



Palatine
Park
District

CHILDREN'S ACTIVITY, RECREATION AND ENRICHMENT PROGRAM

Gray M Sanborn | Hunting Ridge | Jane Addams | Lake Louise | Lincoln | Marion Jordan
Pleasant Hill | Stuart R Paddock | Virginia Lake | Winston Campus Elementary



2025-2026 School-Year Parent Handbook

(UPDATED 06/27/25)

FOREWORD

Welcome to the **Children's Activity, Recreation, and Enrichment (C.A.R.E.) Program**.

C.A.R.E. is a before- and after-school program provided by the Palatine Park District for families with children attending an elementary school at a Community Consolidated School District 15 school located in Palatine. This program operates at 10 of the district's elementary schools including Gray M Sanborn, Hunting Ridge, Jane Addams, Lake Louise, Lincoln, Marion Jordan, Pleasant Hill, Stuart R Paddock, Virginia Lake and Winston Campus Elementary. Eligibility is restricted to children who attend the same school as the C.A.R.E. location they are applying to. Transfers between C.A.R.E. locations are not permitted if the child attends school at a different location in the district during the day.

Although the Park District rents space from the school district for the C.A.R.E. program, they operate as entirely separate entities. Student information, such as attendance records, absences, medical details, or IEPs, is not shared between the two. Parents are responsible for reporting absences directly to C.A.R.E. staff and keeping them informed of any relevant medical information. If a child requires an EPI pen, inhaler, or other medication during C.A.R.E. hours, parents must provide a separate supply specifically for C.A.R.E., as the program does not have access to the school nurse's office after hours.

C.A.R.E. offers a safe and high-quality childcare environment in a recreational setting. Children can participate in a range of structured and unstructured activities, such as completing homework, exploring arts and crafts, engaging in hands-on projects, enjoying music, playing outdoors, and enjoying board games, among other enriching experiences. Daily activities are planned and supervised by the C.A.R.E. Site Director and Program Staff. Each C.A.R.E. site is also supported by the C.A.R.E. Coordinator and C.A.R.E. Manager, who help oversee operations of the site. If you have any questions or concerns that you are not able to successfully resolve with the site director, do not hesitate to reach out to the C.A.R.E. Coordinator or the C.A.R.E. Manager for assistance.

Before-School C.A.R.E. begins on the first day of school and ends on the last day of school. **After-School C.A.R.E. begins on the first full day of school and ends on the last full day of school. After-School C.A.R.E. on half days of school is not included in the annual C.A.R.E. fees.**

This Parent Handbook was designed to provide you with an overview of our policies and operational procedures as well as with important information about the C.A.R.E. Program. These guidelines were designed to make sure your child — along with all the children in our care — has the best experience possible. Please take a few minutes to become familiar with the information in this handbook. We encourage you to store this handbook for easy reference throughout the school year.

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QUICK FAQs

Hours of Operation | School Non-Attendance | Half Days

- Before-school hours are from 7:00 a.m. until the start of school.
- After-school hours are from the time of dismissal until 6:00 p.m.
- A school day-off program will be offered for an additional fee on most days off from school.
- After-School C.A.R.E. services are not available on early dismissal (half) days at the school sites. These days are not included in the annual C.A.R.E. tuition, as the C.A.R.E. space is used by the school district for staff development and many staff C.A.R.E. staff members also work for the school district and are required to attend district institute programming and cannot provide coverage across all 10 locations. An off-site early dismissal program will be offered for an additional fee.
- Please refer to the C.A.R.E. Parent Calendar (available on the C.A.R.E. Program page on the website) for the days when school and C.A.R.E. is closed.

After-School C.A.R.E.

- **A photo ID** may be required at pick up at any time during the year. If there is a substitute C.A.R.E. staff who does not know the parents picking up, a photo ID may be required to pick up your child. Please make sure everyone picking up, including parents/guardians, always brings a photo ID with them.
- If a child becomes ill while at the C.A.R.E. Program, parents will be notified and required to pick up their child within 45 minutes from the time of notification.

Mandatory Absence Reporting

- Student information, such as attendance records and absences are not shared between the school district and the park district. Parents are responsible for reporting absences directly to C.A.R.E. staff.
- Contact information for your child's C.A.R.E. Site can be found on page 3. You can leave a message on the site voicemail, text the mobile phone or email the site.
- If a child will be absent from the afternoon portion of C.A.R.E., **the site director at the child's C.A.R.E. site must be informed no later than 30 minutes before the end of the school day.**
 - A 'failure to report absence' fee of \$10.00 will be charged if the C.A.R.E. site is not notified on time. The fee will increase by \$5.00 for each subsequent occurrence.
 - If a family accumulates five unreported absences within a school year, it may result in termination of services for the remainder of the school year.
- If a child will not be at the morning portion of the program, notification to the C.A.R.E. site is not required.

Medication | Epinephrine Pens | Inhalers

- Student information is not shared between the school district and the park district. Parents are responsible for keeping C.A.R.E. staff informed of any relevant medical information.
- If a child requires an epinephrine pen, inhaler, or other medication during C.A.R.E. hours, parents must provide a separate supply specifically for C.A.R.E., as the program does not have access to the school nurse's office after hours. Parents must also complete the medication waiver which can be found on the Park District website under Registration Information tab and the Forms & Permits link.

