

# PARENT'S MANUAL

## 2023-2024 School Year

### For South County Recreation Center (Pre-K) Program



<https://www.aacounty.org/departments/recreation-parks/child-care/index.html>

1 Harry Truman Parkway, Suite 105, Annapolis, MD 21401  
PHONE 410-222-7856 FAX 410-222-4478  
Tax ID #52-6000878

This online version is made available for all parents. Paper copies of the Parent's Manual are available upon request, and you will be asked to sign an Acknowledgement of Policies on your child's first day.

Anyone needing special accommodations at any of our events/conferences should contact the Child Care Administrative Office at 410-222-7856, ext. 0, or via e-mail at [sacc@aacounty.org](mailto:sacc@aacounty.org) at least 7 days prior to the event/conference. TTY Users, please call Maryland Relay 7-1-1.  
All materials are available in an alternative format upon request.



**MARYLAND EXCELS**  
CHECK FOR QUALITY EARLY CHILDHOOD  
AND SCHOOL-AGE PROGRAMS



**COVID-19 RESTRICTIONS & CHANGES AS OF 08/16/2021 ARE NOTED IN RED.**  
**(UPDATES FROM MSDE, OCC, STATE OR LOCAL HEALTH DEPARTMENTS,**  
**AND/OR THE STATE OF MARYLAND WILL BE PROVIDED VIA EMAIL AS THEY OCCUR.)**

Revised 07/2023

Please note that School Age Child Care, Middle School Teen Group & Child Enrichment Centers have a separate Parent's Manual.

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## WELCOME TO PRE-K

*The Anne Arundel County Department of Recreation and Parks is pleased to offer state-licensed School Age Child Care (SACC), Child Enrichment Centers (CEC), full-day & after-school Pre-K, and Middle School Teen Group (MSTG) programs located within your neighborhood school and/or recreation center facility. Please be advised that PRE-K operates as a separate entity from the school/facility. We have prepared this manual for your convenience and as a guide for you and your child. We welcome any comments or suggestions you may have for us.*

*It is our desire to provide safe, appropriate and consistent child care programs for your child. We are looking forward, with pride and confidence, to continuing successes in this endeavor.*

### **VISION & MISSION OF RECREATION AND PARKS**

The VISION of the Anne Arundel County Department of Recreation and Parks is to enrich the lives of all residents of Anne Arundel County. Our MISSION is to create opportunities to Enjoy Life, Explore Nature, and Restore Health and Well-Being. *We make life better!*

### **PHILOSOPHY OF THE CHILD CARE DIVISION**

The Anne Arundel County Department of Recreation and Parks' state-licensed Child Care programs provide a safe, supportive environment that promotes social interaction, community integration, physical development, and intellectual growth in accordance with the Maryland State Department of Education's Office of Child Care and Maryland EXCELS standards.

### **PROGRAM HISTORY**

The Child Care Division's programs began in September 1990 with 7 centers. Today, we operate 51 school year programs and assist the Department of Recreation and Parks to operate multiple Summer Camp/Child Care programs.

### **CHILD CARE ADMINISTRATIVE OFFICE CONTACTS**

- Child Care Administrative Office PHONE: 410-222-7856, ext. 0; Hours: Monday-Friday 8:00am-4:30pm
- Child Care Administrative Office EMAIL: [sacc@aaacounty.org](mailto:sacc@aaacounty.org)
- Child Care Administrative Office FAX: 410-222-4478
- Please be aware that the Child Care Administrative Office follows the holidays and emergency closings schedule of Anne Arundel County Government.

### **CHILD CARE CENTER CONTACT INFORMATION**

- Belle Grove ES Child Enrichment Center (CEC) 410-222-6327
- Benfield ES School Age Child Care (SACC) 410-544-0687
- Bodkin ES School Age Child Care (SACC) 410-360-7502
- Broadneck ES School Age Child Care (SACC) 410-757-3855
- Brock Bridge ES School Age Child Care (SACC) 301-206-2082
- Brooklyn Park ES School Age Child Care (SACC) 410-222-0987
- Cape St. Claire ES School Age Child Care (SACC) 410-757-1657
- Carrie Weedon Early Learning Center (CEC) 410-867-3488
- Central ES School Age Child Care (SACC) 410-956-5671
- Crofton ES School Age Child Care (SACC) 410-451-1020

- Crofton Meadows ES School Age Child Care (SACC) 410-721-6917
- Crofton Middle School Teen Group (MSTG) 410-451-3092
- Crofton Woods ES School Age Child Care (SACC) 410-721-2329
- Davidsonville ES School Age Child Care (SACC) 410-798-9047
- Deale ES School Age Child Care (SACC) 410-867-4058
- Edgewater ES School Age Child Care (SACC) 410-956-6598
- Folger McKinsey ES School Age Child Care (SACC) 410-544-1014
- Fort Smallwood ES School Age Child Care (SACC) 410-439-0176
- Four Seasons ES School Age Child Care (SACC) 410-672-7097
- Freetown ES School Age Child Care (SACC) 410-590-2720
- Glen Burnie Park ES Child Enrichment Center (CEC) *TBA (new program)*
- Glendale ES School Age Child Care (SACC) 410-590-5963
- Hebron-Harman ES School Age Child Care (SACC) 410-684-3857
- High Point ES School Age Child Care (SACC) 410-360-0862
- Hilltop ES School Age Child Care (SACC) 410-590-7677
- Jacobsville ES School Age Child Care (SACC) 410-439-0171
- Lake Shore ES School Age Child Care (SACC) 410-439-0372
- Lothian ES School Age Child Care (SACC) 410-867-1290
- Marley ES School Age Child Care (SACC) 410-766-2657
- Maryland City ES School Age Child Care (SACC) 301-776-8729
- Mayo ES School Age Child Care (SACC) 410-798-1852
- Nantucket ES School Age Child Care (SACC) 410-721-8534
- Oak Hill ES School Age Child Care (SACC) 410-315-9603
- Oakwood ES School Age Child Care (SACC) 410-222-0978
- Odenton ES School Age Child Care (SACC) 410-674-5062
- Park ES Tue/Thurs Child Enrichment Center (CEC) 410-222-6826
- Pasadena ES School Age Child Care (SACC) 410-544-5034
- Piney Orchard ES School Age Child Care (SACC) 410-695-2042
- Quarterfield ES School Age Child Care (SACC) 410-969-1157
- Ridgeway ES School Age Child Care (SACC) 410-551-3013
- Riviera Beach ES School Age Child Care (SACC) 410-439-0163
- Seven Oaks ES School Age Child Care (SACC) 410-674-7180
- Severn ES School Age Child Care (SACC) 410-551-7479
- Severna Park ES School Age Child Care (SACC) 410-315-9994

- Shady Side ES School Age Child Care (SACC) 410-867-4517
- Solley ES School Age Child Care (SACC) 410-439-9438
- South County Recreation Center (Pre-K: 3-5 yr olds) 410-222-1517
- South Shore ES School Age Child Care (SACC) 410-729-3898
- Sunset ES School Age Child Care (SACC) 410-439-8102
- Tracey's ES School Age Child Care (SACC) 410-867-4514
- Waugh Chapel ES School Age Child Care (SACC) 410-672-6743

**FROM THIS POINT FORWARD, THIS MANUAL WAS FORMULATED SPECIFICALLY FOR THE SOUTH COUNTY REC PRE-K PROGRAM ONLY\*.**

\*PLEASE NOTE THAT THERE IS A SEPARATE MANUAL FOR THE BEFORE-AND-AFTER CARE SACC & MSTG PROGRAMS, AND FOR THE CHILD ENRICHMENT CENTERS LOCATED AT BELLE GROVE & PARK ELEMENTARY SCHOOLS & CARRIE WEEDON EARLY CHILDHOOD EDUCATION CENTER.

*We are so pleased to serve you and your family! If you have any comments, concerns or suggestions for our programs, please email us at [sacc@aacounty.org](mailto:sacc@aacounty.org), inform your Center Director, or feel free to contact our Child Care Administrative Office to speak with one of our Child Care Program Specialists at 410-222-7856, ext. 0.*



**ADDITIONAL CHILD CARE ACHIEVEMENTS**

*The Anne Arundel County Department of Recreation and Parks is very pleased to announce that our Center Directors and staff have worked very hard over the past several years to provide even higher quality child care in our school-age center locations. This has resulted in the recognition of the Maryland EXCELS program.*

**MARYLAND EXCELS**

*We are pleased to share with you that all SACC & MSTG programs (with the exception of our newest sites) have achieved a Maryland EXCELS certificate from the Maryland State Department of Education (MSDE). Maryland EXCELS is the state's Quality Rating and Improvement System that awards ratings to child care programs that meet increasingly higher standards in key areas that are identified nationally as contributing to high quality.*

*Through a process of continuous quality improvement, Maryland EXCELS programs like ours meet rigorous quality standards over and above those required by State licensing regulations. The Maryland EXCELS standards include Licensing and Compliance, Staffing and Professional Development, Rating Scales and Accreditation, Developmentally Appropriate Learning and Practice, and Administrative Policies and Practices.*

*We are pleased you have chosen our program for your child and we invite you to see how choosing high quality care and education makes a difference by visiting the Maryland EXCELS website at [www.MarylandExcels.org](http://www.MarylandExcels.org). There you can view our program's rating and learn about the importance of choosing quality for your child's success in school and in life.*

**ADDITIONAL BADGES**

*We are also very proud to announce our achievement of additional badges for our PRE-K programs:*

- Asthma-Friendly Child Care Badge (*indicates our staff have received additional advanced Asthma training, that they work to reduce asthma triggers in their center environments, and they provide asthma education for students*).
- Health & Wellness Badge (*indicates our centers participate in the Let's Move! Child Care program – you can check out their website at [www.healthkidshealthyfuture.org](http://www.healthkidshealthyfuture.org)*)

## **OUR GOALS FOR THE FUTURE**

*The Anne Arundel County Department of Recreation and Parks has more wonderful goals for the future of the School Age Child Care programs, such as:*

- Expanding the number of spaces offered where we have the staff and space available to do so
- Providing care in low-income areas such as Title I locations, like our newest Child Enrichment Centers
- Maintaining our Maryland EXCELS Check Level status, which requires continual professional development for our centers and staff

*We are so pleased to serve you and your family! If you have any comments, concerns or suggestions for our programs, please email us at [sacc@aacounty.org](mailto:sacc@aacounty.org), inform your Center Director, or feel free to contact our Child Care Administrative Office to speak with one of our Child Care Program Specialists at 410-222-7856, ext. 0.*

## REGISTRATION INFORMATION

### ELIGIBILITY

- Children must be at least 3 years old by their first day of attendance in our 3 year old South County Recreation Center Pre-K program.
- Children must be at least 4 years old by their first day of attendance in our 4 & 5 year old South County Recreation Center Pre-K program.
- Children must be toilet trained.
  - Your child must be able to be **self-directed** and **self-sufficient** in the restroom and to be able to care for their own hygiene needs.
- **Every child must have all of the State mandated forms completed and on file at the center prior to their first day.** Forms for admission are available on our website at <http://www.aacounty.org/departments/recreation-parks/child-care/forms-and-publications/>.

