



# CHESTER COUNTY SPORTS ARENA

## PARENT HANDBOOK

Our Staff is very excited and looking forward to a wonderful year. This handbook contains Chester County Sports Arena policies and procedures, which are important to you and your child. By signing the following, you agree that you have received and read a copy of the Information to Parents statement prepared by the Bureau of Licensing. You also agree to follow the policies, procedures, and practices placed before you within the Chester County Sports Arena Handbook.

Name of Child \_\_\_\_\_

Program \_\_\_\_\_

Name of Parents \_\_\_\_\_

Start Date \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

# Chester County Sports Arena Handbook

## Policies and Procedures

### Pickup:

- After School Program: All children (other than those signed up for extended care) must be picked up no later than 6:30 p.m. or a late fee will be charged.

Designated Pickup Persons: Chester County Sports Arena will only release children to persons designated by parents on the Emergency Contact/Parental Consent form. Parents may also provide an additional list or call a request that staff fill out a Verbal Request for Release of Child Form. An ID provided by the designated pickup person must be shown to a staff member at the desk before release of the child will be permitted.

Sign In and Sign Out: Each child, upon arrival at Chester County Sports Arena, must be signed in by the person dropping him/her off (children enrolled in the after school program will be signed in by the bus driver); and every child picked up from, Chester County Sports Arena at any time and under ALL circumstances, **must be** signed out by his or her parent/guardian or designated pickup person.

Responsible for Child: Chester County Sports Arena will not assume responsibility of any child until his/her actual arrival and sign-in on Chester County Sports Arena's transport vehicles.

### Policy On Release of Children:

1. Each child may be released only to the parent(s) or person(s) authorized by the parent(s) to take the child from the center and to assume responsibility for the child in an emergency if the parent(s) cannot be reached.
2. If a non-custodial parent has been denied access, or granted limited access, to a child by a court order, the center shall secure documentation to that effect, maintain a copy on file, and comply with the terms of the court order.
3. If the parent(s) or person(s) authorized by the parent(s) fails to pick up a child at the time of the center's daily closing, the center shall ensure that:
  - a) The child is supervised at all times.
  - b) Staff members will attempt to contact the parent(s) or person(s) authorized by the parent(s).
  - c) An hour or more after closing time, and provided that other arrangements for releasing the child to his/her parent(s) or person(s) authorized by the parent(s), have failed, and the staff member(s) cannot continue to supervise the child at the center, the staff member shall call Pennsylvania's Child Protective Services at (800) 932-0313 to seek assistance in caring for the child until the parent(s) or person(s) authorized by the child's parent(s) is able to pick-up the child.
  - d) If the parent(s) or person(s) authorized by the parent(s) appears to be physically and/or emotionally impaired to the extent that, in the judgment of the director and/or staff member, the child would be placed at risk of harm if released to such an individual, the center shall ensure that, the child may not be released to such an impaired individual:
    - i. Staff members attempt to contact the child's other parent or an alternative person(s) authorized by the parent(s); and
    - ii. If the center is unable to make alternative arrangements, a staff member shall call Pennsylvania's Child Protective Services at (800) 932-0313 to seek assistance in caring for the child.
  - e) For school-age childcare programs, no child shall be released from the program unsupervised except upon written instruction from the child's parent(s).

## AFTER SCHOOL PROGRAM ONLY

### Snow Day:

\*\* Full Day: If your school is closed because of weather, then Chester County Sports Arena is **CLOSED**.

\*\* Early Dismissal: Parents must call Chester County Sports Arena in the event that their school closes early due to bad weather. Chester County Sports Arena will make decisions at that time if roads are safe enough to transport children. Though this is a service NOT provided under our monthly service plan, we will make all efforts to accommodate families in this situation. Please understand that Chester County Sports Arena **cannot guarantee** care on such a day. The safety of our children and our staff is our first concern.

## AFTER SCHOOL PROGRAM ONLY

Half-Day/Early Dismissals: Early dismissals are included in your monthly fees. It is the parent's responsibility to check their monthly school calendars distributed by their school to be sure that their school's half days are listed appropriately. Please notify CCSA of early dismissals. **Children must bring their lunch; CCSA does not provide lunch on these days.**

**AFTER SCHOOL PROGRAM ONLY**

**Days Off/School Closings** – Days off and school closings are not included in your tuition. Childcare is available for most days, from 8am-4:30pm, but it is at an additional cost. As part of our after school program you get a discounted rate for these days. Lunch can be packed or purchased for \$5.