Enrollment & Schedule Changes

- C.A.R.E. Program eligibility is restricted to children who attend the same school as the C.A.R.E. location they are applying to. Transfers between C.A.R.E. locations are not permitted if the child attends school at a different location in the district during the day.
- Schedule change requests submitted in writing on the schedule change form by the 25th of the month will take effect on the first of the following month, provided we can accommodate the requested change. Payment adjustments will take effect in the next billing cycle.
- Families enrolled in a part-time option are required to select up to three attendance days in advance. Any changes to the chosen schedule can be implemented starting the first of the month, provided the schedule change form is submitted no later than the 25th of the preceding month.
- The schedule change form can be found on the Palatine Park District website C.A.R.E. Program page or at any of the Park District registration desks.

Personal Electronics

- Children may not use personal electronics or cellular devices while at C.A.R.E, including cellular phones, **smart watches**, tablets, Nintendo Switches, etc. Any personal electronic devices must be powered off and kept in the child's backpack. C.A.R.E. is not responsible for any lost or damaged items.

ADA/Accommodations

- Special accommodations may be available if a child receives special services at school. Please let us know if you feel that your child may benefit from an aide, or an accommodation, to help him/her succeed in the C.A.R.E. setting. See page 11 for additional information.

Tax ID Number

- Palatine Park District Tax ID Number: **36-6008763**
- End of year tax statements can be found by logging into your Park District Account.

C.A.R.E. CONTACT INFORMATION

LOCATION	PHONE	EMAIL
<i>Gray M. Sanborn</i>	(847) 521-6111	GMSCARE@palatineparks.org
Hunting Ridge	(847) 521-6122	HRCARE@palatineparks.org
Jane Addams	(847) 521-6135	JACARE@palatineparks.org
Lake Louise	(847) 521-6144	LLCARE@palatineparks.org
Lincoln School	(847) 521-6147	LSCARE@palatineparks.org
Marion Jordan	(847) 521-6149	MJCARE@palatineparks.org
Pleasant Hill	(847) 521-6158	PHCARE@palatineparks.org
<i>Stuart R. Paddock</i>	(847) 521-6160	SRPCARE@palatineparks.org
Virginia Lake	(847) 521-6164	VLCARE@palatineparks.org
Winston Campus – Door 3	(847) 521-6174	WCECARE@palatineparks.org
C.A.R.E. Admin Office	(847) 496-6230	care@palatineparks.org
C.A.R.E. Billing	(847) 496-6240	dorr@palatineparks.org
C.A.R.E. Coordinator, Heidi Linehan	(847) 496-6299	hlinehan@palatineparks.org
C.A.R.E. Manager, Cathi Fajance	(847) 496-6298	cfajance@palatineparks.org

PARENT CONTACT INFORMATION UPDATES

- Throughout a child's enrollment, all emergency and contact information must be updated in ePACT as needed, including address, home/work/cell phone numbers, email address, any changes in the child's medical information, and changes to the individuals authorized to pick up the child from the program.
- Please verify with the Park District that they have your correct email address on file and that your information in ePACT is up to date so that you do not miss out on any important information.
- If contact information changes at any time during the school year, it is the parent's responsibility to update the information in ePACT as well as in their Park District account.
- C.A.R.E. staff must be able to establish contact within 30 minutes at any time while a child is attending the C.A.R.E. Program.
- If we are repeatedly unable to reach a parent when needed during C.A.R.E. program hours at the numbers provided, parents will be notified, and an alternate phone number must be provided. Parents/guardians must return phone calls to C.A.R.E. staff within 30 minutes. Failure to do so may result in a suspension or termination of services.

TUITION, REGISTRATION AND FEES

ENROLLMENT PROCEDURES

- Once a child is admitted to the C.A.R.E. Program, families will be invited to re-enroll for the following year's C.A.R.E. Program during the pre-registration period (before enrollment is open to the public).
- Priority registration will also be extended to siblings entering the C.A.R.E. Program.
- Eligibility is restricted to children who attend the same school as the C.A.R.E. location they are applying to. Transfers between C.A.R.E. locations are not permitted if the child attends school at a different location in the district during the day.

REFUND/WITHDRAWAL POLICY

- Notice of withdrawal from the C.A.R.E. Program submitted to the Park District by the 25th of the month will be effective the first of the next month. **PLEASE NOTE: In order for registration changes and drops to be effective on the first day of school, changes must be submitted no later than July 25, 2025.**
- All approved refunds will be applied as a household credit unless otherwise requested. If another form of refund is requested, a \$5.00 processing fee will be applied.
- Dropping a before or after school option from your child's schedule will not change the monthly installment for the month in which the schedule change form was submitted. Billing changes will take effect on the first day of the month following the written notice and the future monthly installments will be adjusted accordingly.
- C.A.R.E. will not deduct fees for missed days. C.A.R.E. fees pay for direct operating costs, such as staff, facility rental, and program supplies. All of these things must be available for the number of

children who are scheduled to attend the program. When a child is enrolled in the C.A.R.E. Program, families are reserving the time, space, and provisions for their child. Should you have an unusual circumstance arise regarding payment, please discuss this with the C.A.R.E. Manager.