**\*No one will be permitted to attend without this information on file\***

### REGISTRATION PROCEDURES

- Prior to your child's first day, the Child Care Administrative Office must receive a completed registration, registration fee, and the first month's payment. Depending upon the date of registration, you may also be charged a pro-rated fee for the month.
- Please be aware that online registration does not complete the registration process. You will immediately receive an email that your online registration was received. You must keep this for your records to verify the date of your registration.
  - After completing the online registration, the next step is to download the Required Forms for Admission. Go to: <http://www.aacounty.org/departments/recreation-parks/child-care/forms-and-publications/>.
  - Your child's enrollment will not be considered complete until all required forms and the fee have been received by the Child Care Division.

### HOW TO REGISTER

- Registrations may be completed on-line at our website: [www.aacounty.org/recparks](http://www.aacounty.org/recparks) > Child Care, in person at the Child Care Administrative Office, or mailed to:
  - Anne Arundel County Department of Recreation and Parks  
Child Care Division  
1 Harry S. Truman Parkway, Suite 105  
Annapolis, MD 21401
- **The center staff is not permitted to accept registrations.**
- **Do not include registrations with your monthly payment.**
- For additional information, contact the Child Care Administrative Office at: 410-222-7856 x0.

### REQUIRED FORMS FOR ADMISSION

All Parents & Guardians are REQUIRED to provide their child's Forms for Admission (located at: <http://www.aacounty.org/departments/recreation-parks/child-care/forms-and-publications/>) prior to their child attending the child care program. You may also access the Required Forms for Admission by logging into your online child care account and clicking the "Getting Started" tab.

Maryland child care regulations require us, as your child care provider, to maintain these required forms for your child while they are in attendance at our program. Please understand that your child(ren) will **NOT** be permitted to attend without this information on file at the child care center.

### Required Forms for NEW Participants (first time in any of our child care programs):

- Emergency Form
- Health Inventory (completed by the parent/guardian and physician)

- Blood Lead Testing Certificate
- Immunization Certificate
- Acknowledgment of Policies form (A copy of our Parent's Manual can be found at [www.aacounty.org/recparks](http://www.aacounty.org/recparks) > Child Care > Forms & Publications. You may review the Parent's Manual electronically prior to your child's first day of attendance. On your child's first day, the center staff will require the Acknowledgement of Policies form to be completed. Paper copies of the Parent's Manual are available upon request at your child's center or by contacting our Child Care Administrative Office.)
- Custody Orders (as needed)

#### **Required Forms for RETURNING Participants:**

- Emergency Form (the center staff will require this form to be renewed or updated at the close of the school year and/or at the center on your child's first day of attendance)
- Blood Lead Testing Certificate (this school year, all parents are required to update this form)
- Updated Immunization Certificate (only necessary if your child has received updated immunizations since their last Health Inventory with us and/or attends the Pre-K program)
- Acknowledgment of Policies form (A copy of our Parent's Manual can be found at [www.aacounty.org/recparks](http://www.aacounty.org/recparks) > Child Care > Forms & Publications. You may review the Parent's Manual electronically prior to your child's first day of attendance. On your child's first day, the center staff will require the Acknowledgement of Policies form to be completed. Paper copies of the Parent's Manual are available upon request at your child's center or by contacting our Child Care Administrative Office.)
- Updated Custody Orders (as needed)

**The following As Needed Medical Forms are also available for ALL Participants at our website.** Medical Forms must be renewed on an annual basis or one year after the health provider has signed it (*as indicated by the expiration dates your health provider has noted on the forms*):

- Acknowledgment of Allergies/Medical Conditions
  - REQUIRED if you/physician list an allergy/medical condition on your child's Emergency Form or Health Inventory but you are not providing us with any medication/treatment for the condition.
- Medication Administration Authorization Form (MSDE OCC Form 1216)
  - REQUIRED if your child is taking a prescription OR non-prescription medication during the child care program. Please be aware that this form REQUIRES a physician's signature.
- Asthma Action Plan and Medication Administration Authorization Form (MSDE OCC Form 1216A)
  - REQUIRED if your child is to receive an inhaler or nebulizer during the child care program. Please be aware that this form REQUIRES a physician's signature.
- Allergy and Anaphylaxis Medication Administration Authorization Form (MSDE OCC Form 1216B)
  - REQUIRED if your child is to receive an epi-pen or antihistamine during the child care program. Please be aware that this form REQUIRES a physician's signature.
- Seizure/Convulsion/Epilepsy Disorder Medication Administration Authorization Form (MSDE OCC Form 1216C)
  - REQUIRED if your child is to receive seizure medication during the child care program. Please be aware that this form REQUIRES a physician's signature.
- Topical Basic Care Product Application Approval (MSDE OCC Form 1216E)
  - REQUIRED if your child will be applying over the counter creams or ointments, such as sunscreen or lip moisturizers, during the child care program
  - Please be aware that *aerosol* sunscreen or insect repellent, or *combination* sunscreen/insect repellent is NOT permitted in the child care program per the MSDE Office of Child Care's policy.

#### **CUSTODY**

- Anne Arundel County Department of Recreation and Park's School Age Child-Care is responsible for the safety of all the children at the center.



- Parents who have court awarded custody of their child must have the custody papers, along with any updates, on file at the center. It is the parents' responsibility to provide this information to our staff.
- Pre-K staff **must release** a child to his/her natural parent unless custody papers are on file stating otherwise.
- Once the custody papers are on file, staff must follow those orders, until either the order has expired or new papers are on file. **Staff cannot accept verbal notification of changes.** Any and all changes MUST be submitted in writing and signed.

### **WAIT LIST**

- Some of our locations may have a wait list prior to and/or during the school year. When an opening occurs, the Child Care Administrative Office will contact the next person on the wait list via the email address on file in their account. The parent/guardian will have 48 hours to accept or decline the space. If you allow your offer to expire, your child will be removed from the wait list and the space will be offered to the next family on the wait list.
- Please be aware that if your child is still on the wait list when registration opens for the 2024-2025 school year, your family will be given an opportunity to remain on the wait list for the following school year ahead of the general public. An email with instructions on how to do so will be sent to the email address on file in your account. If your family has not responded during the "wait list rollover registration" period, your child will be removed from the coming school year's wait list.
- It is crucial that parents review the email address on file regularly for updates/changes to this policy each year. Please add [sacc@aacounty.org](mailto:sacc@aacounty.org) to your email "favorites" list to ensure our important emails do not go to your Junk or Spam folders. Please also make sure to update your online account if your email changes.

### **WITHDRAWAL FROM SCHOOL YEAR PROGRAM**

- We recognize that a family's needs may change during the course of the school year. **We require written notification to the Child Care Administrative Office that you will be withdrawing your child from the program.**
- Please be aware that if you choose to withdraw your child at any point during the school year, they will also be withdrawn from any future school year sessions and that your family will lose priority status for future programs.
- If you no longer require child care services, please visit our website at <http://www.aacounty.org/RecParks> > Child Care to submit an online *Withdrawal Request*. You must log in to your account and select the "Manage Your Account" tab to access the link to the *Withdrawal Request*.
- If you have already made payment and are requesting a refund the following must be adhered to:
  - A \$25 processing fee will be assessed on all withdrawals.
  - When you enroll in the program, you are reserving the time, space, staffing, and provisions whether or not your child attends.
  - **All refund requests for medical reasons must be accompanied with a physician's note and are handled on a case by case basis.**
  - At this time, all refunds must be processed via a check mailed directly to the primary account holder from the Anne Arundel County Office of Finance. Please allow 4-8 weeks for processing.
  - Refund checks are mailed to the primary account holder at the mailing address listed in your online account. Please ensure the name and address are up to date.

### **SUMMER**

- The Department of Recreation and Parks also offers a wide variety of summer program options at selected elementary schools, middle schools, and recreation center locations. Locations and dates of operation are determined on an annual basis.

- A separate registration for the summer program is required. Information regarding the summer programs is typically distributed through the centers and schools, and to registered school year parents via email, during the month of January.
- If you have already made payment and are requesting a refund the following must be adhered to:
  - A \$25 processing fee will be assessed on all withdrawals.
  - When you enroll in the program, you are reserving the time, space, staffing, and provisions whether or not your child attends.
  - 10-business days' notice is required for all summer refunds.
  - All refund requests for medical reasons must be accompanied with a physician's note and are handled on a case by case basis.
  - 10-business days' notice is also required for all requests to transfer fees between summer weeks. Weekly payments may be transferred between summer weeks ONE time ONLY.
  - At this time, all refunds must be processed via a check mailed directly to the primary account holder from the Anne Arundel County Office of Finance. Please allow 4-8 weeks for processing.
  - Refund checks are mailed to the primary account holder at the mailing address listed in your online account. Please ensure the name and address are up to date.
- *A separate Summer Parent's Manual & site-specific Packet/Newsletter that contains information that is unique to Summer Programs will be distributed to all parents on/before the first day of summer.*

### **REGISTRATION FOR UPCOMING (2024-2025) SCHOOL YEAR**

- Once your family is registered for a school year space, your child retains their same exact space at the same location from one school year to the next as long as your child remains registered, and your account is paid and up-to-date.
- If your family withdraws at any point during the 2023-2024 School Year (including after the "rollover" of your registration occurs in the spring for the coming 2024-2025 school year), you will lose your same space/priority for coming school years as well.
- In the spring each year, registration information is provided to current families via the email address on file. Current families will be asked at that time if they are withdrawing any children graduating out of the program, or if their family has any additional requests (e.g. changing locations, additional sessions, etc.). Please ensure the email address in your online account is up-to-date so that you receive this important information.
- Incoming siblings of current families registered in our programs receive priority wait list registration over the general public each year. There are special registration days set aside for siblings that parents must utilize. Again, this information will be made available to all parents of children who are currently registered via the email address on file.
- Once our current families have an opportunity to make their requests on our waitlist, the waitlist will open to the general public.
- After the public registration closes, any available spaces will then be offered to the families on the waitlist in the following priority order:
  - Current family requests (e.g. those who currently have spaces are able to request different locations, or the opposite session such as AM or PM)
  - Siblings of current families requests
  - Waitlist rollover families who requested to remain on the waitlist for the coming school year
  - New families to the waitlist from the general public
- Once the waitlist offers go out, families have 48 hours to accept the space. The offer will be emailed to the email address on file on the online account. If the parent declines or does not respond, we move to the next family on the waitlist.
- Every single child and family on our waitlist is precious and each has a story and a need. We do not deviate from the priority order laid out above, regardless of the family's personal request, as each family has a need for care for their child.

