

**youth**  
**services**

school age programs 2018-2019  
SCHOOL YEAR

**PARENT HANDBOOK**  **Columbia**  
Association



Columbia Association's School Age Services programs strive to **provide affordable and enriching opportunities for school-age youth during their non-school hours** in order to meet the school-age child care needs of the community.

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### SCHOOL AGED SERVICES (SAS)

SAS general information .....	410-715-3164
SAS billing .....	410-715-3145
Fax .....	410-715-0845
Columbia Association.....	410-715-3000
TDD .....	410-715-3129
Email address .....	SAS@ColumbiaAssociation.org
Columbia Association website .....	ColumbiaAssociation.org
General Manager .....	410-715-3116
Assistant Manager .....	410-715-3125

### ELEMENTARY SCHOOLS

Atholton .....	443-762-8879	Longfellow .....	443-804-9965
Bryant Woods.....	443-762-5288	Northfield .....	443-473-9863
Centennial .....	443-473-3325	Phelps Luck .....	443-762-8160
Clarksville.....	443-768-8200	Running Brook .....	443-768-3080
Clemens Crossing .....	443-762-1906	Stevens Forest.....	443-768-6001
Cradlerock .....	443-762-7123	Swansfield .....	443-468-3307
Dunloggin Middle .....	443-473-2584	Talbott Springs .....	443-762-9783
Guilford .....	443-768-2873	Thunder Hill .....	443-768-2060
Hammond .....	443-762-7996	Waterloo .....	443-615-9118
Jeffers Hill .....	443-473-5305	Worthington .....	443-473-7321



## LICENSING

The Maryland State Department of Education, Office of Child Care (MSDE/OCC), under current state child care regulations, licenses Columbia Association’s (CA) School Age Services programs. The MSDE’s health and safety standards for school-age child care programs are quite extensive. Child Care Center Licensing Manuals are available at all of our programs.

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## STAFF

Our programs are staffed in accordance with the Annotated Code of Maryland (COMAR) regulations. Mandated by the state, a criminal background check is completed for all employees who work with the children. CA also requires ongoing safety training and random drug screening for staff who transport children. Staff receives additional state-approved training in first aid/CPR, activity planning, ADA requirements, behavior management, child growth and development, and child care best practices.

Each site has an experienced program director who is responsible for programming, as well as communicating with parents, children and staff. If you have any questions specific to your site, the program director will be happy to answer them for you. Based upon the number of children, a site may have a teacher and one or more aides.

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## SPECIAL NEEDS

If your child has any special needs as the result of a diagnosed disability, we will do our best to meet those needs. Please share any information pertaining to your child — IEPs, 504 plans, behavior improvement plans, etc — with the office staff when you register your child. Such information includes any special needs, instructions for care in an emergency, special dietary needs, effective methods of interacting and other relevant information. Introductory sessions with the child’s parent or guardian and SAS staff will ensure that all pertinent information is communicated to the child care provider. Permitting the SAS staff to access 504 plans and/or IEPs is very helpful, but we need your written approval to do so. The school is not permitted to share information regarding your child without your express permission.

School Age Services operates group care programs and our staff/student ratios are 1:15, as required by COMAR. While we will endeavor to provide as much specialized attention for your child as possible, we are unable to provide 1:1 care or individual companions. We are unable to assist children with toileting needs and we do not have diapering facilities. With the addition of 4-year-olds to our programs, staff/student ratios will be maintained in accordance with COMAR regulations in those programs with 4-year-old participants.

Please feel free to call the administrative staff at CA Headquarters to discuss any concerns you may have concerning a child with a diagnosed disability. Our management and administrative staff can provide you with many community resources to assist you and your child. They include (in Howard County) The Care Center, The Resource & Referral Hotline, Behavior Specialists, the Office of Early Intervention, the Office of International Student Affairs, the local Children’s Board and Project ACT.

**Information for these and other resources for families can be found in the Parent Resource Book located at the sign-in desk in your school’s program.**

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## OUR PROGRAM

Columbia Association’s schedule is designed in accordance with the guidelines and recommendations set forth by the National Association for the Education of Young Children (NAEYC) and the National After-School Association (NAA). Students are offered a variety of activities that may

include art, science, music, dramatic play and various physical activities and games. Developmental levels of children are taken into account while planning these activities, with developmentally appropriate practices utilized as needed. Our programs are structured in a manner that facilitates opportunities for individual and group participation, striking a balance between self-selected and staff-directed activities with both quiet and active periods. As required by COMAR, outdoor play is provided both in the morning and afternoon, weather permitting.