- There is no refund for days missed due to a suspension from C.A.R.E.

SCHEDULE CHANGES

- To request a change to your child's schedule, you must complete a schedule change form (available online on the C.A.R.E. Program page, or at a Park District registration desk). There is a \$10.00 processing fee for all schedule changes.
- Schedule changes must be approved if you are requesting to add before- or after-school hours to your child's schedule. Although every effort will be made to accommodate schedule change requests, any changes in a child's attendance at the C.A.R.E. Program are subject to space availability.
- The Site Director cannot approve or process schedule change requests. Schedule change requests must be submitted to the Park District and the registrar will notify you as to whether we are able to accommodate the schedule being requested.
- Schedule change requests submitted by the 25th of the month will take effect on the first of the following month, provided we can accommodate the requested change. Payment adjustments will take effect in the next billing cycle.
- Families enrolled in a part-time option are required to select three attendance days in advance. Any changes to the chosen schedule can be implemented starting the first of the month, provided the schedule change form is submitted no later than the 25th of the preceding month.
- Dropping a before or after school option will not change the monthly installment for the month in which the schedule change request was received. Billing changes will take effect on the first day of the month following the written notice and the future monthly installments will be adjusted accordingly.
- If you need to occasionally add a morning or afternoon to your child's C.A.R.E. schedule, please coordinate directly with your C.A.R.E. Site Director to make the necessary arrangements. You will be billed the '*Additional Day Fee*' by the Park District.

PAYMENTS

- The C.A.R.E. Program's tuition is based on 173 before-school C.A.R.E. attendance days and 171 after-school C.A.R.E. attendance days. After-School C.A.R.E. on half days of school are not included in the annual tuition. Annual tuition is divided into ten equal payments.
- The installment amount is based on the schedule for which your child is registered.
- EFT auto payment is required. Payments will be withdrawn on the first of each month, August through May.

LATE PAYMENTS

- If an auto-payment is declined for any reason, it is the payer's responsibility to contact the Park District with an alternate credit card to reconcile the past due balance in a timely manner.
- If payment is not reconciled by the 15th of the month, the child's participation in the program will be suspended until all payments and late fees have been paid and the account is up to date.
- If payment is not reconciled by the last day of the month in which it is due, it will result in termination of services for the remainder of the school year. Families will need to re-apply for the program if childcare is needed in the future.
- All payments received after the payment deadline due to a declined payment will incur a \$25.00 late payment fee.
- If a family accumulates five late payments in one school year, it will result in termination of services for the remainder of the school year.

TAX STATEMENTS/DEPENDENT CARE FORMS

- If you need an account statement or tax statement, you can download that information by logging into your park district account.
- Dependent care claim forms can be signed by a park district registrar.
- Palatine Park District Tax ID Number: **36-6008763**

JOINT CUSTODY AGREEMENTS

- If your family has legal custodial orders that address whether an individual is permitted to pick up or visit a child, a copy must be provided to the C.A.R.E. Manager to be reviewed and included in your child's file. This information is confidential and solely for the safety and well-being of your child.
- Families must update C.A.R.E. when custody orders change or expire.
- If an individual has court-ordered legal custody, employees must release the child to that legal custodian regardless of visitation schedules. Please discuss questions about custody arrangements with the C.A.R.E. Manager.

EMERGENCY CONTACT INFORMATION

- An invitation will be sent to parents via email from ePACT Network to set up an account and provide emergency information. The ePACT profile must be submitted in full before a child will be allowed to attend the C.A.R.E. Program.
- The ePACT profile information must be received no later than one week prior to the child's first day of C.A.R.E. The child's start date will be delayed if the information is not completed one week prior to their original start date.
- The emergency information profile must include phone numbers where we can reach a parent/guardian while the child is at our program, as well as the phone number of someone in the area who can pick up your child in case you cannot.
- It is the parent's responsibility to inform the Site Director and update the emergency information in

ePACT if information changes.

- If we are repeatedly unable to reach parents/guardians during program hours using the telephone numbers provided, the child's participation in the program may be suspended until alternative phone numbers are made available.

EMERGENCY CONTACTS / AUTHORIZED PICK-UP LIST

- **Emergency Contacts** are authorized to act on your behalf in the event of an emergency, including making emergency medical decisions when a parent cannot be reached. Emergency contacts are automatically authorized to pick up children from C.A.R.E. Emergency contacts must present a picture ID each time they pick your child up from C.A.R.E.
- Persons listed on the **Authorized Pick-Up** list may pick up a child from C.A.R.E. but they would not be contacted or released to them in an emergency without prior permission from the parent. It is recommended that parents notify the site in advance when someone other than a parent will be picking the child up from C.A.R.E. so that the C.A.R.E. staff know who to expect at pick-up. Persons authorized to pick up the child must be prepared to present a picture ID each time they pick your child up from C.A.R.E.