## BILLING INFORMATION

### ELECTRONIC STATEMENTS

- Please be aware that all communication from the Child Care Administrative Office will be automatically sent to the primary email address attached to your account. This includes, but is not limited to: the monthly newsletter, monthly billing reminders, late payment notices, registration information, waitlist offers, etc. It is crucial that your email address be kept up to date. It is also recommended that you add [sacc@aacounty.org](mailto:sacc@aacounty.org) to your email "favorites" so that our emails do not go to your spam or junk folders.
- If you would like to receive a paper billing statement, you may request this via e-mail at [sacc@aacounty.org](mailto:sacc@aacounty.org). If you do not have access to e-mail, please contact the Child Care Administrative Office at 410-222-7856 ext. 0 for further assistance.
- You can also manage your account online by going to our website at [www.aacounty.org/recparks](http://www.aacounty.org/recparks)>Child Care >Log in> Manage Your Account

### FEES

- The fees for child care are established on a yearly basis and are determined by program costs. These program costs include the expenditures for staffing, administration, snacks, supplies, special events, and building usage.
- The annual expense is then divided into ten equal payments. There is no reduction in fees for months with a relatively few number of school days, just as there is no increase in fees for months with a greater number of days. There is no additional fee for the scheduled early dismissal days.
- We cannot deduct days missed from your fee. When you enroll in the program, you are reserving the time, space, staffing, and provisions whether or not your child attends the entire week/month/school year.
- If you registered your child in the middle of the month, you will be billed for the pro-rated amount for the remainder of the month plus the coming month.
- The list of fees by center location is available on our website at: <https://www.aacounty.org/departments/recreation-parks/child-care/forms-and-publications/child-care-fee-schedule.pdf>.

### MONTHLY PAYMENT SCHEDULE

- A monthly billing reminder will be sent to the email address on file. If you would prefer a paper bill, you must notify us in writing at [sacc@aacounty.org](mailto:sacc@aacounty.org). Payments are due by the 10<sup>th</sup> of each month with the first payment typically due on/about July 10<sup>th</sup>.
- Contact the Child Care Administrative Office at 410-222-7856, ext. 0 if you have any questions in regard to your billing statement.
- Payments are numbered one through ten and correspond to the months as follows:
  - Payment #1 due August 10<sup>th</sup> for September
  - Payment #2 due September 10<sup>th</sup> for October
  - Payment #3 due October 10<sup>th</sup> for November
  - Payment #4 due November 10<sup>th</sup> for December
  - Payment #5 due December 10<sup>th</sup> for January
  - Payment #6 due January 10<sup>th</sup> for February
  - Payment #7 due February 10<sup>th</sup> for March
  - Payment #8 due March 10<sup>th</sup> for April
  - Payment #9 due April 10<sup>th</sup> for May
  - Payment #10 due May 10<sup>th</sup> for June

### EXPLANATION OF MONTHLY BILLING STATEMENT

- Previous Balance: Prior payments not received and posted to your account by the due date.
- Late Pick Up Fee: Charges for picking up your child(ren) after the program is closed. The fee is \$3 per minute, per family, per location.

- Late Payment Fee: Charges for payments not received and posted by the due date (a \$25 fee will be assessed for any payment received after the 15<sup>th</sup> of each month).
- Current After School Fee: Charges for the next month of service.

### **EXPLANATION OF PAST DUE BILLING STATEMENT**

- PM FEE: Payments that were not received by the due date for your session (by the 10<sup>th</sup> of the month for the coming month's service)
- LATE FEE: A \$25 late fee is added to your account if payment is not received by the 15<sup>th</sup> of the month.
- LATE PICK UP FEE: Payments that were not received by the due date for picking up your child after 6pm.

### **PAYMENT METHODS**

- Credit or Debit Card: Payments may be made online at <http://www.aacounty.org/RecParks>.
  - Click on "Child Care" (left side of menu)
  - Click on "Login to your Account" (gray button on right side of screen)
  - Enter email address and password
  - Click on "Submit"
  - Click on "Make Payment"
  - The minimum payment due has been pre-selected in grey. This amount is due or past due at this time. Additional boxes may be selected if you would like to pay in advance for additional months of service.
  - Click on "Process Payment"
  - Click on "Accept" or "Decline" credit card terms and conditions. If you click on "Decline" your credit card payment cannot be processed.
  - If you click "Accept" then follow the prompts for completing your credit card transaction.
  - If you encounter any problems with the above outlined process, please call the Child Care Administrative Office at 410-222-7856, ext. 0.
  - Please be aware that Anne Arundel County does not store credit card information. Therefore, you must enter your payment information for each online transaction.
- Check or Money Orders: Payments may be mailed directly to:
  - Anne Arundel County  
Recreation and Parks Child Care  
1 Harry Truman Parkway Suite 105  
Annapolis, MD. 21401
  - If mailing, please **allow 10 business days** for your payment to be received in the Child Care Administrative Office. Please contact our office at 410-222-7856 ext. 0 if you would like labels sent to you.
  - Make check or money order payable to **Anne Arundel County**. **Be sure to add your child's name and child care center location to ensure your payment will be posted to your account in a timely manner.**
  - Mail the bottom portion of your billing statement with your payment. We need this to post your payment to your account.
- Auto Bill Pay: Set up through YOUR personal banking establishment. Please contact your personal banking establishment to set up automatic bill pay. Please **allow 10 business days** for processing, and make sure to add in the memo line your child's name, and the name of the center that your child attends.
- In Person: Payments (cash, check or money order) may also be made in person at the Child Care Administrative Office from 8am-4:30pm Monday-Friday (county office locations also follow the holiday schedule of Anne Arundel County Government):
  - Anne Arundel County  
Recreation and Parks Child Care  
1 Harry Truman Parkway, Suite 105  
Annapolis, MD. 21401

- Do not place payments in the mailbox outside the Department of Recreation and Parks office. This will result in up to a 4-day delay in your payment being posted.
- **Payments are NOT accepted at the Child Care Center or accepted over the phone.**

### **PARTIAL PAYMENT OPTION**

- The Anne Arundel County OIT Office has now set up our online system for families to accept partial payments. This new partial payment option should assist our families with custody agreements who divide their payments between parents and/or those who would prefer to pay a smaller amount per paycheck throughout the month.
- If your family decides to utilize the partial payment option, please be aware that ***the monthly payment must still be received in full by the 10th of each month*** in order for your child to continue in care for the coming month of service.
- If your family would like to utilize the partial payments option, please use the following instructions after logging into your online account:
  - Click the blue "Make A Payment" button.
  - Select the payment(s) you wish to make. The total at the bottom of the page will be for the full amount, but you can change the amount on the next page. Click the blue "Continue Payment Process" button at the bottom of the page.
  - On the next screen, you now have the ability to edit the amount you wish to pay in the "Amount You Want To Pay" column. You must pay at least a minimum of \$100 unless the amount due is less than \$100, in which case you must pay the full amount indicated.
  - Click the blue "Submit" button at the bottom of the screen to continue to our vendor's website to complete your payment.

### **FLEXIBLE SPENDING ACCOUNT (FSA)**

- Flexible Spending Account forms can only be completed by the Child Care Administrative Office.
- Forms cannot be accepted or completed by center staff.
- Please scan and e-mail your form to [sacc@aacounty.org](mailto:sacc@aacounty.org), or fax to 410-222-4478.
- Please allow two (2) business days for processing.

### **RETURNED CHECK FEE**

- There is a charge of \$25 for each check or similar written instrument that is not paid in full by the financial institution on which it is drawn for a reason other than the fault or neglect of the County, when on first return "no funds", "payment stopped", or "account closed" is indicated, or when presented a second time for payment it is dishonored regardless of reason.
- The charge shall be imposed against the person presenting the check or instrument to the County.

### **DELINQUENT PAYMENTS**

- For Payment #1: Your payment for child care service in August/September **must** be received by August 10, 2022. Due to the short turnaround before the start of the school year:
  - If this first payment is not received on time, it will be assumed that you want your child withdrawn from the program.
  - Your child will be withdrawn on August 15, 2022 and your space will be offered to the next family on our wait list.
- For Payments #2-#10: Payments not received by the 15<sup>th</sup> of each month will be considered late and the adhered to:
  - A late fee of \$25 will be added to the monthly payment, and a late payment notice will be sent to the e-mail address on file.
  - If payment is not received in full (including any late fees or late pick-up fees) by the end of the month, it will be assumed that you want your child withdrawn from the program. Your child will be unable to attend the PRE-K program on the 1<sup>st</sup> of the month, the wait list will be emailed, and your

space will be given to someone else. If you wish to make payment after this has occurred, you will have to re-register for the program.

- There will be **no** exceptions to this policy.
- You will be responsible for payment unless we receive a *Withdrawal Form* from you.
- If you attempt to continue to send your child after the 1<sup>st</sup> of the month (after you have been notified that payment has not been received), the following step will be taken:
  - The Center Director/staff will not accept your child at the time of drop-off in the morning.

### **SCHOOL YEAR REFUND POLICY**

- If you no longer require school year child care services, please visit our website at <http://www.aacounty.org/RecParks> > Child Care to submit a *Online Withdrawal Request*. You must log in to your account and select the "Manage Your Account" tab to access the link to the *Online Withdrawal Request*.
- Please be aware that if you choose to withdraw your child at any point during the school year, they will also be withdrawn from any future school year sessions and that your family will lose priority status for future programs.
- If you have already made payment and are requesting a refund the following must be adhered to:
  - A \$25 processing fee will be assessed on all withdrawals.
  - **All refund requests for medical reasons must be accompanied with a physician's note and are handled on a case by case basis.**
  - At this time, all refunds must be processed via a check mailed directly to the primary account holder from the Anne Arundel County Office of Finance. Please allow 4-8 weeks for processing.
  - Refund checks are mailed to the primary account holder at the mailing address listed in your online account. Please ensure the name and address are up to date.

### **SUMMER REFUND POLICY**

- If you no longer require summer child care services for one or more of the weeks you registered for, please visit our website at <http://www.aacounty.org/RecParks> > Child Care to submit a *Online Withdrawal Request*. You must log in to your account and select the "Manage Your Account" tab to access the link to the *Online Withdrawal Request*.
- If you have already made payment and are requesting a refund the following must be adhered to:
  - A \$25 processing fee will be assessed on all withdrawals.
  - 10-business days' notice is required for all summer refunds.
  - 10-business days' notice is also required for all requests to transfer fees between summer weeks. Weekly payments may be transferred between summer weeks ONE time ONLY.
  - **All refund requests for medical reasons must be accompanied with a physician's note and are handled on a case by case basis.**
  - At this time, all refunds must be processed via a check mailed directly to the primary account holder from the Anne Arundel County Office of Finance. Please allow 4-8 weeks for processing.
  - Refund checks are mailed to the primary account holder at the mailing address listed in your online account. Please ensure the name and address are up to date.

### **FINANCIAL ASSISTANCE**

- The Child Care Division is pleased to work with any other subsidy programs or third parties that parents wish to pay for their child's account. The third party/program must submit a formal letter of intent for payment.
  - Parents are responsible for obtaining and submitting this letter of intent *from the subsidy program or third party* that will be making the payment.
  - Parents are responsible for payment unless the letter of intent has been submitted to the Child Care Administrative Office.
- Financial assistance for child care programs is available through the Maryland State Department of Education's Child Care Scholarship Program. For more information regarding this state-funded

scholarship voucher program, please contact the CCS Central 2 Office at 1-877-227-0125 or Money4childcare.com.