Weather guidelines for child care state that children can be outside as follows:

- Unlimited outdoor time when temperatures (adjusted for wind chill and heat index) are between 32-90 degrees F
- 10-15 minutes of outdoor time when temperatures are between 13-32 degrees F or 90-100 degrees F
- No outdoor play when temperatures are below 13 degrees F or above 100 degrees F.

Each session consists of four components:

- Snack (which we provide and should not be removed from the program)
- Games (homework can be completed at this time)
- Outdoor/gymnasium time
- Take-home craft activity

The program director of your child's school is required to post an activity calendar for your inspection. A monthly menu, listing morning and afternoon snacks, will also be posted.

Because our focus is recreation-based, with activities designed to foster social and emotional competencies, electronics are not utilized in the program. We do not show movies, watch TV or play video games (the exception to this could occur on days where school is dismissed early and weather prohibits outdoor play). While we do provide a space for completion of homework, homework time is not part of our daily schedule.



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## MORNING DROP-OFF

When children are dropped off in the morning, parents must walk the child into the building and sign them in. If a child is left, the parent will be called and **must** return to the facility and sign the attendance book. **Failure to sign your child in will result in removal from the program.**

Our School Age Services programs are located in the school cafeterias. Our space is often shared with other programs. From time to time, we may be asked to relocate to an alternate space for a day or two to accommodate various school functions. We try to keep these disruptions to a minimum but are unable to control the needs of the school.

Our morning programs (elementary school students and pre-K 4-year-olds only) begin at 7am and end at the time school begins. Children may not be left at the school prior to 7am.

We do not serve breakfast but do provide a snack and a drink in the morning. Outside food is not permitted (exceptions are made for allergies; please contact program manager). A doctor's note explaining the allergy and the dietary restrictions is required.

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## AFTERNOON PICKUP

Our after-school programs begin upon school dismissal and end at 6pm. When the children arrive, the program director immediately takes attendance. If a child is not present and the school cannot verify their whereabouts, the program director will call the parents. Please contact the program director if your child will be absent. If your child attends a regularly scheduled after-school activity, please provide information in writing to the program director.

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Each program director will post his or her daily routine next to a calendar of scheduled activities. We schedule a program that includes outdoor and gym time, as well as physical activities. Please dress your child for outdoor play. Children will not be permitted in the gym, nor on the outdoor playground, in sandals or flip-flops. Should your child not have the proper footwear, they will be required to sit on the sidelines during gym/outdoor time.

A snack and a drink are also served during the afternoon program. Outside food, including uneaten food from the child's lunch, may not be consumed during our program. Exceptions are made for allergies; please contact the program manager. A doctor's note explaining the allergy and the dietary restrictions is required.

Please note that snack food may not be removed from the program. If you arrive before the end of the snack period, your child should sit and finish the snack before departing with you.

When parents arrive to pick up their child at the after-school program, **they must come into the program space and sign out their child.** Failure to sign your child out will result in removal from the program.

Written permission is required before a child may walk home or be released to someone other than a parent, guardian or emergency contact. Please be advised that individuals with whom the program director is not familiar will be required to show identification. Without proper authorization, children will not be released to anyone other than the parent or the emergency contact listed on the registration form and emergency card. No exceptions will be made. If specific instructions allowing children to walk home are not given, individuals picking up your child must be at least 16 years of age.



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## NON-CUSTODIAL PARENTS

In the absence of a court order, non-custodial parents have full access to their child or children. Non-custodial parents who fall within these parameters may elect to provide a list of emergency contacts for pickup of the child or children. Non-custodial parents with limited access to child or children must provide a copy of the court order and must provide a list of emergency contacts authorized for pick up on the court-ordered days.

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## EMERGENCY INFORMATION

No registration will be accepted without two emergency contacts located within 15 minutes of the school. Failure to update these contacts will result in removal from the program.