PROGRAM OPERATION

DROP-OFF/PICK-UP PARENT EXPECTATIONS

Any parent/guardian or authorized person picking up or dropping off a child must refrain from:

- Physical abuse, shaking, grabbing, hitting, pushing a child, other parents/guardians or staff.
- Verbal abuse including inappropriate language or threats to the child, other parents/guardians, other children or C.A.R.E. staff.
- Use or possession of alcohol or illegal substances.
- Smoking or vaping on the premises.
- Bringing pets onto school grounds.

BEFORE-SCHOOL C.A.R.E. DROP-OFF PROCEDURES

- Children can be dropped off beginning at 7:00 a.m. up until the time school begins. Please respect the staff set up time by not arriving prior to 7:00 a.m.
- When dropping off, parents/guardians must accompany children to the C.A.R.E. door and check them in with the C.A.R.E. staff.
- If your child will not be at before-school C.A.R.E., you do not need to notify the C.A.R.E. site.

AFTER-SCHOOL C.A.R.E. PICK-UP PROCEDURES

- If your child will be absent from the afternoon portion of C.A.R.E., you must inform the Site Director at your child's C.A.R.E. site **NO LATER THAN 30 MINUTES BEFORE THE END OF THE SCHOOL DAY.**

- Parents must notify the C.A.R.E. site in advance when an authorized person other than a parent is picking up their child.
 - The after-school program and facilities close promptly at 6:00 p.m. If you need to speak with a C.A.R.E. staff and you are unable to arrive earlier than 6:00 p.m. to pick up your child, staff will be happy to set up a time to speak over the telephone or at a meeting scheduled during program hours. **Staff are unable to remain on-site after 6:00 p.m.**
- For the safety and privacy of all participants, C.A.R.E. limits the amount of time persons picking up children from C.A.R.E. are allowed to remain at the C.A.R.E. site. When you or any person authorized to pick up your child arrives, we ask that you please sign your child out of the program and depart from school grounds in a timely manner. Extended visits are not allowed due to safety and privacy policies.
- Staff will not release a child to an individual whose name is not listed as an emergency contact or as a person authorized to pick up your child. Parents must give advance verbal or written notice whenever an emergency contact or a person on the authorized pick-up list will be picking up their child from afternoon C.A.R.E.
- Please inform anyone listed as an emergency contact or a person authorized to pick up your child that they will be asked to verify their identity **each time** they pick up your child from C.A.R.E. Staff members will ask for a government-issued photo ID for anyone who is not positively known to them. We know you will feel more secure and confident when we are aware of who may and may not pick up your child. Children will not be allowed to leave the program unescorted.
- If a parent or legal guardian does not have permission to pick up a child from the program, legal documentation must be submitted to the C.A.R.E. site or to the Park District.
- C.A.R.E. staff cannot release a child to a person who is under the influence of drugs or alcohol. If the parent/guardian does not cooperate and insists on removing a child from the program, the C.A.R.E. staff will contact local authorities.

LATE PICK-UP

C.A.R.E. staff rely on parents/guardians to pick up their children on time at the end of the day to ensure they can fulfill their own personal and family responsibilities. While we understand that unforeseen circumstances, such as weather or traffic delays, may occasionally arise, a late fee will be charged for any instance of late pickup, regardless of the reason. Late fees are applied to cover the additional operational and staffing costs incurred.

Parents/guardians must contact the C.A.R.E. Site Director by calling the C.A.R.E. phone at the child's school as soon as they know that they may be arriving after 6:00 p.m. C.A.R.E. Site phone numbers can be found on page 3.

- Parents are strongly encouraged to arrange for an alternate adult to pick up their child if they cannot arrive by 6:00 p.m.
- If your child is not picked up and it is after 6:00 p.m. and you have not contacted the center:
 - We will attempt to contact you or emergency contacts (if you cannot be reached).
 - If we cannot reach you or another authorized person within 30 minutes after closing, the Site Director will determine whether and when the police will be contacted.
 - In the event of a late pick-up, please note that C.A.R.E. staff can never transport your

child from the program under any circumstances.

- Late pickups will be charged a penalty of \$10.00 for the first 10 minutes and \$1.00 for every minute thereafter. Fees will double after the third late pick-up.
- If the household accumulates five late pick-ups in one school year, it may result in termination of services for the remainder of the school year.
- We adhere to the clock at your child's school and late fees will be determined by that clock.
- 'Late pick-up' fees will be charged to your credit or debit card on file.

REPORTING ABSENCES

- If a child will not be at the morning portion of the program, notification to the C.A.R.E. site is not required.
- It is imperative that parents or guardians notify the C.A.R.E. staff **no later than 30 minutes prior to the end of the school day** if a child who is scheduled to attend the after-school program will be absent. This requirement is in place to ensure the safety and well-being of all participants.
- The site can be contacted by calling the C.A.R.E. phone at your child's site at any time. You may leave a voicemail message on the C.A.R.E. site phone. You may also text the site mobile phone or send an email to the C.A.R.E. site. Contact information for your child's C.A.R.E. site can be found on page 1.