- The following information will guide you in using your scholarship for one of our Recreation & Parks Child Care programs:

- For NEW Child Care Scholarship Voucher participants:

- For information on how to apply for the MSDE Child Care Scholarship, please visit the following State of Maryland website: [Money4childcare.com](http://Money4childcare.com).
- Upon reserving a space in our program, you must notify the Rec & Parks Child Care Administrative Office that you would like to use a scholarship ([sacc@aacounty.org](mailto:sacc@aacounty.org), or 410-222-7856, ext. 0).
- Your scholarship must be valid and have been issued by the MSDE CCS Central 2 Office within 60 days of the Authorization Date on the scholarship. It cannot be expired.
- If you have a valid scholarship, please sign and date all copies. Please do NOT complete any of the Provider information on the scholarship. Our office will do so.
- You will also need to complete a Co-Payment Agreement Form. You must answer all of the “Yes” or “No” questions and sign/date the form. If you answered “Yes” to any of the questions, you will need to send us proof that you receive the benefit listed on the Co-Payment Agreement Form. Proof includes a picture of the benefit card, a copy of a benefit approval letter, or any other document proving you have the benefit listed.
- Next, please share your documents with the Rec & Parks Child Care Administrative Office in one of the following ways:
  - Scan & email the documents to [sacc@aacounty.org](mailto:sacc@aacounty.org). They must be in PDF format or CCS Central 2 will not accept them. (If you are using a PDF scanning app on your phone, please make sure the picture is clear (no shadows/not blurry), straight (not slanted/folded), and is full size (8 ½' x 11”).
  - OR: Drop your documents off in person to the Rec & Parks Child Care Administrative Office Monday-Friday, 8am-4:30pm at 1 Harry S. Truman Parkway, Suite 105 Annapolis, MD. 21401. Please do NOT mail your documents.
- Once all documents have been received by the Rec & Parks Child Care Administrative Office, our staff will review them, complete the Provider information, and submit them to MSDE’s CCS Central 2 Office for final processing. Our office will notify you of next steps once we receive a response from MSDE, including whether or not you will have a co-payment.
- **If you do NOT have a valid scholarship to give to our office, you are responsible to continue making your child care payments until you receive your new scholarship.**
  - If you were using your scholarship at a different child care provider, you will need to complete a Provider Change Form which will need to be signed by your old provider. Send the completed Provider Change Form to CCS Central 2. Once the CCS Central 2 Office receives and processes your form, you will be issued a new scholarship to give to our office.
  - Even if you have completed a Provider Change Form with your previous child care provider, **you must still make all payments until you receive a new scholarship to give to us.** MSDE does not permit a parent to use the same scholarship at more than one Provider.
  - If you have made payments while awaiting your scholarship, and your scholarship has been backdated to cover some (or all) of your out-of-pocket expenses, we will issue you a refund after we have received the funds from

CCS Central 2 to cover the amount of your refund. The refundable amount will be determined by the start date of your scholarship payments. Please be aware that the refund process can take 4-5 months pending the new "True-Up" payment process from MSDE CCS Central 2 Office. Unfortunately, our office has no control over the length of time MSDE takes to complete the process.

- If your scholarship is terminated by CCS Central 2 for any reason, or they send you a new scholarship, it is your responsibility to notify us immediately so we can discuss next steps.
- **For CONTINUING Child Care Scholarship Voucher participants:**
  - If you already have a scholarship with our program, it is your responsibility to complete your renewal/redetermination of your scholarship with MSDE's CCS Central 2 Office in a timely manner. According to CCS Central 2, you may begin the redetermination process 45 days prior to your current scholarship's expiration date.
  - You must submit your new signed and dated scholarship AND a new Co-Payment Agreement Form to the Rec & Parks Child Care Administrative Office as soon as you receive it. Documents must be in PDF format and may be emailed to [sacc@aacounty.org](mailto:sacc@aacounty.org).
  - If you do not receive your new scholarship before your current scholarship ends, you will be required to make payments for your child care until you receive your new scholarship.
  - If you have made payments while awaiting your new scholarship, and your scholarship has been backdated to cover some (or all) of your out-of-pocket expenses, we will issue you a refund after we have received the funds from CCS Central 2 to cover the amount of your refund. The refundable amount will be determined by the start date of your scholarship payments. Please be aware that the refund process can take 4-5 months pending the new "True-Up" payment process from MSDE CCS Central 2 Office. Unfortunately, our office has no control over the length of time MSDE takes to complete the process.
  - If your scholarship is terminated by CCS Central 2 for any reason, or they send you a new scholarship, it is your responsibility to notify us immediately so we can discuss next steps.
- **All scholarship/third party payer families must be aware of the following information:**
  - You are responsible for paying for any portion of your child care bill that is not paid for by your scholarship, regardless of the reason it is not paid. This may include weekly co-pays, the difference between our cost and the scholarship rate, unpaid absence days, failed attendance audits, late pick-up fees, scholarship termination or any other reason your child care balance is not fully paid. Failure to make any requested payments may result in the loss of your child's space in our program.
  - Please be aware that there will also be special attendance sheets at your child's center for your scholarship that you will be required to initial & sign. The attendance sheets cover two week time periods. If you do not initial & sign the attendance sheets, we will be unable to submit your child's invoice to CCS Central 2 for payment, and you will be responsible for payment for that two week period.

## **ANNUAL TAX STATEMENTS**

- All Annual tax statements are available through your online child care account on/about the fifth day of January each year for the previous tax year.
- To access your tax statement:
  - Log into your online account. Select the "Manage Account" tab.



- Select “Year End Tax Statement”. Then, select the desired year and “Yes” or “No” for each child on your account. Click the Submit button.
  - Click the “Print/PDF” button.
- Our Federal ID # is 52-6000878.

***BILLING, REGISTRATION AND/OR RECORDS REQUESTS***

- All requests for documents or information must be made in writing to the Child Care Administrative Office. You may fax your written request to 410-222-4478, or e-mail us at [sacc@aacounty.org](mailto:sacc@aacounty.org).
- Please be aware that requests for center documentation (such as daily attendance sheets from our centers) require specific written notice, and must be requested by the legal guardian of record. Once your written request is received, a member of the Child Care Administrative Office will contact you to discuss.

## PROGRAM INFORMATION

### **PROGRAM SCHEDULE**

The Pre-K program operates Monday through Friday, every day that Anne Arundel County Public Schools are in session for students.

- The school year Pre-K program at the South County Recreation Center operates from 9:00am until 3:00pm.
- There will be no Pre-K on days when Anne Arundel County Public Schools are closed for students. Visit [www.aacps.org](http://www.aacps.org) > School Calendar to view days schools are closed for the coming year.

### **PROGRAM CONTENT**

- Although there are separate locations for our programs, the staff will have consistent rules, regulations, and policies in place that are in accordance with the Maryland State Department of Education (MSDE) Office of Child Care (OCC) regulations and will follow the Maryland EXCELS standards. The specific content of each program will be based on guidelines established by the Department of Recreation and Parks.
- There will be a minimum and maximum amount of children attending at each site. This maximum is based upon the Maryland State Department of Education's Office of Child Care (MSDE-OCC) regulations including square footage, staff availability, the availability of space in the facility, and the availability of restroom facilities.

### **STAFF**

- Each program will have the appropriate number of staff for the number of children registered. Each position meets or exceeds the minimum requirements as established by the Maryland State Department of Education's Office of Child Care (MSDE-OCC). This includes a criminal background investigation. All Anne Arundel County employees are also required to successfully complete pre-employment drug testing, and are subject to random testing thereafter.
- Staff members trained in CPR and First Aid, as required by MSDE-OCC, will be on duty at all times.
- There will also be staff available that are trained in Health & Safety, Medication Administration, Behavior Management, and the ADA (Americans with Disabilities Act).
- All staff is required to maintain the certification for their position and obtain a minimum of 6-12 hours of continuing education (dependent upon position) per year.
- On occasion, centers may also utilize volunteers or Professional Educators (i.e. teachers that provide additional educational enrichments). Both volunteers and Professional Educators must also meet or exceed the minimum requirements as established by the Maryland State Department of Education's Office of Child Care (MSDE-OCC).
- Please also be aware that our child care center staff are part-time employees of Anne Arundel County and work a limited school year schedule. Therefore, they are not available outside of program operating hours. If you have center-related questions or concerns outside of the center's operating hours, please leave a voicemail at the center. Center staff will check voicemail when they return to the center and respond in a timely manner.
- Our child care center staff does not handle payments or registrations on site. All billing & registration concerns should be directed to our Child Care Administrative Office at 410-222-7856.
- Are you interested in making a difference in the lives of children? For an exciting part-time career in child care, you can apply to work with us by going to: <https://www.aacounty.org/departments/recreation-parks/jobs/index.html> .

### **BASIC PROGRAM COMPONENTS**

- The program welcomes children of all abilities, and strives to reflect the interests, primary language and cultural backgrounds of the children in our care.
- The program will include opportunities for individual and group participation while providing a balance between self-selected and staff-directed activities. All of our Child Care programs are licensed child care

centers through the Maryland State Department of Education's Office of Child Care (MSDE-OCC). We are proud to offer a variety of enriching opportunities that reflect our philosophy of "Education Through Recreation".

- **Curriculum**

- Each of our Pre-K programs utilizes an MSDE-OCC approved Curriculum. The curriculum we utilize strives to give children a love of learning and a running start in kindergarten. Our curriculum program integrates math, science, health, creative arts, social studies, physical movement, early literacy, and social-emotional development, all under a framework of guided instruction and imaginative play.
- Each month, your Center Director will also plan weekly themes and activities that reflect and incorporate monthly themes that align with the approved curriculum.

- **Activity Stations**

- Your child will be offered a rotation of the following "free play" activity stations on a weekly basis. These stations give your child an opportunity to explore different materials & learn through play with their peers:
  - **Arts and Crafts Station(s)**
    - There will be opportunities for self-selected and staff-directed arts and crafts
  - **Engineering Station(s)**
    - This station includes such things as legos, kinex, blocks, gears, etc. and encourages building, construction, engineering abilities, and fine motor skills.
  - **Literacy & Language Station**
    - This station includes a library of books, writing materials, language resources, etc.
  - **Science & Math Station**
    - This station includes materials that encourage children to explore math and science concepts and resources, and critical thinking skills.
  - **Other Stations**
    - Depending upon the interests of the children at their site, and the space available, Center Directors may also offer a variety of other stations, such as: Computers/Electronic Games, Drama, Dress-Up, Geography, Health & Wellness, Housekeeping, Music, Movement, Sewing, etc.

