been built into the timetable to allow us to make all the necessary arrangements. We need the time to provide a fun day for your child. Unfortunately with all these arrangements being made in advance, once a child is registered we are unable to issue a refund should he not attend. When registering for these days, please make sure to fill out the registration form completely. Include your child's name, your signature and check the boxes next to the dates your child will attend. These are turned into the site director at your child's school.

If you miss the deadline please contact the CAP staff at the Administration Center. The child will be placed on a wait list and you will be notified if accommodations are available.

On full and half days your child needs to stay with the CAP group. The only exceptions to this are functions held right at the school, such as scouts, homework club or soccer practice. **Once a child is signed out and leaves school grounds he is not able to rejoin the group.** It is impossible to keep track of several children coming and going at different times and coordinate that with the field trip and staffing shifts. On full days please make sure your child arrives prior to 9:00 am. When the group goes on a field trip and leaves school grounds, CAP staff cannot be responsible for a child arriving late. **Children are not allowed to be dropped off or picked up at field trip locations.**

The fees on these days are billed in advance. Fees cover the cost of breakfast, lunch (if included), snack, staffing, transportation, entertainment, and admissions. Fees are \$37 for a full day and \$18 for a half day. A minimum number of children is required to hold a full or half-day session. Parents are notified in advance if we are not able to offer a program due to low numbers.

Please check with the site director to confirm the phone number to be used on full days.

Full day CAP (7 am-6 pm) meets on the following days:

- Most institute days
- Veteran's Day
- Parent/Teacher conference days
- President's Day
- Columbus Day
- School improvement days
- Martin Luther King Jr.'s Birthday

Please note: CAP is not in session during winter and spring breaks! Check out ahpd.org for winter and spring break camps with extended hours.

EMERGENCY SCHOOL CLOSING

In the event that the school has an emergency closing (due to weather, mechanical difficulties, etc.), the program at that school is cancelled. When school is cancelled for the entire day it is announced on the radio (WGN and WBBM), on Comcast cable channel 15, WideOpenWest cable channel 17 and also online at EmergencyClosings.com. For a midday closing, the parent is notified by school personnel. If the parent cannot be reached, the emergency number is called. Sorry, no credit is given.

BEHAVIOR AND DISCIPLINE

Participants and their parents/legal guardians are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to help make Park District programs safe and enjoyable for all participants. Additional rules may be developed as deemed necessary by staff.

Participants and their parents/legal guardians will:

- Show respect to all participants and staff, take direction from staff.
- Refrain from using abusive or foul language.
- Refrain from causing harm to self, other participants, and staff.
- Show respect to equipment, supplies, and facilities.

A positive approach is used regarding discipline. Staff periodically reviews rules (consistent with all school rules) with participants during the program session. The Park District as well as School Districts 25 and 59 are members of the CHARACTER COUNTS! coalition. The mission of the group is to provide leadership and coordination to the Village of Arlington Heights for developing citizens who live, model, and encourage positive character in homes, businesses, community and service organizations, and in the faith communities. The CAP program also participates and promotes CHARACTER COUNTS! by emphasizing the six pillars of character: trustworthiness, respect, responsibility, fairness, caring, and citizenship. If inappropriate behavior occurs, prompt resolution is sought specific to each individual situation. Conduct forms are used and parents notified. For severe or repetitive inappropriate behavior, suspension or termination from CAP may be necessary. Biting and leaving the CAP group can result in an immediate suspension. The Park District reserves the right to dismiss a participant whose behavior endangers the safety of himself or others.

CONCERNS/PROBLEMS

Any troubles or changes your child has at school or at home may affect behavior during the program. Please keep us informed of any unusual circumstances so we can be sensitive to your child's needs. The staff wants to work as a team with family and school. Your input is vital to our accomplishing this goal. Please discuss issues of a sensitive nature in private, away from your child and others in the program.

COMMUNICATION

Parent Communication

Communication between the CAP staff members and the parents is vital. A "Parent Information" board is displayed by the daily sign-in sheets. Check daily for updated CAP news. Check the sign in table and/or your child's file for CAP news. If you have any concerns regarding the program and/or your child, speak to the site director. Any questions about fees can be directed to the finance department, CAP billing at 847.506.7136. Questions on program policies can be directed to the program coordinator or supervisor at 847.506.7149 or 847.506.7871.

Parent Communication continued...

If your child's attendance for CAP varies from week to week, it is your responsibility to give the site director a written schedule at least one week in advance, earlier if possible. Monthly notification is appreciated.

One of the most potentially frightening and frustrating situations for a site director is tracking down a child who is expected after school and he doesn't show up at CAP. Being responsible for the welfare of the child we have to make several phone calls, check with the school staff and emergency contacts, and as a last resort contact the police and report the child missing. Every time, the child has been located, usually safe with the parent or at scouts, thank goodness. But you can imagine the time and effort involved in trying to locate the child. It can take the site director over an hour. This takes the site director away from regular duties and supervision of the CAP group. It lowers the staff to child ratio and is just not an ideal situation. You may not believe it, but this has become almost a daily ritual for some of the site directors. We are very thankful that the child is found and safe, but we cannot tolerate repeat occurrences of a parent forgetting to let us know the child will not be at CAP. Should there be more than one instance of having to track down a child and contact the police, severe consequences may result and the child removed from the program.