When a child does not arrive as expected and no prior notice has been received, staff are obligated to initiate an emergency protocol to verify the child's whereabouts. This protocol causes significant disruption to the program and diverts staff attention from supervising other children, thereby affecting the entire group.

The following steps are undertaken in the event of an unreported absence:

- The school office is contacted to determine whether the child was absent or picked up early.
- Transportation personnel are consulted to ensure the child was not inadvertently placed on a school bus, potentially causing delays for all student riders.
- Parents or guardians are contacted directly.
- If contact with the parents is unsuccessful, emergency contacts listed for the child will be called.
- In the absence of confirmation from any source, local law enforcement will be dispatched to conduct a welfare check at the child's residence after all of the above steps have been taken.

Failure to notify the C.A.R.E. program of an absence is not a trivial matter. It initiates a time-sensitive response intended to safeguard the child, and it negatively impacts the efficiency and quality of care for all participants. Your cooperation is essential in upholding the safety standards of the program.

To preserve the safety, efficiency, and integrity of the C.A.R.E. after-school program, **timely notification of absences is required**. Unreported absences result in significant disruption and concern for the well-being of all children.

Accordingly, the following consequences shall apply:

- A **\$10.00 administrative fee** will be assessed for the first unreported absence.

- For each subsequent occurrence, the fee will increase by **\$5.00** (e.g., \$15.00 for the second, \$20.00 for the third, etc.).
- Upon the **fifth unreported absence** within a single school year, the family will receive a formal notice, and the child will be **dismissed from the C.A.R.E. program**.

We appreciate your cooperation in helping us maintain a secure and respectful environment for all participants. These measures are not punitive but are intended to underscore the seriousness with which we approach child safety and program integrity.

NON-SOLICITATION POLICY

- C.A.R.E. strictly prohibits both employees and others from soliciting and/or distributing literature on school or park district premises during business hours.
- For purposes of the Non-Solicitation Policy, “Solicitation” shall include but is not limited to:
 - canvassing.
 - seeking to obtain membership in or support for any organization.
 - requesting contributions or signatures.
 - offering to sell merchandise or services.
 - distributing handbills, pamphlets, petitions, and the like of any kind (“materials”).
 - engaging in any other conduct relating to any outside business interests or for profit or personal economic benefit or similar activity.

MANDATED REPORTING REQUIREMENTS

- It is our goal to ensure all children in the C.A.R.E. Program are safe and well cared for — not only while they are at C.A.R.E., but at all times. The law requires everyone who works directly with children to report suspicions or evidence of child neglect or abuse to individual state childcare licensing agencies or law enforcement agencies.
- Those who fail to report according to individual state childcare licensing regulations can be held accountable under the law. The law prohibits interference with an individual’s attempt to report child abuse or neglect.

STUDENT ATTIRE

Children must be dressed appropriately for the weather and C.A.R.E. activities in order to fully participate in C.A.R.E. activities.

- To participate in active games and gym activities, children must wear gym shoes or closed-toe footwear.
- Children will not be allowed to climb on playground equipment or play in the gym if they are wearing flip-flops.
- Children must be dressed appropriately for inclement weather as we do go outside to the playground during the fall and winter months.

- When there is snow on the ground, children must wear boots, gloves, snow pants, and hats to play in the snow. Those without boots or snow pants will be limited to shoveled areas of the playground. Per our agreement with the School District, children will not be allowed to return to their classroom once the C.A.R.E. Program begins to retrieve winter clothing left in the classroom.

ADHERENCE TO THE AMERICANS WITH DISABILITIES ACT

- The C.A.R.E. Program is committed to full compliance with the Americans with Disabilities Act (ADA) and all applicable local, state, and federal laws regarding the provision of services to individuals with disabilities. We carefully review each child's needs on a case-by-case basis and provide reasonable accommodations for any child who can safely participate in a group care setting.
- If your child has special medical, physical, psychological, emotional, or behavioral needs—or receives special services at school—we encourage you to discuss these needs with the Park District C.A.R.E. staff at the time of registration. If you believe that an accommodation may enhance your child's experience in the program, please let us know. C.A.R.E. staff may be able to implement strategies from their school behavior plan to help keep consistency for your child.
- Our goal is to ensure that every child thrives in the C.A.R.E. setting. If you would like to share details from your child's 504 Plan, Individualized Education Program (IEP), or strategies that have been effective at school or home, we welcome this information to better support your child.
- If additional support is necessary to facilitate your child's successful participation, they may be eligible for assistance through our partnership with the Northwest Special Recreation Association (NWSRA). Accommodations vary based on individual needs and may include specialized strategies, adaptive equipment, or the inclusion of an additional support staff member.
- When registering for the C.A.R.E. Program, please provide detailed information regarding any necessary accommodations. Failure to disclose relevant details may limit our ability to effectively support your child. By sharing this information, you help us create the best possible experience for your child within our program.