- **Nutrition and Wellness**

- Snacks will be provided daily during the Pre-K program. Please review the *Daily Schedule & Curriculum Calendar* posted in your center's Parent Information Center for times when snack is served, and the planned menu. Please be aware that the menu is subject to change. The center staff will note any changes on the posted menu as they occur.
- All of the centers follow the basic guideline of 10/10/200 for snacks. A snack cannot exceed 10 grams of fat, 10 grams of sugar and no more than 200 calories (does not include beverage).
- Please be aware that centers are permitted to exceed the 10/10/200 rule for one special celebration day per month.
- All of the centers are also required to offer fruits/vegetables & whole grains as a part of their snack menu.
- Water is highly encouraged as the drink at snack time to keep children hydrated, but 100% juice may also be offered. 1% milk is also available.
- If your child indicates they do not like the snack offered, an alternate snack (such as saltines, graham crackers, etc.) will be made available to them.
- At the South County Rec Center Pre-K program, students must bring their own lunches. 1% milk will be offered by center staff as a drink. Please write your child's name on the lunchbox and any interior containers that you use. Please pack your child's lunch in containers that he/she can

open. Unfortunately, we cannot warm food. We will send home uneaten food so that you may gauge the amount of food your child eats and make the appropriate adjustments. We emphasize to children the importance of not wasting food.

- **Children are not permitted to consume food/meals brought in from outside of the center at snack time unless it is medically necessary (with a doctor's note) or for religious purposes. This includes food purchased and/or prepared by parents for special events, such as birthday celebrations.**

- **Physical Fitness**

- The program will also include opportunities for your child to play organized group games.
- Children will play outdoors each day except during inclement weather, so your child must wear appropriate clothing and shoes for outside activities (or gym).
- Please note that shorts/pants and tennis shoes are preferred attire, rather than skirts and flip-flops/sandals/crocs; and **children's participation in certain activities may be limited based upon their attire for their safety.**
- Parental requests for outdoor restrictions must be submitted to the Child Care Administrative Office for review. Additional documentation may be requested, based on the restriction request.

- **Additional Opportunities**

- *Community Service Projects*
  - Opportunities are given throughout the school year in which children can participate in service to their community. Your Center Director will provide more information for your individual center's selected projects.
- *Take 25 Program*
  - In conjunction with the National Center for Missing and Exploited Children, SACC participates in the Take 25 safety initiative each May.
  - The Take 25 Campaign encourages parents, guardians, educators and others to take 25 minutes to talk to children about safety.
- *Special Events/Speakers*

- **Developmental Assessments**

- In our full-day Pre-K programs, each child will be evaluated developmentally by our staff each school year. This is a requirement of the Maryland State Department of Education's Office of Child Care of all licensed Pre-K programs in the state.
- We will be utilizing an MSDE-OCC approved Questionnaire which pinpoints developmental progress in children between the ages of one month to 5 ½ years. The Center Director will notify you with a copy of your child's results.

- **Family Communication & Participation**

- December/January Annual Parent Survey – We highly encourage parents to complete our Annual Survey upon receipt. These are carefully reviewed each and every year, and utilized to make program improvements!
- Parent Events planned by the Center Director at each center
- Monthly Parent Newsletter sent to the e-mail address on file
- Parent Information Center available at every center
- Parent Conferences – Center Directors (and/or the Child Care Administrative Office) will contact you if they feel there is an immediate need for a parent conference. Otherwise, Center Directors will also present an opportunity twice a year for parents to choose to sign up for a conference to chat about their child with the Center Director. The sign-up sheet will be made available in your center's Parent Information Center in November and March.
- Mailboxes – At the South County Rec Center Pre-K program, there will also be "mailboxes" set up for each child so there can be two-way communication between the center and home. We believe this is of the utmost importance for your child's growth and development, so please check your

child's mailbox daily for important information. Unfortunately, teachers cannot always confer at length at the beginning or end of the day beyond a quick message. We encourage you to make an appointment if you would like to speak with a staff member at length.

- Parents are *always* welcome to share their comments, concerns, send congratulations, or request a conference by speaking with your Center Director, via our email address at [sacc@aacounty.org](mailto:sacc@aacounty.org), or by contacting the Child Care Administrative Office at 410-222-7856, ext. 0.

- **Child Personal Property Policy**

- Children **are not permitted** to bring/utilize toys, games, collectible cards, electronics, CD's, CD players, Game Boys, Tablets, I-Pods, MP3 Players, etc. from home to the center.
- On special occasions, your child's individual center *may* utilize a *Toy From Home Permission Slip* in order for your child to bring a special toy. The form must be completed in advance for your child to participate.
- The Pre-K program is not responsible for money, cell phones, or other personal items your child may bring to the program.
- Children may not use, activate, or display their cell phone, smart watch/device, or similar electronic devices during child care center hours.

- **Pet Policy**

- You may not bring your family pet to visit the center when picking up your child.
- Some centers have implemented a "Class Pet" (*typically fish*) as part of their Science Station at the center and/or may schedule an enrichment – such as ZooMobile – that includes animals. If your child has pet allergies, please alert the center staff so we may take the appropriate precautions.

- **Anne Arundel County Facility Non-Smoking Policy**

- Please be aware there is no smoking allowed on facility grounds or in/around the child care centers.

- **Student Attire**

- To prepare your child for school, the Pre-K program also observes and heed the Student Attire policy listed within the Student Code of Conduct for Anne Arundel County Public Schools:
  - "Students are to dress in clothes that promote a safe and respectful learning environment. Clothes that create a disruptive environment or cause a health or safety hazard are not appropriate and not acceptable at school."
  - "Headwear: Only for health, safety or religious reasons"
  - "Shoes: No bare feet"
  - "Clothing:
    - Cannot show profanity, obscenity, violence or symbols of hate
    - Cannot promote alcohol, tobacco or drugs
    - Cannot promote gang colors or gang-related signs
    - Cannot show underwear
    - Cannot show bare skin between upper chest and mid-thigh"
- Further, the Pre-K programs are recreationally-oriented and require shoes secured at the heel in order to participate in organized gym/outdoor games, and on the playground equipment. (Preferred Attire = Pants/Shorts & Sneakers)
- Children must also be appropriately dressed for the weather. Maryland child care regulations require child care facilities to utilize outdoor play areas even during colder weather. Your child must be sent with a coat, hat and gloves as necessary.

- If, in the opinion of the Center Director or designee, the child is not appropriately attired, the parent/guardian will be notified. ***Please be aware that your child's attire may limit their participation in certain activities (i.e. gym/outdoor time).***

### **SIGN IN/SIGN OUT**

- **Parents must go into the building to sign their child in for the morning program and out at the time of pick up each afternoon.**
  - For your child's safety, children are NOT permitted to sign themselves in and out of the program for any reason.
- Children will be released only to the individuals (13 years and older) authorized to pick up the child.
  - No child will be released to a person other than the authorized individual without prior written permission from the child's parent or guardian. This policy must be strictly adhered to for the protection and safety of your child.
  - Please be advised that any person unknown to the staff will be asked to provide a photo ID before your child is released to their care.
  - Notify the PRE-K staff of any changes in pick up schedules by completing the *Change in Child's PM Attendance* form.
- Center staff will not accept children into the morning program if the building is inaccessible, utilities not available, etc. Parents may be requested to stay with their child until building access status is determined.
- **Please make sure that the information on your *Emergency Form* is kept current.**

### **ARRIVAL & DISMISSAL AT THE SOUTH COUNTY REC CENTER**

- Only one of our two parking lot gates is open during arrivals and departures. Please use caution when entering, leaving, and while in the parking lot as we share parking spaces with participants of programs in the other building.
- For your child's safety, keep control of your child by securely holding his or her hand on your walk from the car to our center door. Please do not allow your child to travel through the parking lot unescorted at any time!
- A "safety zone" bordered with orange cones will be in effect in the parking lot adjacent to our building during center hours. Do not drive or park in this area.
- We cannot allow children to enter the building prior to their registered time in our programs as the center staff are busy preparing for the day.
- Make every effort to arrive for your child's registered program (9:00 AM) on time. Late arrivals miss important information and can disrupt the class.
- Please encourage your child to walk with his/her own backpack or tote bag. This helps him/her feel like a preschool "big kid". If your child uses an umbrella, we ask that you take it back to your vehicle with you when your child enters the school.
- A quick and confident "kiss-and-go" method of leaving your child is the best transition between parent time and center time. Lengthy goodbyes only serve to heighten your child's anxiety about separating with you and make it more difficult for them to start their day with us.
- Pick-up time for students is from 2:00 PM – 3:00 PM. The children will be participating in some social skill building in activity stations during this time, so it will not disrupt class time to pick them up starting at 2:00 PM.
- The garden area in front of our child care center building is known as "Brad's Garden" in honor of one of our past participants. Please encourage your child to treat it with respect.

### **ATTENDANCE**

- The Center Director at each child care location is responsible for maintaining an accurate attendance record for the children.

- MSDE-OCC regulations mandate that children who are absent from the program due to illness for three (3) days or more must have a written statement from a parent or physician that the child may return to a regular schedule.
- The *Parental Permission Slip for Children Participating in Recreation Center Activities* (available at the center) must be completed if your child will be attending a regularly scheduled activity outside of child care in the other Recreation Center, which will cause their absence from the Pre-K program.
  - The activity sponsor/teacher is responsible for accompanying your child to the location where Pre-K is currently meeting at the end of the activity and signing your child back into the Pre-K program. Staff will notify the parent if this is not occurring and the parent must address this with the activity sponsor/teacher. If this continues to be a concern, your child will no longer be able to participate in the activity.
  - If your child's activity is occurring at the end of the program day, arrangements must be made with the Child Care Center Director for your child to be transported and signed in to the other activity. Once the other activity takes custody of your child, they have responsibility for your child and you must pick up from the activity sponsor/teacher.

### **LATE PICK-UP OF CHILDREN**

- **The Pre-K program at South County Recreation Center closes promptly at 3:00pm.**
- **The center clock is the official time.**
  - A late pick up fee will be assessed at the rate of \$3.00 **for every minute after 3:00 PM.**
  - The staff person on duty will have the individual picking up the child sign a *Late Pick Up* form.
  - That form will be submitted to the Child Care Administrative Office and you will be billed from the office on the following monthly billing statement.
  - Center staff is not permitted to accept late pick up fees.
- **Recurring lateness offenses in one school year will result in suspension/dismissal from the program. You will be notified by the center staff/supervisor if your next late pick up will result in the suspension of your child. If your child is suspended, the suspension will take place the next day that school is in session for students.** Therefore, please make other emergency arrangements in the event you will be delayed.
- You are still responsible for the late pick up charges if you arrive after 3:00 PM (even if you called the center to inform them that you would be late).
- If your child is not picked up by 3:30 PM the staff will contact the appropriate agency that will then take the required action.
- See **Inclement Weather and Emergency Closings** section for further information regarding Late Pick-Up fees/consequences in those situations.

### **TRANSPORTATION**

- ***Under no circumstances is staff permitted to provide transportation to or from a program for unrelated participants.*** Parents need to make alternative arrangements in the event they will not be able to pick up their child.
- Recreation & Parks' Child Care Division does NOT provide transportation to/from the program.