Please inform the School Age Services office in writing of any changes to your home or work phone numbers. This includes changing to an unlisted number, as we must be able to reach you. Changes in your emergency contacts must be made in writing as well.

**If we are unable to reach you or your emergency contact, your child may be removed from the program.** Change forms are available on CA's website or at CA's main office.

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## LATE PICKUP

Our program ends at 6pm. We understand that emergencies occur; however, our programs are not licensed to provide services beyond 6pm. If you are detained due to traffic or a work situation, it is your responsibility to contact someone to pick up your child and to notify the program regarding the identity of that person. Late pickup fees will be assessed for picking up children after 6pm. The fee will begin at 6:01pm (see below). If a child is not picked up from the center by 6:30pm and CA has not had contact with a parent/guardian/emergency pickup person, the appropriate child welfare authorities may be contacted. Late pickup fees are not subject to reduced rate and are due within three business days.

Continuous late arrivals (more than four during the school year) may result in a suspension of up to five days from the program or in termination of enrollment in the program. There are no credits or adjustments for time not used in the School Age Services.

Late fees:

6:01-6:15pm: \$20

6:16-6:30pm: \$40

6:31-6:45pm: \$120

6:46-7pm: \$160

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## **INCLEMENT WEATHER**

Our programs will not operate when school is closed due to inclement weather. When school closes early due to an emergency, inclement weather or mechanical failure, the after-school program will not operate.

When school opening is delayed, our morning program will be delayed by the same amount of time. This program is only available to children who are regularly scheduled to attend the morning school program.

There are no credits or adjustments for time not used in the SAS program due to school closings or delayed openings.

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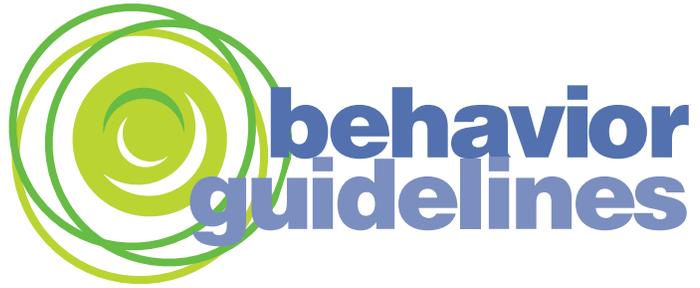
## **SAFETY AND SECURITY**

School Age Services works closely with the Howard County Public School System to create and maintain a safe and secure environment for the children in our care. We work with the schools to keep doors locked and to screen adults who might enter the building. Should you see a situation that does not appear to ensure safety, please contact the program manager at 410-715-3116.

Our directors have received training in conflict prevention and resolution, active shooter protocols and emergency preparedness.

As part of the emergency preparedness training, each program will conduct an emergency evacuation once a year. Please make yourself familiar with the evacuation route posted in the program.

We will walk the children to our designated safe spot and remain there with the children until pickup time. We will notify you in advance when we will conduct these drills so that you will know where your child can be picked up.



## DISCIPLINE

All School Age Services staff receive training in the use of positive methods of discipline. Simple, understandable, realistic rules will be established with the children at the beginning of the school year and reinforced throughout the year. Constructive methods of discipline may include redirection, separation of the child from the situation, and praise for appropriate behavior.

In cases where a behavior problem is of a harmful nature, the parent will be informed at the end of the day. Parental support will be solicited in developing a plan to help the child control/eliminate the harmful behavior. In cases of excessively harmful or aggressive behavior, a meeting between parents/guardians and the program manager will be required. The purpose of this meeting will be to share ideas in order to develop a plan to allow for the child’s success in the program. Inappropriate behavior that continues despite repeated interventions by parents and staff may result in permanent removal from School Age Services programs.

**The School Age Services program has a zero-tolerance policy for physical aggression and/or physical contact of any type.** In the event that a child engages in physical contact (rough play, horseplay, hitting, pushing/shoving, tripping, biting, pinching, throwing objects at another child, and kicking, just to name a few) a progressive discipline policy will be implemented.

1. The first instance of such contact will require a meeting among the parents/guardians, the director, the child and a member of the management team. This meeting will be held within three days of the incident. (Failure of the parent/guardian to participate in the meeting could result in a three- to five-day suspension from the program.)