**AFTER SCHOOL PROGRAM ONLY**

**Child Absent from School:** Please remember that it is your responsibility if your child is absent from school to **call or email** Chester County Sports Arena **before 12:00p.m on the day missed.** If you do not notify us we will spend time calling you at work and the main office at your school to notify you of a missing child. Without a phone call, all these efforts to keep your child safe cause our bus route to run late picking up other children that attend our after school program. A daily pickup fee of \$10.00 will be charged each day Chester County Sports Arena is not notified of your child's absence.

**Parental Visitation:** Parents and/or guardians of enrolled/attending children are permitted to view and observe their children at any time while being escorted by a staff member. We only allow observation by parents of enrolled/attending children.

**Fee Calculation:**

- **After School Program:** All fees are calculated on a 180-day school year. Payments must be made on the first of each month.
- **There will be a \$25 late fee if not paid by the 5<sup>th</sup> of the month and second \$25 fee if still not paid by the 10<sup>th</sup>. There will be no pick up if not paid by the 11<sup>th</sup> of the month.**
- **Summer Camp:** All fees are calculated on a 10-12 week cycle. Payments must be made at least one week prior to the child's first day of camp (each week the child is enrolled).

**CANCELLATIONS:**

- **After School Program:** You must give CCSA one month notice to withdraw from after school care. Registration for after school care is for a minimum of three months.
- **Summer Camp:** No refund policy. Please make any changes to your schedule BEFORE camp begins. Only store credit will be issued if you cancel summer camp weeks. One week advance notification is required. No credit for sick days.

**MENU:**

**After School Program:**

- Chester County Sports Arena will provide each child an *after noon snack and juice* each day. **SAMPLE**
- Snacks provided will include:  
Cereal  
Jello and Pudding  
Nutri-Grain Bars  
Fruit Snacks  
Pretzels  
Rice Krispie Treats

**Summer Camp:**

- Chester County Sports Arena will provide each child a *morning and afternoon snack, lunch and drink* each day. **SAMPLE**
- **Morning** snacks will include:  
Cereal  
Graham Crackers  
Nutri-Grain Bars
- **Afternoon** snacks will include:  
Animal Crackers  
Graham Crackers  
Jello  
Nutri-Grain Bars  
Pretzels  
Pudding  
Fruit Snacks
- **Lunch** choices will include: (a serving of chips/fries will be given at each lunch) **SAMPLE**  
Cheeseburger, Taco Bar, Salad every day, Pizza, Pasta, Grilled Cheese, Chicken Nuggets, Hotdogs

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• **Chester County Sports Arena is a PEANUT FREE environment. No food containing peanuts or made in the same factory as foods with peanuts will be provided.**

- Staff will refer to each child's Emergency Contact/Parental Consent form for special dietary needs to protect the child from any allergic reactions. If a child cannot eat the food provided due to an allergy, the arena will provide the child with an alternate choice.
- If a child experiences an allergic reaction the staff will be prepared to act in accordance with the instructions on the Emergency Contact/Parental Consent form to provide the best care possible for the child.

- If a parent does not want a child to eat a particular food item provided by the Arena, the parent must notify the staff in writing. A parent may pack a child his/her own individual snack or lunch; however, a packed snack/lunch **MAY NOT CONTAIN PEANUTS**. If a snack/lunch does contain an item with peanuts, the child will not be allowed to eat that item.

\*\*The Staff will assume each child can eat all food provided unless otherwise notified.

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**Personal Property:** Chester County Sports Arena is NOT responsible for lost, stolen or damaged items brought to camp. **All personal property must be labeled with child's first and last name.**

**Lost and Found:** Clothing/items left at camp at the close of each business day will be placed in Lost and Found. It is the parent's responsibility to check this area daily. All items left at month's end will be discarded.

**Change in Personal Information:** Chester County Sports Arena's administrative personnel **must be notified immediately** when there are any changes in the following, i.e., home telephone, work phone, address, emergency contacts etc.

**Parents Authorization:** I hereby grant permission for my child to be transported by Chester County Sports Arena in the event of an emergency that requires my child to be removed from the area surrounding the facility for the purposes of safety.

**After School Program ONLY:** I hereby grant permission for my child to be transported by Chester County Sports Arena from his/her school to the Chester County Sports Arena facility. SEE ATTACHED TRANSPORTATION CONSENT FORM.

**Discipline Policy - Definition of a Behavioral Problem:**

1. Any behavior by a child that is viewed or deemed unsafe to the well being of himself/herself, or any other person/child.
2. The improper use of language or gestures directed to staff or other children.
3. Damage or theft of camp property or the property of others.
4. An overall disrespect to staff or other children.