### **SCHOOL CALENDAR**

- All Child Care Division programs follow the school calendar for openings and closures. Visit the Anne Arundel County Board of Education's website for the most up-to-date school calendar: [www.aacps.org](http://www.aacps.org) > School Calendar.
- **SCHEDULED LATE ARRIVAL & EARLY DISMISSAL DAYS:** The Anne Arundel County Public Schools schedule several days each year for late arrivals/early dismissals for students into the school calendar. On these days the Pre-K program will remain open at its normal times.
- **SCHEDULED SCHOOL HOLIDAYS:** There will be **NO** MSDE-OCC licensed Department of Recreation & Parks Child Care programs available on school holidays.

## **INCLEMENT WEATHER AND EMERGENCY CLOSINGS**

- Anne Arundel County Department of Recreation and Parks Pre-K programs follow the policies and schedule of the Anne Arundel County Public School System.
  - Please tune to local radio stations if you have a question about the closing or opening of schools.
  - Parents may also call the Board of Education's Cancellation Hotline at 1-800-893-7080, check their website at [www.aacps.org](http://www.aacps.org) or check our website at [www.aacounty.org](http://www.aacounty.org) .
  - Rec & Parks Child Care Text & Email Alert System:
    - In cases of emergency notices/reminders, every effort will be made to send a text alert to all cell phones noted in your online child care account. (If the Child Care Administrative Office is open at the time of the emergency notification, and email will also be sent to the email address on file in your account.)
    - If you do not want someone in your account to receive a text alert, please log into your child's account and toggle the switch by that specific cell phone from "Yes" to "No".
    - Go to: <https://aacoprod.aacounty.org/ChildCare/Login> to make any changes.
    - Parents will be responsible for all text charges from their mobile phone carrier.
- **EMERGENCY CLOSINGS FOR THE ENTIRE DAY:** There will be **NO** Pre-K program in the event schools are closed for the day. Emergency closings are typically determined by the Board of Education and may be related to inclement weather, or other emergency situation. The Anne Arundel County Department of Recreation and Parks will make facility-related emergency closings decisions on behalf of the South County Recreation Center (in the case of mechanical malfunction, power failure, etc.).
- **UNSCHEDULED LATE OPENINGS:** If schools open late, the Pre-K program will open an equivalent number of hours late. *(For example, if schools open 2 hours late, the program will begin at 11:00 AM)* The rest of the day's program will operate as usual unless weather conditions deteriorate and the snow emergency plan goes into effect necessitating early dismissal.
- **EARLY DISMISSALS DUE TO EMERGENCY CLOSINGS:** In the event of an early emergency school closing (due to weather, mechanical malfunction or other emergency situation) the Pre-K program will close at 2:00 PM.
  - **Parents need to make alternative child care arrangements in advance to cover emergencies. Late pick-up fees will apply after 2:00pm.**
- **REGULAR DISMISSAL TIME DURING EMERGENCY:** If schools dismiss at their regular time during an emergency (due to weather, mechanical malfunction, or other emergency situation) the Pre-K program will remain open. Depending on the situation parents may be notified requesting an earlier pick up of your child. Please ensure that the center has a phone number where you can be reached in an emergency.
- **AFTERSCHOOL ACTIVITIES ARE CANCELLED:** Please be aware that if Anne Arundel County Public Schools announce that "Afterschool Activities are Cancelled", the Pre-K program is unaffected.
- **UNUSUAL EMERGENCY CIRCUMSTANCES:** The Child Care Division reserves the right to close child care programs independently of an AACPS decision in the event of an unusual emergency or large-scale weather event for the safety of staff, participants, and families.
- Please listen to the radio, television, or check the following: [www.aacounty.org](http://www.aacounty.org) or [www.aacps.org](http://www.aacps.org) to get updated information of closings.
- Please be aware that the Child Care Administrative Office follows the holidays, service reduction days, and emergency closings schedule of Anne Arundel County Government.

## **EMERGENCY INFORMATION**

- It is essential that all emergency telephone numbers and change of address be **kept current**.
- **Parents are responsible for this information, which is pertinent to the protection of their child.**
- You must inform the Child Care Administrative Office and the Center Director of any changes. *Change of Information* forms are available at the center for your convenience. Your on-line registration account information also needs to be updated at our website. Go to [www.aacounty.org/recparks](http://www.aacounty.org/recparks) >Child Care > Manage Your Account.



- Please also make sure the emergency numbers of your other authorized individuals are accurate in case they need to be contacted.
  - If your child is not picked up by **3:00 PM** the Center Director will begin calling the persons listed as emergency contacts. **Individuals listed as emergency contacts must be willing to pick up the child and be within 15 minutes of the center.**
  - If the staff has been unsuccessful in personally speaking with an emergency contact and your child has not been picked up by 3:30 PM, the staff will then contact the appropriate agency. That agency will then take the required action.

## **EMERGENCY DRILLS**

- Center staff receives Emergency Preparedness training along with a manual that outlines the steps to be followed in various emergency situations.
- Each center also has a designated nearby location in the event a center is required to be evacuated. The location is posted at the Parent Information Center.
- The centers will practice monthly fire drills. To maintain consistency with the children for the future, the Pre-K program will follow the same emergency code terminology as the Board of Education.
- Please be aware that the MSDE Office of Child Care also requires full-fledged emergency code drills of all Maryland child care centers twice per year (as of 07/01/10).
  - Each individual child care center will notify parents in advance of the date and time of the drill. Parents that do not wish their child(ren) to participate in the following drills must provide alternative child care arrangements for the day.
    - Emergency Evacuation Drill – Staff will practice evacuating the children to their meeting location(s) outside the building on facility grounds.
    - Shelter-in-Place Drill – Staff will evacuate children to their designated shelter-in-place location within the school building.
- If you should arrive to pick-up your child in the midst of a drill, please allow the staff time to account for all of the children prior to signing your child out for the day.
- If there is an actual emergency occurring in the area, the school and/or center may be required to go into “Shelter in Place” or “Lockdown” mode. If this is the case, staff will attempt to communicate this to parents by placing a sign on the parent door (if the emergency situation allows staff the ability to do so). Please be aware that you may not be able to gain entry to the building during these types of situations as staff may be unable to answer the door. For your own safety, please seek shelter. Staff will communicate the “All Clear” and release your child to you as soon as it is safe to do so.

## **ILLNESS**

- Children who are ill are not permitted to attend the program. Children who are considered too ill to attend school are also too ill to attend the PRE-K program.
- The following Maryland Department of Health Guidance/Restrictions are currently in place: <https://earlychildhood.marylandpublicschools.org/covid-faqs>
  - Staying Home When Sick –
    - Children who have symptoms of respiratory or gastrointestinal infections, such as cough, fever, sore throat, vomiting or diarrhea must stay home.
    - Testing is recommended for children with symptoms of COVID-19 as soon as possible after symptoms begin.
  - Negative COVID-19 and/or Communicable Disease Test Results:
    - If a child with COVID-19 symptoms tests negative for COVID-19, their parent should consider having them tested for other respiratory illnesses that could be spread to others, such as the flu.
    - If your child is experiencing symptoms, and the test is negative, they may return to child care when symptoms have improved, they have no fever for 24 hours without medication, and all applicable criteria in the Communicable Diseases Summary have been met:

<https://earlychildhood.marylandpublicschools.org/system/files/filedepot/3/communicablediseasesummary.pdf>

- Positive COVID-19 and/or Communicable Disease Test Results:
  - Parents/guardians are **REQUIRED** to report positive COVID-19 and/or Communicable Disease test results to their Center Director and/or to our Child Care Administrative Office to our central email address at [sacc@aacounty.org](mailto:sacc@aacounty.org). As soon as our office reopens, this email is checked and the appropriate actions taken.
  - Please be aware that we may be required to report positive cases of COVID-19/Communicable Diseases to our local Health Department and the Maryland State Department of Education's Office of Child Care. The child care staff is likewise responsible to report certain Communicable Disease outbreaks to the Health Department. Some examples of reportable outbreaks include encephalitis, rabies, or West Nile virus.
  - The Health Department will inform us of next steps, which may include an email alerting families that there were positive cases in the room and that parents/staff must monitor their children for symptoms.
- Choosing not to be tested:
  - If you choose not to test your child, please be aware that all persons who have *suspected* COVID-19, **regardless of vaccination status**, must complete isolation as follows:
  - Stay home for at least 5 full days from the date of symptom onset if symptomatic or from the date of the positive test if no symptoms.
  - "Day 0" is considered the day symptoms started in symptomatic persons or the day of the positive test (based on the day of testing) if asymptomatic.
  - After Day 5, if the person has no symptoms or the symptoms have improved and they have had no fever for at least 24 hours without medication, they may return to school or child care if they wear a well-fitting mask for 5 additional days (day 6 through day 10).
- Please note that parents will *not* receive a credit to their account for time missed if the center remains open but only their own child is unable to attend. Your payment reserves your space in the program whether your child attends or not.
- In the event your child becomes ill during our program, every attempt will be made to contact you or the person listed as the emergency contact. Until picked up, your child will be kept away from the other children.
- Children with special medical needs must have a plan (i.e. *Asthma Action Plan, Allergy Action Plan*) on file with the Center Director.
- If a staff member contacts you to inform you that your child is ill and that your child must be picked up, you must make arrangements for your child to be picked up from the Center in a timely manner. Refusal to pick up your child when they are ill or injured, or not providing accurate contact information to be used in an emergency, may result in your child being dismissed from our program. Please assist us in keeping your child safe.

## ***INJURY***

- The staff is required to complete a *First Aid and Accident Report* in the event a child is injured. Parents will receive a copy of this report.
- You will be contacted by phone if your child sustains any type of injury requiring possible additional **medical** attention during our program.
- A parent must be available in case of emergency. Please provide us with accurate contact information.
- In the event of a serious injury, 911 will be called and then parents or other authorized individuals will be contacted.
- Refusal to pick up your child when they are ill or injured, or not providing accurate contact information to be used in an emergency, may result in your child being dismissed from our program. Please assist us in keeping your child safe.

## CONCUSSION AWARENESS

The Department of Recreation & Parks is committed to your child's safety. Since your child will be involved in active play & health, fitness, sports & game activities as a part of any of our Child Care programs, we want you to be informed of the signs & symptoms of a concussion. It is a Departmental requirement that this be provided to all parents participating in Recreation & Parks programming.

- **What is a concussion?** A concussion is a type of brain injury that changes the way the brain normally works. A concussion is caused by a bump, blow, or jolt to the head. Concussions can also occur from a blow to the body that causes the head and brain to move rapidly back and forth. Even what seems to be a mild blow to the head can be serious.
- **What are some warning signs of a concussion?** – For Immediate Action, call 911.