TOILET TRAINING

- All participants in the C.A.R.E. program must be fully toilet trained to attend.
- In the event of a bathroom accident, parents/guardians will be notified and must bring a change of clothes within 45 minutes of being contacted.
- If a child has a change of clothes available, they must be able to change and clean themselves independently. Staff are not permitted to assist in the restroom stall while the child is changing.
- If a child experiences frequent or recurring accidents, childcare services may be temporarily paused until the matter is resolved.

EXTRACURRICULAR AFTER-SCHOOL ACTIVITIES

- Children are allowed to participate in extracurricular activities that are held on the school campus.
- Parents must notify the C.A.R.E. Site Director that the child will be participating in the extracurricular activity before the first day of the program, club, or class so that the child will not be expected at the program those days.

- The staff in charge of the extracurricular activity is responsible for bringing the child back to C.A.R.E. after the activity is over.
- C.A.R.E. staff are not able to leave the program to escort children to or from after-school activities.
- Once a child is signed out and leaves school grounds, he/she is unable to return to C.A.R.E. unless he/she is signed back in by a parent or adult on the approved pick-up list.

PERSONAL ITEMS/ELECTRONICS AT C.A.R.E.

- Please DO NOT send personal items including, but not limited to phones, smart watches, tablets, toys, electronic games or devices, dolls, sports equipment, etc., to C.A.R.E.
- C.A.R.E. and its employees cannot assume responsibility for loss of, or damage to personal belongings.
- Cell phones and other electronics including smart watches should be left at home whenever possible. All electronics brought to C.A.R.E. must be stored in the “off” position in the child’s backpack during C.A.R.E. program hours. Only in the event of an emergency or with the permission of the Site Director may a student use a cellular device during C.A.R.E. operating hours.
- Children will only be allowed to use their Chromebooks during C.A.R.E. hours if they have a homework assignment that they need to complete that requires a Chromebook.
- Children are not allowed to use or trade Pokémon cards during C.A.R.E. hours. They must be kept in their backpack during program operation hours.

EMERGENCY SCHOOL CLOSING

- C.A.R.E. will be closed whenever school is closed due to inclement weather or in the event of an emergency school closing.
- Credits will not be issued for canceled days that are rescheduled to be made up at the end of the school year.
- If school is cancelled and there is an e-learning day, parents will be issued a credit for the missed day at C.A.R.E., which will be applied towards the next C.A.R.E. payment.
- If the School District calls for a delayed-start day, After-School C.A.R.E. will operate as usual, however Before-School C.A.R.E. will not run on delayed-start days.

UNFORESEEN FACILITY CLOSING

- On occasion, C.A.R.E. may need to close due to an unforeseen emergency at the site including, but not limited to, power outage, heating system failure, water main break, gas leak, etc.
- Parents will be notified and must arrange for their child to be picked up within 45 minutes of receiving notification.

PARENT COMMUNICATION

- Information that is handed out at your child’s C.A.R.E. site will be delivered to the person signing your child out of the program. This includes disciplinary notices, late pick-up notices, and correspondence from the site, park district or C.A.R.E. administrative office.

- Important information will also be sent out to the email address on file with the Park District and the email listed in your ePACT account. Please make sure that the correct email address is in our system so that you do not miss out on important information.

HOMEWORK

- Upon request, the C.A.R.E. staff will remind and encourage children to complete their homework; however, using the time set aside to complete homework is the responsibility of the child. C.A.R.E. staff will not force a child to complete their homework.
- Because of the number of children who require assistance during homework time, the staff members are unable to check each child's homework for accuracy or provide one-to-one homework help. We provide guidance while allowing your child to complete his or her own assignments.

SNACKS

- Children can bring snacks from home to eat while they are at the C.A.R.E. Program.
- Sites may serve a snack on occasion for a special treat. If your child has a dietary restriction, please provide detailed information to the C.A.R.E. Site Director.

PHOTOGRAPHY

- Photographs/videos may be taken by Park District personnel during the C.A.R.E. Program and used for marketing purposes.

BABYSITTING POLICY

- C.A.R.E. staff may babysit for a C.A.R.E. family provided that the following conditions are met:
 - The C.A.R.E. Staff and the family of the child that the staff will be babysitting will be required to sign a Memorandum of Understanding, clearly delineating the C.A.R.E. staff's work and responsibilities for the C.A.R.E. Program and the staff's work and responsibilities for the family separately.
 - Babysitting arrangements must be made outside of C.A.R.E. hours and not while the C.A.R.E. Staff is on the clock. Parents and staff members must make all such arrangements on their own time.
 - Staff may not transport the child that they are going to be babysitting in their car to or from the C.A.R.E. Program.
 - C.A.R.E. will not be held responsible for any actions or circumstances resulting from any interaction between its staff members and families that occur away from C.A.R.E.
 - C.A.R.E. reserves the right to direct any employee to terminate any babysitting arrangement that C.A.R.E. determines is not in the best interest of, or is having a negative impact on C.A.R.E., its staff members, or families.