**Behavioral Disciplinary Actions**

1. Verbal warning from director
2. Verbal warning from director with a written notice for parent(s) to be signed.
3. Conference with director
4. Suspension or termination from Chester County Sports Arena **without refund**.
5. Extreme or violent behavior resulting in an injury to another child or staff member may warrant immediate termination from our program without any previous warnings.
6. Chester County Sports Arena retains the right to dismiss any student without prior written notice from or conference with the director.
7. The center will not expel a child based solely on the child's parent making a complaint to the Public Department of Welfare regarding a center's alleged violations of the licensing regulations.

**Plan For Ill Child:**

- If a child is admitted into the facility and deemed ill by the parent upon arrival, the childcare providers will abide by the instructions of the parent regarding the care for the child. A child will not be admitted if he/she presents with any of the following symptoms:

Severe pain or discomfort	Acute Diarrhea
Episodes of acute vomiting	Oral Temperature of 101.5 degrees Fahrenheit
Sore Throat or severe coughing	Yellow eyes or jaundice skin
Red eyes with discharge	Infected untreated skin patches
Difficult or rapid breathing	Skin rashes lasting longer than 24 hours
Swollen joints	Visibly enlarged lymph nodes
Stiff neck	Blood in Urine

**\*\*The child will only be allowed to return to the facility if he/she is symptom free for 24 hours or has a physician's note stating that he/she no longer poses a serious health risk to himself/herself or to others.**

- If a child becomes ill at the facility, after being dropped off, the only care provided to the child will be that which a parent has previously given consent to (documented on the Emergency Contact/Parental Consent Form). The parent will be notified as soon as possible, and the childcare provider will proceed with care as the parent wishes. The child will not be permitted to remain at the facility if he/she presents with any of the following symptoms:

Severe pain or discomfort	Acute Diarrhea
Episodes of acute vomiting	Oral Temperature of 101.5 degrees Fahrenheit
Sore Throat or severe coughing	Yellow eyes or jaundice skin
Red eyes with discharge	Infected untreated skin patches
Difficult or rapid breathing	Skin rashes lasting longer than 24 hours
Swollen joints	Visibly enlarged lymph nodes
Stiff neck	Blood in Urine

\*\*The child will only be allowed to return to the facility if he/she is symptom free for 24 hours or has a physician's note stating that he/she no longer poses a serious health risk to himself/herself or to others.

- A child will not be permitted to return to the facility without a physician's note that states the child no longer poses a serious health risk to himself/herself or others, if he/she contracts any of the following diseases:

Respiratory Illnesses	Hepatitis A
Meningococcus	Chicken Pox
Salmonella	Mumps
German Measles	Shigella
Homophiles Influenza	Whooping Cough
Measles	Contract Illnesses
Strep Throat	Impetigo
Gastro-intestinal Illnesses	Scabies
Giardia Lamblia	Tuberculoses
Lice (all eggs/nits must be removed)	

### **Plan For Dispensing Medication:**

- **Prescription Medications**

Chester County Sports Arena will permit childcare providers to administer prescription drugs during child care hours, under the following conditions:

- (1) A prescription or nonprescription medication may be accepted only in an original container. The medication shall remain in the container in which it was received.
- (2) A staff person shall administer a prescription medication only if written instructions are provided from the individual who prescribed the medicine. Instructions for administration contained on a prescription label are acceptable.
- (3) The label of a medication container shall identify the name of the medication and the name of the child for whom the medication is intended. Medication shall be administered to only the child whose name appears on the container.
- (4) Medication shall be stored in a locked area of the facility or in an area that is out of the reach of children.
- (5) Medication shall be stored in accordance with the manufacturer or health professional's instructions on the original label.
- (6) A parent shall provide written consent for administration.
- (7) An operator is responsible to establish and maintain a medication log if prescription or nonprescription medication is administered. A log shall include the following minimum information:
  - (i) The name of the medication.
  - (ii) The name of the child receiving the medication.
  - (iii) A requirement for refrigeration.
  - (iv) The amount of medication administered.
  - (v) The date of administration.
  - (vi) The time of administration.
  - (vii) The initials of the staff person who administered the medication.
  - (viii) Special notes related to problems of administration.

- **Non-prescription Medications**

The only non-prescription medications permitted to be administered to a child will be medications that parents provide previous consent for as documented on the Emergency Contact/Parental Consent Form parents fill out when the child is enrolled.

## **INFORMATION TO PARENTS**

Under Provisions of the Manual of Requirements for Child Care Centers, every licensed child care center must provide to parents of enrolled children written information on parent visitation rights, State licensing requirements, child abuse/neglect reporting requirements and other child care matters. The center must comply with this requirement by reproducing and distributing to parents this written statement, prepared by the office of Licensing. In keeping with this requirement, the center must secure every parent's signature attesting to his/her receipt of the information.

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Our center is required by the commonwealth of Pennsylvania to be licensed by the Office of Child Development Bureau of Child Day Care Services, in the Department of Public Welfare. A copy of our current license must be posted in a prominent location at our center. Look for it when you're in the center.