If a parent fails to notify the CAP site of an absence before the start of the afternoon program, a "Failure to Report Absence Fee" will be assessed for each occurrence.

These fees are as follows:

- First time Free pass
- Second time \$10
- Third time \$15
- Fourth time \$20 and a one week suspension
- Fifth time \$25 and possible removal from the program

Emergency Telephone Number

If at any time your contact number changes, please give your child's site director the number where you can be reached in case of emergency. If you are unavailable, please be sure to give the site director the name and number of someone who can be reached, if necessary.

CAP Cell Phone

The number is given to all parents at the start of the program. The site directors check for messages only during CAP hours.

HEALTH AND SAFETY

All children are to be in good health and toilet trained to participate in CAP.

Illness

If your child is ill or has a fever he should not attend. If your child becomes ill during the program, you are notified and asked to pick him up. If a parent is unavailable, the emergency contacts are called. Your child must be fever free for 24 hours before returning to the program.

In the case of contagious disease, please notify CAP staff immediately. All parents at that site are notified as soon as possible. Your cooperation is appreciated.

Medical Emergencies

All site directors are CPR and AED certified. If your child requires more than just basic first aid the following steps are taken:

- Staff calls 911.
- The parent or guardian is contacted.
- If a parent or guardian is not available then the emergency contacts listed on the information form are contacted.
- If necessary, paramedics transport the child to Northwest Community Hospital.

You are responsible for the emergency medical charges for all services rendered. Your authorization for the program staff to secure emergency medical care for your child and your commitment for payment thereof, is part of your registration agreement. Park District employees are not permitted to transport participants in park vehicles or private automobiles.

Medication

We prefer not to dispense medication during CAP hours. In the event a child must have medication, the parents need to:

- Contact the CAP Supervisor and obtain the necessary forms.
- Put all directions in writing on the form. Secure supervisory approval 24 hours prior to dispensing of medication.
- Have medication in the original container and dosage form.
- A change of medication or the administration of medication requires notification to the program and site supervisors. An additional waiver may be required.

EQUAL ACCESS

No eligible participant will, on the basis of race, sex, creed, national origin, or disability be denied equal access to programs, activities, services, or benefits or be limited in the exercise of any right, privilege, advantage, or opportunity. Upon registration or entry into the program, the parent/guardian is solicited for information regarding special accommodations needed. The Park District is a member of a cooperative agreement among 17 park districts which form the Northwest Special Recreation Association. NWSRA provides assistance for individuals with disabilities registered for park district programs. When registering for CAP, the parent of the individual should contact the park district and NWSRA to notify us of any accommodation needed in order for the individual to successfully enjoy the program.

SUSPECTED ABUSE OR NEGLECT

In accordance with the procedures set forth in *The Abused and Neglected Child Reporting Act* any CAP personnel having reasonable cause to believe that a child known to them in their professional capacity may be an abused or neglected child will immediately report the matter to their supervisor. The proper authorities will be notified.

REGISTRATION

Interested individuals who call or come in to the Park District Administration Center wanting information on the CAP program are given a parent manual, a registration form and a site form. These are also available on our web site at ahpd.org.

The completed forms are returned to the Park District Administration Center (410 N. Arlington Heights Road) with the appropriate deposit. Registrations can be mailed, put in the night drop box (available 24 hours a day) or delivered Monday-Friday, 9:00 am - 5:00 pm.

A deposit for each child is required to enroll in the program. The deposit is applied toward the annual fees. See registration form for fees. A discount is available if two or more children are enrolled in the program. The additional child's/children's fees are reduced by approximately 10%. This discount does not apply to full and half day fees. A 5% discount is available when the program fee is paid in full upon enrollment, when enrollment begins prior to winter break.

Children currently enrolled and their siblings receive priority over new participants when registering for the next school year, as long as the paperwork and deposit are received during the dates for priority registration. In order to participate in priority registration participants need to remain enrolled in the current year's program until general registration begins.

All registrations received prior to the first day of registration are randomly sorted with any registrations received by 5:00 pm on the first day. After that, registrations are randomly processed on a daily basis. Any received after 5:00 pm or over the weekend are processed the next business day. This ensures fairness regardless of what method of registration is used. If an opening is available, the child is placed in the program and a confirmation card sent. If an opening is not available in the plan that has been requested, the Coordinator contacts the parent and offers the parent an alternative plan if one is available. If no alternative is available the child is placed on a wait list. Once the school year begins, registration requires approval and the parent is notified by phone. The child can start in the program 4 business days after notification of acceptance into the program.