BEHAVIOR POLICY

To provide the best experience for all participants, we ask that children, parents, and staff treat one another with respect, kindness, tolerance, and consideration in both their words and actions. Children are expected to show respect for staff, facilities, equipment, and their peers. We value families as partners in supporting children as they develop appropriate behaviors. As your child's primary role model, we may sometimes seek your collaboration in addressing and reducing undesired behaviors. We recognize these matters can be sensitive and appreciate that our families represent a wide variety of parenting styles.

Children must be able to participate within our program's staff-to-child ratio. While we strive to collaborate with parents/guardians to address behavioral challenges in a cooperative manner, if a child consistently requires significant staff intervention due to undesired behaviors and does not respond to verbal redirection, participation in the program may be suspended or terminated.

If you believe your child might benefit from additional behavioral support or accommodations to participate successfully in the C.A.R.E. Program, we encourage you to refer to the ADA/Special Accommodations section.

CODE OF CONDUCT

The CARE code of conduct has been developed to keep the program safe and enjoyable for all participants. Additional rules may be developed as deemed necessary by staff.

Children exhibiting the following behaviors are subject to disciplinary action, up to and including termination of program services:

- Behavior that is bullying, threatening, obscene, disrespectful, insubordinate, consistently uncooperative, physical, or verbal abuse or assault, to staff, other participants or anyone involved with the CARE program.
- Using inappropriate or threatening language, such as profanity, abusive remarks, or sexually explicit content.
- Misuse or damage of property or equipment belonging to the program, program site, staff, or participants.
- Behavior that puts themselves or others at risk for health, safety, or their welfare.
- Threat to use and/or possession of weapons (real or look alike) to the program site or vicinity.
- Lying
- Theft
- Elopement from the program site or area.
- Possession of illegal or controlled substances.
- Disruptive behavior or emotional outbursts that interfere with a safe and respectful environment.
- Failure to adjust behavior after a reasonable amount of time.
- Habitual disregard of C.A.R.E. policies or misbehavior that is chronic.

DISCIPLINARY ACTION

Disciplinary actions will be determined by the severity and/or frequency of unacceptable behaviors. C.A.R.E. staff will intervene if a child's behavior endangers their own safety or that of others, causes property damage, or severely disrupts the activities of others on a repeated basis.

C.A.R.E. reserves the right to evaluate each situation individually and assign consequences based on the severity of the incident and its context.

The following consequences may be implemented for rule violations:

- **Verbal Warnings** - Depending on the severity, several warnings may be given.
- **Written Warnings** – An incident report will be filled out. The parents will be required to sign to acknowledge that the incident was discussed and the report will be emailed to them on the next business day. Multiple written warnings may result in the student being suspended or terminated from participating in the program.
- **Suspension** - A participant may be suspended from participating in the program for up to three days, depending on the severity of the situation. The suspension will be in effect on the first program day following the offense. There is no refund for days missed due to a suspension from C.A.R.E.
- **Child sent home early from the program** - Behavior requiring significant redirection or behavior that poses an immediate threat to the safety or emotional well-being of himself/herself, or others will result in a phone call to parents/guardians of the child. Parents/guardians may be required to pick up their child up early from C.A.R.E. Parents are expected to pick their child up from C.A.R.E. within 45 minutes of notification. **Recurring failure to pick your child promptly may result in a termination of services for the remainder of the school year.**
- **Removal from the C.A.R.E. Program** – Termination of participation in the C.A.R.E. Program.

C.A.R.E. reserves the right to suspend a child or terminate services if a child's behavior endangers the safety of himself/herself or others, and/or if undesired behavior is chronic, and/or if the behavior negatively affects the experience of other participants on a continual basis.

At C.A.R.E., we hold a "Zero Tolerance to Violence" policy. A participant that is physically or verbally abusive or exhibits any other behavior that causes harm to themselves, to another participant, volunteer or Park District staff will be immediately suspended without any prior warning. No bullying, verbal abuse, threatening or physical violence towards Park District staff, NWSRA staff or any participant will be tolerated. All threats and threatening behavior will be taken very seriously and will result in an immediate suspension and possible dismissal from the program.

TERMINATION OF PARTICIPATION IN THE PROGRAM

C.A.R.E. reserves the right to terminate services for a child at any time, with or without prior notice, depending on the nature and frequency of the offense or repeated undesirable behavior. The following circumstances may result in termination of services:

- If efforts to meet a child's individual needs are unsuccessful, and it is determined that the program cannot accommodate the child's requirements or that the child cannot benefit from the care provided.
- If a child's participation poses a detriment to the group.

- If a child consistently requires staff intervention for undesirable behavior, does not respond to verbal redirection, and is unable to function within the program's staff-to-child ratio.
- If a parent displays inappropriate or disrespectful behavior, including verbal abuse of children or staff, confrontations with staff, the use of profanity, threats, or other disruptive actions.
- If a family accrues five late pick-ups from the after-school program in a single school year.
- If a family fails to report their child's absence from C.A.R.E. five times within a single school year.