Signs Observed by a Parent/Guardian	Signs Reported by the Participant/Child
<ul style="list-style-type: none"><li>• Appears dazed or stunned</li><li>• Is confused about assignment or position</li><li>• Forgets sports plays/activities</li><li>• Moves clumsily</li><li>• Answers questions slowly</li><li>• Loses consciousness (even briefly)</li><li>• Shows behavior or personality changes</li><li>• Can't recall events prior to hit or fall</li><li>• Can't recall events after hit or fall</li></ul>	<ul style="list-style-type: none"><li>• Headache or "pressure" in the head</li><li>• Nausea or vomiting</li><li>• Balance problems or dizziness</li><li>• Double or blurry vision</li><li>• Sensitivity to light</li><li>• Sensitivity to noise</li><li>• Feeling sluggish, hazy, or groggy</li><li>• Concentration or memory problems</li><li>• Confusion</li><li>• Does not "feel right"</li></ul>

- **What should you do if you think a concussion has occurred?**
  1. **Seek medical attention right away.** A health care professional will be able to decide how serious the concussion is and when it is safe to return to play.
  2. **Keep your child out of play/activity until medically cleared.** Concussions take time to heal. Don't let your child return to play/activity until a health care professional says it's okay. Children, who return to play/activity too soon, while the brain is still healing, risk a greater chance of having a second concussion. Second or later concussions can be very serious. They can cause permanent brain damage, affecting your child for a lifetime.
  3. **Inform all coaches/instructors/staff members about any recent concussions.** Coaches/Instructors/Staff should know if your child has a recent concussion. Your child's coach/instructor/staff member may not know about a concussion your child received in another sport or activity unless you tell them.
  4. **Helping your child return to sports/activities safely after a concussion.** As your child's symptoms decrease, the extra help or support can be removed gradually. Children and teens who return to activities after a concussion may need to: 1) Take rest breaks as needed, 2) Spend fewer hours at activities, and 3) If in doubt, sit it out!

## MEDICATION

- The following Medical Forms are available for ALL Participants at our website. Medical Forms, signed by a health practitioner, are required prior to your child receiving prescription or non-prescription medication during the child care program.
- These forms must be renewed on an annual basis or one year after the health provider has signed it (*as indicated by the expiration dates your health provider has noted on the forms*).
- The below-listed forms are available at: <https://www.aacounty.org/departments/recreation-parks/child-care/forms-and-publications/>:
  - Acknowledgment of Allergies/Medical Conditions
    - **REQUIRED** if you/physician list an allergy/medical condition on your child's Emergency Form or Health Inventory but do not intend to supply any medication/treatment for the

- PRE-K program, **you must sign** the *Acknowledgment of Allergies/Medications* form. We cannot share medications with the school or accept expired medication.
- If your child has a life threatening medical condition, and the necessary intervention and/or medication is not provided to the PRE-K program, your child may be removed from the program until the requirements are met.
  - The parent/guardian or one of their emergency contacts must be available to pick up your child within five minutes of an emergency phone call from the child care center regarding your child's allergic/asthmatic reaction or 911 will be called.
- Medication Administration Authorization Form (MSDE OCC Form 1216)
    - REQUIRED if your child is taking a prescription OR non-prescription medication during the child care program.
    - Both prescription & non-prescription medications require parent/guardian signature and a health practitioner's signature
    - This form must be completed and submitted to the Center Director prior to any medication being administered at Rec & Parks PRE-K programs.
    - The first dose must be administered at home prior to PRE-K staff administering the medication.
    - A pharmacy label must accompany any prescription medication and match the form exactly.
  - Asthma Action Plan and Medication Administration Authorization Form (MSDE OCC Form 1216A)
    - REQUIRED if your child is to receive an inhaler or nebulizer during the child care program. Please be aware that this form REQUIRES a physician's signature.
  - Allergy and Anaphylaxis Medication Administration Authorization Form (MSDE OCC Form 1216B)
    - REQUIRED if your child is to receive an epi-pen or antihistamine during the child care program. Please be aware that this form REQUIRES a physician's signature.
  - Seizure/Convulsion/Epilepsy Disorder Medication Administration Authorization Form (MSDE OCC Form 1216C)
    - REQUIRED if your child is to receive seizure medication during the child care program. Please be aware that this form REQUIRES a physician's signature.
  - Topical Basic Care Product Application Approval (MSDE OCC Form 1216E)
    - REQUIRED if your child will be applying over the counter creams or ointments, such as sunscreen or lip moisturizers, during the child care program
    - Please be aware that *aerosol* sunscreen or insect repellent, or *combination* sunscreen/insect repellent is NOT permitted in the child care program per the MSDE Office of Child Care's policy.
- Please be aware that the County assumes no liability and the parent(s), on behalf of themselves and their minor child, hereby holds the County harmless and waives any and all claims for personal injury to the minor child as the result of the application/administration or failure to apply/administer any ointment/medication for the minor child by any County employee or volunteer.
  - **All prescription medications must be in the original pharmacy labeled container.** Medication shall be administered according to this label or a licensed health care practitioner's written instructions, whichever are more recently dated.
  - Medication must be received from a parent or adult (18 years or older). Children may not carry medication to the PRE-K program.
  - Please check the expiration date of medications prior to giving to the staff. We are unable to accept/keep expired medications.
  - Staff will not accept forms that have been obviously altered (i.e. White Out used) or are incomplete. If the center staff has any doubts or the forms are incomplete the medication will not be given.
  - PRE-K staff may not be involved in the use of catheterizations; however, they may be involved with the general use of g-tubes with training provided in conjunction with the child's parent/guardian.

- **The parent must pick up medications that have been discontinued immediately. When your child has been withdrawn from the program all medications must be picked up.** Likewise, all medications must be picked up on the last day of school.
- Following their MSDE-OCC Medication Administration training, the staff is required to properly dispose of any medications not picked up.

### **CHILDREN WITH SPECIAL NEEDS**

- The Pre-K program strives to meet the needs of every child enrolled in our program.
- In order to assist us in meeting your child's needs, it is vitally important that you complete the registration form in as much detail as possible. The responses that you provide will assist us in meeting your child's needs.
  - An American with Disabilities Act (ADA) accommodation request requires a two-week prior notification.
  - The parent/guardian must participate in a conference with the Child Care Administrative Office before your child can attend the program. Please utilize this conference as an opportunity to share with us your child's IEP, 504 Plan, or any other specialized education plan they may have on file with the school. With your written permission, we are also able to speak with early intervention, special education, or other outside agencies in order to meet your child's needs in our program.
- Please be aware that if the Child Care Administrative Office is not notified in advance, your child's start date may be delayed until a conference can be held.

### **BEHAVIOR MANAGEMENT PROGRAM**

- The program staff utilizes positive behavior techniques to eliminate or prevent inappropriate behavior, which includes:
  - **Providing choices:** As a part of our regular classroom design, each Center Director employs the use of choices for children throughout the program day. This encourages a more positive environment for children, giving them the opportunity to select activities they wish to engage in for the majority of the program day.
  - **Redirection:** A child may be redirected to another activity in the room and when appropriate to the situation, the child is given an actual choice between two other appropriate activities (i.e. cars vs. legos).
  - **Rules:** At the start of each school year, the children and staff gather together to review and come up with each site's rules (which mimic the expectations noted in the Parent's Manual). In this way, the children are made aware of the expectations of the program before negative behavior is displayed.
  - **Reflection & Problem Solving:** Program staff teaches children to use reflection (i.e. to think about their choice) and problem-solving skills. Parents can expect to see some of the following examples of staff encouraging problem solving among children: 1) Adults modeling problem solving techniques & offering suggestions, 2) Adults encouraging children to work amongst themselves to solve their problem, and 3) Adults encouraging the children to solve their problems with the assistance of an adult.
- Anne Arundel County Government has also adopted the *Kids At Hope* program for all county-run agencies. The goal of the Child Care Division's Behavior Management Program has always been to help each child grow in the direction of self-reliance, self-control and self-worth, so that each child is confident that he/she is in control of their own behavior and feels that they are an important member of his/her community. Likewise, Kids at Hope is a "strategic, cultural framework designed to engage entire communities to support success for all children, no exceptions". Center Directors will include the following pledges as part of their daily schedule. As with many of our program components, children will have the choice to participate in the following sayings daily:

- **Children's Pledge**  
*"I am a Kid at Hope. I am talented, smart and capable of success. I have dreams for the future, and I will climb to reach those goals and dreams every day."*
- **Treasure Hunter's Pledge** (the staff respond to the children)  
*"As an adult and a Treasure Hunter I am committed to search for all the talents, skills and intelligence that exist in all children and youth. I believe that all children are capable of success... no exceptions!"*
- Children are taught to use reflection and problem solving. Staff reminds children to make good choices and discusses these choices with the child. Each center also incorporates a positive behavior management program into their daily routine.
- Under no circumstances should a parent attempt to discipline a child other than their own during the child care program. The center staff will carry out all discipline and all concerns should be brought to the attention of the Center Director.
- Parents are not permitted to have physical contact with children other than their own.
- While parents come into the center to pick up or drop off their children, and on occasion observe the activities in the center, it is the role of our staff (rather than parents) to direct the activities of the center and to address the needs of children attending the program.

### **EXPECTATIONS OF CHILDREN ENROLLED IN CHILD CARE**

- Every child has the opportunity to be successful in our child care programs with the safety of all of the children and staff being our primary concern. However, we also recognize that the Pre-K program may not always be the appropriate environment for your child. It is important for parents to recognize that the size or type of the individual Pre-K program may not always be the appropriate environment for your child's needs.
- The following list of expectations is not an all-inclusive listing. There may be some additional site-specific expectations:
  - **Engage in appropriate group interaction**  
**Respect self, others, body, space and personal belongings**  
**No biting, hitting, pushing, kicking, or other rough contact**  
**No bullying (including cyber bullying)**  
**No spitting**  
**Share**  
**Be cooperative**  
**Take turns**  
**Use language that is appropriate for a child care center**
  - **Stay within the designated area or where directed by staff. For example in the multi-purpose room, media center, outdoor play area, etc.**
  - **Follow the schedule and participate in daily activities**
  - **Function without disruptive behavior in a supervised environment of 1 staff to 15 children (1 staff to 10 children for Pre-K programs)**
  - **Comply with staff requests and instructions**

### **ACCOMMODATIONS FOR CHILDREN**

- Accommodations can be made to meet the needs of an individual child in many cases, however, all children will be required to meet these standards and refrain from behaviors that threaten the safety of themselves, other children or staff members.

### **FIELD TRIP CHAPERONES (SUMMER MONTHS)**

- During the summer months, if it is deemed necessary that your child needs one-on-one interaction/instruction during a field trip (this may include special medical needs, wandering from the group, behavior presenting a physical danger to themselves or others and/or failure to comply with staff

requests and instructions), parents may be required to provide an adult (over the age of 18) chaperone for field trips.

- If the Child Care Administrative Office indicates this is required, our office will pay for the field trip entry fees and provide the necessary bus transportation for both the child and their chaperone.