To be licensed, our center must comply with Chapter 3270 of the Pennsylvania Code (the official licensing regulations). The regulations cover such areas as: physical environment/life-safety; staff qualifications, supervision, and staff/child ratios; program activities and equipment; health, food and nutrition; rest and sleep requirements; parent/community participation; administrative and record keeping requirements; and others.

Our center must have on the premises a copy of Chapter 3270 of the Pennsylvania Code and make it available to interested parents for review. If you would like to review our copy, just ask any staff member. Parents may view chapter 3270 of the Pennsylvania Code at [www.pacode.com](http://www.pacode.com) or may call (800) 524-3232 ext. 2340 to request a copy be mailed to you.

We encourage parents to discuss with us any questions or concerns about the policies and program of the center or the meaning, application or alleged violations of chapter 3270 of the Pennsylvania Code. We will be happy to arrange a convenient opportunity for you to review and discuss these matters with us. If you suspect our center may be in violation of licensing standards, you are entitled to report them to the Department of Public Welfare toll-free at 1-800-692-7462. Of course, we would appreciate your bringing these concerns to our attention, too.

Our center must have a policy concerning the release of children to parents or people authorized by parent(s) to be responsible for the child. Please discuss with us your plans for your child's departure from the center.

Our center must have a policy about dispensing medicine and health care procedures and the management of communicable diseases. Please talk to us about these policies so we can work together to keep our children healthy.

Our center must have a policy concerning the expulsion of children from enrollment at the center. Please review this policy so we can work together to keep your child in our center

Parents are entitled to review the center's copy of the Department of Welfare Inspection/Violation Reports on the center, which are issued after every State licensing inspection of our center. If there is a licensing complaint investigation, you are also entitled to review the Department of Public Welfare Complaint Investigation Summary Report, as well as any letters of enforcement or other actions taken against the center during the current licensing period. Let us know if you wish to review them and we will make them available for your review.

Our center must cooperate with all Department of Public Welfare inspections/investigations. Department of Public Welfare staff may interview both staff members and children.

Our center must post its written statement of philosophy on child discipline in a prominent location and make a copy of it available to parents upon request. We encourage you to review it and to discuss with us any questions you may have about it.

Our center must post a listing or diagram of those rooms and areas approved by the Office for the children's use. Please talk to us if you have any questions about the center's space

Our center must offer parents of enrolled children ample opportunity to assist the center in complying with licensing requirements; and to participate in and observe the activities of the center. Parents wishing to participate in the activities or operations of the center should discuss their interest with the center director, who can advise them of what opportunities are available.

Parents of enrolled children may visit our center at any time without having to secure prior approval from the director or any staff member. Please feel free to do so when you can. We welcome visits from our parents.

Our center must inform parents in advance of every field trip, outing or special event away from the center, and must obtain prior written consent from parents before taking a child on each such trip.

Our center is required to comply with all anti-discrimination laws required by the Department of Public Welfare, Bureau of Equal Opportunity and the Americans with Disabilities Act (ADA), P.L. 101-336 (42 U.S.C. 12101 et seq.). Anyone who believes the center is not in compliance with these laws may contact the Department of Public Welfare, Bureau of Equal Opportunity at (215) 560-2230, or may contact the United States Department of Justice for information about filing an ADA claim at (800) 514-0301 (voice) or (800) 514-0383 (TTY).

Anyone who has reasonable cause to believe that an enrolled child has been or is being subjected to any form of hitting, corporal punishment, abusive language, ridicule, harsh, humiliating or frightening treatment, or any other kind of child abuse, neglect, or exploitation by any adult, whether working at the center or not, is required by State law to report the concern immediately to the Pennsylvania Child Line Hotline, at [\(800\) 932-0313](tel:8009320313). Such reports may be made anonymously.

Parents may secure information about child abuse and neglect by contacting: Child Protective Services (CPS), through the Department of Public Welfare at [www.dpw.state.pa.us](http://www.dpw.state.pa.us)

## Yearly Schedule for Chester County Sports Arena Programs

<u>Program</u>	<u>Dates Running</u>
After School	*September– June
Summer Camp	June– September
Spring Break Camp	varies
Winter Break Camp	varies
Open House	varies

\* Program dates will coincide with the opening and closing dates of your child's school.

### Chester County Sports Arena Closing Dates

On the dates Chester County Sports Arena is closed, parents must make alternate arrangements for their child's care.

We are closed on the following holidays:

New Year's  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving  
Christmas

Please remember to notify your child(ren)'s school about the days your child will be attending Chester County Sports Arena After School Program. We also ask that you remember to notify Chester County Sports Arena of all absences.