2. A second instance of physical contact will result in an immediate three-day suspension from the program.

3. A third instance will result in an immediate five-day suspension.

4. Should a fourth incident occur, the child will be suspended until such time as all parties (parent/guardian, child, director and member of the management team) can meet. The purpose of this meeting will be to discuss next steps.

Please note that determinations of intent are not made regarding physical contact — we believe that no child will deliberately try to harm another. However, striking out at another child, for any reason, will cause the above listed sequence of events to occur.

Inappropriate behavior of a non-physical nature will be handled by the director in the program. This includes such things as disrespect, profanity, refusal to follow rules, or poor play habits. If the behavior escalates or the director is not meeting with success with your child, they will discuss the behavior with you at the end of the day

No credits or adjustments for unused time will be given.

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## PERSONAL ITEMS OF CHILDREN

Columbia Association staff are not responsible for toys, money or other personal items your child may bring to the program. Toy weapons cannot be brought to the program at any time. Cell phones, music players, game devices and other electronic toys or personal toys cannot be brought to the program at any time. If a child has an item from home, they will be asked to return it to their backpacks. Should they refuse to do so, the item will be taken and held by staff until the child is picked up at the end of the day.



## ILLNESS

Child care staff must monitor children for signs and symptoms of acute illness and notify a child's parent or guardian upon observing signs or symptoms of acute illness. Staff must provide temporary isolation for the affected child in a suitably equipped separate area within sight and hearing of an adult. Staff may not admit a child to care or allow a child to remain in care when the child is exhibiting symptoms of acute illness. A child may not be readmitted to care after an absence of three days or more, due to an illness, without a written statement from the parent or physician that the child may return to a regular schedule.

A child may be excluded from care if:

- The child's illness prevents the child from participating comfortably in activities that the facility routinely offers for well children or mildly ill children.
- The child is displaying any of the signs and symptoms that require an evaluation from a health care provider, as indicated by the child's age and condition. In this situation, the parent is notified of the need for immediate emergent or urgent issues.
- The illness requires more care than the child care staff is able to provide without compromising the needs of the other children in the group.
- The child exhibits an acute change in behavior. Examples may include lethargy, a lack of responsiveness, irritability, persistent crying, difficulty breathing, or a quickly spreading rash.
- The child has a fever at or above 100 degrees F, taken orally.
- The child has diarrhea. The child will not be readmitted to care until diarrhea-free for 24 hours.
- The child is vomiting. The child will not be readmitted to care until vomiting has ceased for 24 hours.
- The child has impetigo/scabies. The child will not be readmitted until treatment has started, as verified by a health care professional.
- The child has Hand, Foot and Mouth disease.

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## MEDICATION

COMAR regulations permit child care providers to give medication under certain conditions. In order to administer any medication, including over-the-counter, a medication form (available at the program site and on Columbia Association's website) must be completed by a physician. All medication must be in the original container, and prescription medication must have the pharmacy label containing the child's name, dosage, times to be administered and a valid expiration date. The child may receive medication only according to the written instruction on the medication label or medication order form for non-prescription medication. **If your child has a life-threatening health condition that requires an EpiPen® or rescue inhaler, we must have those items in our program.** We will not be able to access those items in the school's health room. If we do not have them, your child cannot attend our program.

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## INJURY

The program staff will call you if your child sustains a serious injury requiring medical attention while participating in the program. You will also be contacted if your child sustains any kind of injury or bump to the head or injuries with excessive bleeding. Minor injuries (i.e., scrapes, bumps) will be communicated to parents upon arrival in the program.

If medical treatment is required and a parent cannot be reached, a CA staff member will accompany your child to Howard County General Hospital. It is important to know that the hospital will not treat the child without the permission of a parent. Please be sure the program director has current work and home phone numbers. Also, please update these numbers as necessary.

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## ALLERGIES

All snacks served are nut-free. If a child has gluten or dairy allergies, as verified by a physician, alternate snacks are available. Parents may also provide a snack for their child, if they wish. **Snacks provided by parents must be in original store packaging, with ingredients clearly visible.** Snacks provided by parents should be in a plastic container clearly marked with the child's name. Children may not eat food out of their lunchboxes or backpacks due to the possibility of allergen containment. Food may not be removed from our program. If you arrive during snack time, your child may remain until they have finished with their snack. If a child has allergies or sensitivities to any food or drug, the parent should discuss these with the site director. Please be sure to update the health information sheet as needed.