### **INAPPROPRIATE BEHAVIOR**

- It is hoped that the positive behavior program will eliminate or prevent inappropriate behavior, but some inappropriate behavior may still be displayed. As stated before, staff remind children to make good choices, and may use one or more of the following consequences for inappropriate behavior: Take 5 (time-out), loss of activity, redirection, Take 5 plus (longer time-out), peace table, problem solving session, reflection and/or "think" sheets, etc.
- **The steps in the procedures below may not occur in the sequence listed depending on the nature of the behavior. Please refer to our Discipline Policy listed above.**
- When inappropriate behavior occurs, the following procedures will be implemented:
  1. The staff will attempt to redirect the child. Additionally, the behavior will be documented and the parents or legal guardian will be notified of the issue. If the behavior involves intentionally harming another child, staff member, or threatens the safety of the child/staff, the parent/guardian will be verbally notified on the day of the issue. The written documentation will follow no later than 3 school days after the verbal notification. **If in the opinion of the Center Director, a child's behavior compromises the safety/well-being of themselves or others, immediate suspension or dismissal from the program may result.**
  2. If the behavior occurs again, it will be documented and the parents or legal guardian will be notified of the issue. If the behavior involves intentionally harming another child, staff member, or threatens the safety of the child/staff, the parent/guardian will be verbally notified on the day of the issue. The written documentation will follow no later than 3 school days after the verbal notification. **If in the opinion of the Center Director, a child's behavior compromises the safety/well-being of themselves or others, immediate suspension or dismissal from the program may result.**
  3. If the problem persists a parent conference will be scheduled between the parents/guardian and Center Director. Depending on the circumstances the child may be suspended until the conference is held and a plan is in place.
  4. If the problem has not been resolved following the conference, and the child is suspended, the following must take place before the child can return to the center: 1) a plan must be developed and in place and 2) a re-entry conference must take place with the child, parents, Center Director and/or Child Care Program Specialist.
  5. If the behavioral concerns persist following a suspension, dismissal from the program may result.
  6. If in the opinion of the Center Director, a child's behavior presents a physical danger to themselves or others (this may include failure to comply with staff requests and instructions or leaving the designated area without permission), immediate suspension or dismissal from the program may result.
  7. If the child is dismissed for the balance of the school year or a specified period of time, the parent must schedule a re-entry conference with the Child Care Program Specialist (the Center Director's supervisor) to determine if the child can return to the program in the future.

### **PARENT COMMUNICATIONS**

- Communication between parents and the center staff is a key ingredient to the success of our programs. This is accomplished through regular communication with the parents and parental participation in scheduled events. See the *Family Communication & Participation* section of this manual for a full listing of the many wonderful opportunities available to families to participate in our programs throughout the year.

- Parents can always contact the Child Care Administrative Office by emailing us at [sacc@aacounty.org](mailto:sacc@aacounty.org) with concerns and suggestions. Suggestion forms are also available at each center for parents to utilize in expressing their concerns.
- Please feel free to contact the Child Care Administrative Office or the Center Director on site if you need to share additional information concerning your child. Parents are requested not to contact their child by telephone at the center unless it is an emergency situation.

## **PARENTS' EXPECTATIONS**

- We are so pleased to serve you and your family! If you have any comments, concerns or suggestions for our programs, please email us at [sacc@aacounty.org](mailto:sacc@aacounty.org), inform your Center Director, or feel free to contact our Child Care Administrative Office to speak with one of our Child Care Program Specialists at 410-222-7856, ext. 0.
- Parental involvement is an integral component of your child having a successful experience in the PRE-K program!
- We plan to meet these goals in the Pre-K program through:
  - *Quality, safe care of the children*
  - *Service of value and consistency*
  - *Courteous and professional treatment at all times*
  - *Honest information for parents pertaining to their child*
  - *Fostering positive peer and child/staff relationships to create an atmosphere that children enjoy*
- **PARENTS MAY:**
  - Visit the center at any time, and receive a copy of all documents signed
  - Request accommodations on behalf of their child and work with staff to obtain the best results in meeting their child's needs
- **PARENTS MUST:**
  - Be courteous and respectful to center & administrative office staff, children, and other parents.
  - Make their own arrangements for the pick-up and drop-off of their children. Under no circumstances is staff permitted to provide transportation to or from a program for unrelated participants.
  - Keep current all phone numbers, e-mail addresses, and health information.
  - Please be aware that the following concerns may result in your family being dismissed from our child care and/or recreation & parks programs:
    - 1) Parent/guardian's unreasonable treatment of the staff/children/parents, including inappropriate airing of complaints, use of language that is inappropriate for PRE-K, and/or intimidation (physical or verbal) of the center or office staff, other parents or children,
    - 2) Parent/guardian may not correct any child other than their own during the program. Any concerns witnessed with another child must be immediately reported to a staff member for their handling of the situation.
    - 3) Parent/guardian refuses to pick up (or send someone to pick up) their child in cases of illness, injury, or behavioral emergency, or
    - 4) Parent/guardian does not provide accurate contact information in order to contact them in an emergency situation.
- **PARENTS ARE ENCOURAGED TO:**
  - Reinforce the rules of Pre-K at home
  - Communicate concerns or problems to staff as early as possible
  - Inform staff of any changes that might affect their child's participation in the Pre-K program



## COMMUNITY RESOURCES

The following is a list of resources that we are aware of that parents have available to them in the community. *The Child Care Division is not responsible for the recommendations or information given by any of the below agencies.* We are providing the below information as a resource for our families:

- Anne Arundel County Board of Education 410-222-5000
- Anne Arundel County Child Find (ages 3-5) 410-766-6662
- Anne Arundel County Child Protective Services 410-421-8400
- Anne Arundel County Department of Health COVID-19 Health Line 410-222-7256
- Anne Arundel County Department of Recreation & Parks  
Recreation Division – School Break Fun Days, Summer Fun/Camps 410-222-7313
- Anne Arundel County Department of Recreation & Parks  
Child Care Division - SACC, MSTG, CEC, Pre-K & Summer SACC 410-222-7856
- Anne Arundel County Department of Social Services 410-269-4500
- Anne Arundel County Infants and Toddlers Program (birth-age 3) 410-222-6911
- Anne Arundel County Systems of Care Network 1-800-485-0041
- Anne Arundel County Public Library ([www.aacpl.net](http://www.aacpl.net)) 410-222-7371
- Arundel Child Care Connections Office 443-782-5001
- LOCATE: Child Care (Child Care Referral Service for parents) 1-877-261-0060
- Maryland Children Health Program 410-222-4792
- Maryland Family Network 410-659-7701
- MSDE-Office of Child Care (Region I – Annapolis) 410-573-9522
- The Abilities Network: Project ACT 410-828-7700
- The Planning Council (USDA Child Food Program) 1-800-410-9774

## For questions, concerns or to file a complaint contact your Regional Office

Regional Offices	Phone
Anne Arundel	410-573-9522
Baltimore City	667-354-5178
Baltimore County	410-583-6200
Prince George's	301-333-6940
Montgomery	240-314-1400
Howard	410-750-8771
Western Maryland, Allegany, Garrett & Washington	301-791-4585
Upper Shore, Kent, Dorchester, Talbot, Queen Anne's & Caroline	410-819-5801
Lower Shore, Wicomico, Somerset & Worcester	410-713-3430
Southern Maryland, Calvert, Charles & St. Mary's	301-475-3770
Harford & Cecil	410-569-2879
Frederick	301-696-9766
Carroll	410-549-6489

The Regional Offices investigate complaints to determine if child care licensing regulations have been violated. All confirmed complaints against child care providers may be viewed at [CheckCCMD.org](#).

For additional help, you may contact the Licensing Branch Chief at 410-767-0120.

## Resources

**Child Care Scholarship (CCS)** - Assists eligible parents and families with child care expenses  
**1-877-227-0125** [money4childcare.com](http://money4childcare.com)

**Maryland EXCELS** - Maryland's Quality Rating System for child care programs  
[marylandexcels.org](http://marylandexcels.org)

**Maryland Developmental Disabilities Council** - Assistance with ADA issues  
[md-council.org](http://md-council.org)

**Maryland Infants and Toddlers Program** - Early intervention services for young children with developmental delays and disabilities and their families  
[referral.mdittp.org](http://referral.mdittp.org)

**Maryland Family Network** - Assists parents in locating child care  
**1-877-261-0060** [marylandfamilynetwork.org](http://marylandfamilynetwork.org)

**Maryland Child** - Information about child development, parenting, community resources, mental health, nutrition, literacy, and more.  
[Marylandchild.org](http://Marylandchild.org)

Maryland State Department of Education  
 Division of Early Childhood  
 200 West Baltimore Street  
 10th Floor

Baltimore, MD 21201  
[earlychildhood.marylandpublicschools.org](http://earlychildhood.marylandpublicschools.org)

**Wes Moore**, Governor

**Mohammed Choudhury**,  
 State Superintendent of Schools

# Parent's Guide to Regulated/ Licensed Child Care



## Information About Child Care Facilities



## Who Regulates Child Care?

All child care in Maryland is regulated by the Maryland State Department of Education, Office of Child Care's (OCC), Licensing Branch.

The Licensing Branch's thirteen Regional Offices are responsible for all regulatory activities, including:

- Issuing child care licenses and registrations to child care facilities that meet state standards;
- Inspecting child care facilities annually;
- Providing technical assistance to child care providers;
- Investigating complaints against regulated child care facilities;
- Investigating reports of unlicensed (illegal) child care;
- Taking enforcement action when necessary; and
- Partnering with community organizations and consumers to keep all children in care safe and healthy.

Regulations governing the Maryland State Department of Education (MSDE) fall under COMAR Title 13A. Regulations that govern child care facilities and other information about the Office of Child Care may be found at:

[earlychildhood.marylandpublicschools.org/child-care-providers/licensing](http://earlychildhood.marylandpublicschools.org/child-care-providers/licensing).

## What are the types of Child Care Facilities?

**Family Child Care** – care in a provider's home for up to eight (8) children with no more than two under the age of two.

**Large Family Child Care** – care in a provider's home for 9-12 children.

**Child Care Center** – non-parental care in a group setting for part of a 24 hour day.

**Letter of Compliance (LOC)** – care in a child care center operated by a religious organization for children who attend their school.

**All facilities must meet the following requirements:**

- Must obtain the approval of OCC, fire department, and local agencies;
- Must have qualified staff who have received criminal background checks, child abuse and neglect clearances, and are not on the sex offender registry;
- Must maintain certification in First Aid and CPR;
- Must maintain approved staff and student ratio and provide ACTIVE supervision all times when children are in care;
- Must offer a daily program of indoor and outdoor activities;
- Must maintain a file with all required documentation for each enrolled child;
- Must post approved evacuation plans, conduct fire drills, and emergency preparedness drills; and
- Must report suspected abuse and neglect, and may not subject children to abuse, neglect, mental injury, or injurious treatment.

## Did You Know?

- The provider's license or registration must be posted in a conspicuous place in the facility;
- A child care provider must enter into a written agreement, with a parent, that specifies fees, discipline policy, presence of animals, the use of volunteers, and sleeping arrangements for overnight care;
- Parents/guardians may visit the facility without prior notification any time their children are present;
- Written permission from parents/guardians is required for children to participate in any and all off property activities;
- All child care facilities must make reasonable accommodations for children with special needs;
- A qualified teacher must be assigned to each group of children in a child care center;
- Staff:child ratios must be maintained at all times in child care centers;
- Parents/guardian must be immediately notified if children are injured or have an accident in care;
- Parents/guardians may review the public portion of a licensing file; and
- Check Child Care Maryland, [CheckCCMD.org](http://CheckCCMD.org), is a resource for parents and families to use to review child care provider's license status, verified complaints, compliance history, and inspection results.