PAYMENT POLICIES

1. In order to assist the parents of children enrolled in the CAP program, an installment plan is available. The installment plan is based on actual school calendar days. This does not cover full and half days. See the registration form for specific fees. The installment program consists of a deposit with the remaining balance billed in eight equal amounts. **The installment fees vary from what is shown on the registration form once the school year has started or if transferring from one program to another.**

If you register with a deposit and wish to pay in full to qualify for the 5% discount, the balance needs to be paid by August 25.

The billing statement includes payments received, late charges and credits, and the Park District Tax I.D. number. It will serve as a receipt for all payments received. Statements are mailed on the 25th of the month starting August 25. Payment is due on the 10th of the next month.

2. You may also choose to pay by credit card automatically every month. The billing office typically enters the charges against your card on or about the 8-10th of the month. Your monthly statement from your credit card company is your receipt. To participate in this program you can check that option on the registration form or fill out a "Children At Play Monthly Installment Billing Credit Card Payment Authorization Form." A new form is required each school year. These are available on our web site. Please indicate on the form if you need a monthly receipt for your employer flex account.
3. The installment plan does not cover full and half day fees. These are separate charges and are reflected on your monthly statement.
4. No credit is given for school calendar changes or revisions.

5. Uncollected fees are handled in the following manner:
Any participants with outstanding fees receive a past due notice with their next installment statement. The total balance (both the past due amount **and** the current installment) is due on the 10th of the next month. If the total balance is not received by the **CAP billing clerk** by the deadline indicated, the child is removed from CAP and is not allowed to attend the program on the next school day. All fees due at that time are taken out of the deposit, and the balance is returned to the parent or guardian, if such balance exists. Participants that are consistently late with payments are required to participate in the auto payment plan.

Outstanding balances jeopardize your child's enrollment in any Park District program. Your account must be up to date to enroll in other programs. It is your responsibility to call the CAP billing clerk to verify receipt of payment when the possibility exists that your child may be removed from the program.

6. School District 25 charges for custodial set up and clean up. The additional amount is included in the monthly installment.
7. Questions regarding late payments may be directed to the CAP billing clerk. If you do not receive your installment bill by the 28th of the month, please call CAP billing at 847-506-7136. The CAP billing clerk is a part time position. You may leave a voice mail message for the clerk. Your call will be returned as promptly as possible.

Any hardships with the payment schedule should be directed to the CAP billing clerk.

8. Payments can be dropped off or mailed to the Park District Administration Center, 410 N. Arlington Heights Road., Arlington Heights, IL 60004, Attention: CAP Billing. The Administration Center has a drop-off box on the north side of the building, accessible at all times. (Payments cannot be accepted at the school site.) **Please put your payment in an envelope labeled CAP Billing and include the statement stub. Checks should be made payable to the Arlington Heights Park District. Please put your child's full name and school on your check.** The Park District cannot be responsible for cash.
9. There is a scholarship program for those residing within the boundaries of Arlington Heights and needing assistance in paying the CAP fees. For further information, contact Pam Lingert at 847-506-7871. For families currently on scholarship, please contact the village four weeks prior to the scholarship expiration date to ensure continued coverage. These scholarships are available on a limited basis. Scholarships cover costs associated with the program, excluding late fees and the 4th and 5th grade special event.

10. All correspondence from CAP billing is mailed to the parents at the child's home address unless we are notified otherwise.
11. The Park District Tax I.D. number is 36-6000167. Tax letters are sent and postmarked no later than January 31.
12. Flex Benefit Forms for day care reimbursement may be submitted to CAP billing and will be processed within 3 business days.

PROGRAM PLAN CHANGES

On occasion, circumstances will require a change in your child's program plan affecting when and how often they attend CAP. Approval is required from the coordinator or supervisor.

When transferring from one program plan to another, the installment rates vary from what is listed on the registration form. The first change is free of charge. Subsequent changes incur a \$10.00 service charge per child per change. Scholarship participants transferring to a more expensive plan need to verify with the supervisor to see if their scholarship covers the additional charges.

REFUND/CREDIT POLICY/WITHDRAWAL

Refunds are given if the participant drops out of the program. The refund is pro-rated based upon the number of days the program was held prior to the request being received by the Park District plus there is a \$5 service charge. If the CAP billing department determines you are due a refund, it is processed and you receive a refund check by mail within four weeks, or a credit appears on your credit card statement within eight weeks.

Refunds or credits are not given for vacation*, illness*, soccer practice, Brownies, scouts, or other temporary child care arrangements, etc.

* There is a special credit issued for the following circumstances:

- If the child is absent from the program for one full week (five consecutive days), staff must be notified at least one week in advance. A maximum of one credit week per child is issued for the school year.
- For extended illness (five consecutive days or longer) accompanied by a doctor's note.

MINIMUM NUMBERS NEEDED

As with all programs, a minimum number of children is needed for us to hold the program at a particular site. In the event we do not have enough children parents will be notified and the program at that site will be cancelled.