## EARLY CLOSING PROGRAM

When schools are scheduled for early closing, a program is provided for children enrolled in the after-school program at the child's regular program site. There is no extra charge for these extra hours of care. When school is closed early due to an emergency, inclement weather or mechanical failure, our programs will not operate. No credits or adjustments for unused time will be given.

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## SCHOOL'S CLOSED PROGRAM (FULL DAY)

For scheduled school closings SAS all-day programs are provided at Cradlerock Elementary School. Field trips are scheduled for most of the School's Closed (Full Day) programs; however, children who do not wish to go on the field trips are invited to enroll in the Junior Club. All pre-K 4-year-olds participating in School's Out will be registered for the Junior Club, not field trips.

- Registration is required for all School's Closed programs, and an additional fee of \$55 per day is charged. **If you are enrolled in our Full Day Payment Plan, you must still preregister for field trips.** Registration forms also serve as permission slips.
- Registration forms will be available on CA's website one month prior to the School's Closed date.
- Program hours are 7am-6pm.
- Snacks are provided in the morning and afternoon.
- Children must bring a bagged lunch, including a drink, marked with his/her name (unless otherwise indicated in the field trip flier). Please ensure that your child's lunch is nut-free.
- Late registrations will not be accepted.

### School's Closed Full-Day Programs

Mon, Sep 10	Wed, Nov 7	Mon, Dec 31	Mon, Apr 22
Wed, Sep 19	Wed, Nov 21	Tue, Feb 5	
Fri, Oct 19	Wed-Fri, Dec 26-28	Mon-Fri, Apr 15-19	

**PLEASE NOTE: No full-day programs on the following dates:**

Mon, Sep 3	Labor Day
Tue, Nov 6	Election Day
Thu and Fri, Nov 22-23	Thanksgiving Holiday
Mon-Tue, Dec 24-25	Christmas
Tue, Jan 1	New Year's Day
Mon, Jan 21	Martin Luther King Day
Mon, May 27	Memorial Day

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**FULL DAY PAYMENT PLAN**

The Full Day Payment Plan is for the 17 School's Closed days. Instead of paying the regular \$55 fee per each School's Closed (Full Day) program, (total of \$880) the Full Day Payment Plan participants receive a discount and pay \$805. For those parents choosing one of the three monthly billing options, this will be paid in 10 monthly installments of \$80 each, which will be added to your regular August-to-May invoices. For those parents choosing the Annual Payment Option, \$800 will need to be paid with the annual payment. And for those choosing the Biannual option, \$400 will need to be added to each installment.

**Children enrolled in the Full Day Payment Plan must complete a School's Closed registration form indicating participation in a field trip or Junior Club for each full day by the registration deadline.** Withdrawal from the Full Day Payment Plan can only be done upon full withdrawal from the School Age Services Program. No credits or adjustments for unused time will be given. **Note: Enrollment in the Full Day Payment Plan is not a guarantee of service and does not automatically register your child for the field trip or Junior Club. You must complete a registration form each time.**

No refunds will be issued for cancellations made after the registration deadline. No refunds will be issued for failure to attend.



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**JUNIOR CLUB**

The Junior Club is for children who do not wish to attend the field trips or who are pre-K 4-year-olds. Although not limited to kindergarten, first, and second graders, the Junior Club often offers on-site entertainers and activities geared toward younger students whose parents prefer they remain on-site for the day. Entertainers invited to the program may include clowns, puppeteers and storytellers.

**Note: Enrollment in the Full Day Payment Plan is not a guarantee of service and does not automatically register your child for the field trip or Junior Club. You must complete a registration form each time.**

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**FIELD TRIPS**

Registration is required for all field trips, **including Full Day Payment Plan participants.** As with all our programs, children must be escorted into the program and signed in. If your child needs/is taking medication, please provide it at sign-in. **Medication will not be transported from your child's home school.** Occasionally, you may be asked to fill out additional information.

A program director and/or supervisor will be available to answer any of your questions. He or she will also be the person in charge for the day. When we return from the field trips, your child may choose from a variety of activities. When you pick your child up, you may be required to show identification. This is for the safety of your child.