MEDICATION, ILLNESS, ACCIDENTS & INJURIES

ACCIDENTS / MEDICAL EMERGENCY

- In the event your child is injured while attending the C.A.R.E. Program, the staff will perform basic first aid and parents will be notified when they arrive.
- If the child requires additional care, the C.A.R.E. staff are required to:
 - administer first aid.
 - attempt to contact the parent/guardian or emergency contacts so that they can determine whether further treatment is required.
- If in the staff's opinion, the injury needs more than basic first aid, and a parent cannot be reached, the staff will call emergency services, and the child may be transported to the nearest hospital by ambulance. A C.A.R.E. staff will ride with the child to the hospital and remain with them until a parent or emergency contact arrives.
- **Parents/guardians will be responsible for all charges for emergency medical services rendered.**

INSURANCE FOR ACCIDENTS & INJURIES

The Park District does not provide accident insurance or medical insurance for participants in the C.A.R.E. Program. Please be sure that your family insurance policy is adequate for your needs.

MEDICATION

If medication must be administered while at the C.A.R.E. Program, please see the requirements below:

- A *Medication Administration* form must be filled out and provided to us.
- Arrangements must be made with the Site Director.
- There must be a copy of the doctor's prescription on file in ePACT or at the C.A.R.E. site.
- Medication is to be brought to the C.A.R.E. site in its original container or one properly labeled by the pharmacy or physician.
- Please provide us with all printed information about the medication's possible side effects.
- The parent must provide clear and concise written directions for administration of medication.
- C.A.R.E. staff are not allowed to calculate the dosage amounts that participants should take.

- If an injection is required, the child must be able to self-administer the medication. Staff can supervise but they are not authorized to give the injection to the child.
- C.A.R.E. does not have access to any medication, inhalers or epinephrine injectors stored in the nurse's office. **Parents must bring a separate supply to be stored at C.A.R.E.**

ILLNESS

We value your child's health and recognize that preventing the spread of infectious diseases is a very important part of quality childcare. The C.A.R.E. Program has established the following Illness Policy to reassure parents that the health and well-being of children in our program are our top priority. Our main objective is to prevent the spread of disease.

- Any child diagnosed with a communicable infection, or a fever may not attend C.A.R.E. to limit exposure of other children.
- If your child has or has been exposed to a contagious disease, parents must notify the C.A.R.E. staff so that we can notify parents/guardians at the site of exposure to the contagious disease as soon as possible.
- We will ask that your child remain home from C.A.R.E. if he or she has an illness or symptom that is considered a communicable disease, or if your child has an illness that requires more individual care than C.A.R.E. staff members can provide without compromising the health, safety, and activities of the other children.
- If a child becomes ill while attending the before/after-school program, parents will be contacted to arrange an early pick-up. Parents must either pick up their child or ensure alternative pick-up arrangements are made within 45 minutes of notification.
- There is no nurse available during C.A.R.E. hours and C.A.R.E. staff are not licensed to provide care for sick children. Therefore, parents or emergency contacts must come promptly to pick up their child.
- If we are unable to reach a parent, emergency contacts will be called.
- Recurring failure to pick your child promptly may result in a termination of services for the remainder of the school year.

COMMUNICABLE DISEASES

If a child has certain communicable diseases, our health and safety policies could require:

- Sending the child home
- Documented evaluation and treatment by the child's health care provider
- Notification of the families of other children in our center and staff members
- Notification of local health authorities (e.g., Health Department)

C.A.R.E. follows the school district policy for Communicable Disease Management. Below are some of the most common symptoms and illnesses observed. Students exhibiting any of the following symptoms at C.A.R.E. will be sent home:

DISEASE/SYMPTOM	EXCLUSION FROM C.A.R.E. UNTIL
A fever of 100 or greater	24 hours fever free
Vomiting	24 hours symptom free
Diarrhea	
Undiagnosed rash	
Communicable diseases (i.e., chicken pox, measles, etc.)	See School District Policy
Strep infections	Completion of 24 hours of antibiotic treatment
Pink eye	

C.A.R.E. PROGRAM DATES

SCHOOL NON-ATTENDANCE DAYS

A C.A.R.E. School Day-Off Program will be offered on some of the days when there is no school and no C.A.R.E.

- Enrollment information for the School Day-Off Program will be emailed to parents. It will be emailed to the email address listed on the Park District account that was used to enroll the child in the program or to the e-mail addresses listed in ePACT.
- The deadline to register for the program is 2 weeks prior to the school day-off program.
- If the minimum enrollment requirement is not met by the last day of registration, the program will not run. We will inform parents and issue a refund for all registration fees.

HALF DAYS OF SCHOOL

- Before-School C.A.R.E will operate as usual on half day of school.
- After-School C.A.R.E. services are not available at the school sites on early dismissal (half) days. These days are not included in the annual C.A.R.E. tuition, as the C.A.R.E. space is used by the school district for staff development and many staff C.A.R.E. staff members also work for the school district and are required to attend district institute programming and cannot provide coverage across all 10 locations. A half day option will be offered for an additional fee. If minimum enrollment is not met, the half -day after school program will not run.
 - Children will be bussed by the school district to the offsite location and C.A.R.E. Staff will get the children off the bus and bring them inside to the program.
 - Parents must pick up at the offsite location by 6:00 p.m.