Children will be transported to field trips on rented school buses. It is your responsibility to deliver your child to school before the designated loading time.

Please do not send toys, electronics or money with your child on these trips. CA cannot be responsible for these items.



## FEE STRUCTURE

Program fees for the 2018-2019 school year are:

Morning: **\$1,784.25 per child**

Afternoon: **\$2,535 per child**

School's Closed fee: **\$55 per day or \$80 monthly (payment plan)**

Registration fee: **\$50 per child**

**There are several payment plan options available. Please complete a Payment Options Form (found on our website) before Wednesday, August 1, 2018.**

**Please note: Tuition is paid one month in advance.** The payment made August 1 is for service in the month of September; the payment made September 1 is for service in the month of October. Final payment for the year is May 1, for service in the month of June. There is no payment due in June.

- The monthly fee is due before the 5th of each month, for service for the following month.
- Late fees of \$25 will be assessed if payments are made after the 5th of the month. Late payment fees are not subject to reduced rate discounts.
- A \$35 fee will be charged for any check returned by the bank. Returned check fees are not subject to Reduced Rate. Repayment for returned checks must be done by cash, credit card or money order. Two or more returned checks will result in denial of payment by check for the remainder of the school year.
- You will be billed for the full amount each month, whether your child does or does not attend. Outstanding or past-due balances could cause your child to be suspended from the program and could prevent registration for the following school year. Withdrawal from the program requires two weeks written notice and will be effective on the 1st or 15th of the month only.
- There are no credits or adjustments for time not used in School Age Services.
- There are five payment plans available: Annual, Biannual, automated debit from a credit card, automated debit from a checking account, or a monthly bill.
- Two or more late/skipped payments will require full payment for the balance of the year in order to remain in the program.

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## HOW/WHERE TO MAKE PAYMENTS

Payments can be made:

**Mail or in person:**

Columbia Association SAS  
6310 Hillside Court, Suite 100  
Columbia, Maryland 21046

**Automated payments:** Can be made using a credit card or checking account. A Payment Options Form, which is available on Columbia Association's website, must be completed and submitted to the SAS office.

**PAYMENTS CANNOT BE MADE AT THE PROGRAM SITES**

## TAX AND FLEXIBLE SPENDING ACCOUNT INFORMATION

Your monthly invoices contain a record of payments made, as well as our address and Federal Tax ID# 52-0823992. **Please save a copy of your invoice for tax and flexible spending account, as we do not send end-of-year statements.**

If you do not receive a statement by the 15th of the month, please contact us and a copy can be emailed or mailed to you. Requests for prior month statements will incur a \$25 processing fee.

Please note: The law prohibits us from releasing any payment information to any person other than the person to whom the invoice is sent. If you require payment information and you are not the person to whom the invoice is sent, you must provide us with a notarized release from the billed party.

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## REDUCED RATE INFORMATION

Columbia Association offers a reduced-rate program for income-qualified families. All information in the reduced rate packet must be resubmitted every year for approval. Incomplete packets will not be processed and reduced rates will not be retroactive.

For more information or to learn if you qualify, please call 410-715-3164. CA also accepts vouchers from the Howard County Department of Social Services. For more information or to learn if you qualify, please call 410-872-4200.

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## PARENT FEEDBACK AND INPUT

Parent feedback and input is very important to us. Comment cards are available at every program, every day. We periodically send evaluations to randomly selected customers. However, parent input is not limited to those times. Please feel free to talk to the program director at your school, call the office at 410-715-3164 or email us at SAS@ColumbiaAssociation.org at any time. We want to know what you are thinking and we'd like to have your suggestions. Many existing components of the School Age Services programs have come from parent suggestions! You are welcome to visit our program at any time; however, you must sign the visitor's log and interact only with your own child.

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## QUESTIONS

If you have a question regarding the program, we suggest you speak first to the program director. If you feel you need more information or have a suggestion, please call the office at 410-715-3164 or email us at SAS@ColumbiaAssociation.org and your question will be directed to the appropriate person. Columbia Association's phone system is equipped with voicemail. If an employee is on another line or away from his or her desk, voicemail will pick up. Please leave a message. We assure you that we will return your call promptly. If you leave the nature of your call, we can call you back with complete information.

