



# **S.T.A.R.S. PROGRAM**

(STRONG, TALENTED, AND RESPECTFUL STUDENTS)

## **FAMILY HANDBOOK & STATEMENT OF SERVICES**

**2017 - 2018**

**Childhelp Community Center**  
1252 S. Avondale Blvd, Building N  
Avondale, Arizona 85323  
Office (623) 240-6160 / Fax (623) 240-6167

### Childhelp S.T.A.R.S.

Childhelp Community Center is proud to offer the S.T.A.R.S. (Safe, Talented, And Respectful Students) program, our innovative before and after school care program. Through this program, K-8 students are encouraged to learn and interact in a safe, caring environment. Under the supervision of trained staff, the children will engage in a variety of activities specifically designed to improve their social interaction skills and promote cognitive and emotional development. The staff to student ratio is 1:20. The program operates on the school campuses of the Littleton Elementary School District and runs from 6 a.m. to the start of school and goes from school dismissal until 6 p.m. Parents are always welcome and encouraged to visit our programs.

### GENERAL POLICY INFORMATION

All of these policies have been carefully written to ensure that each child is safe, healthy and happy in Childhelp Community Center programs. We are proud of our high standard of care, our enriching programs, our dedicated staff and our attention to each child and family. It is our belief that a physically and emotionally safe environment facilitates a higher degree of learning and fun. While we have tried to list our most important policies and procedures, please note that Childhelp reserves the right to make decisions not covered in this handbook as deemed necessary for the safety and welfare of all children and the program.

Updates to this handbook are made throughout the year, at time of re-printing. When significant changes are made by Childhelp Community Center, parents/guardians will be notified in a letter. Parents/Guardians may request a new handbook at any time through your program site or the Childhelp Community Center Office.

### PARENTAL RESPONSIBILITIES

Please read the information presented in this handbook and contact us if you have any questions or need further information. As a parent, you will be responsible for abiding by the handbook guidelines and the approved Financial Agreement. If you have any questions, please contact the Childhelp Community Center at (623) 240-6160.

### CHILD EXPECTATIONS

Expectations for our children include:

- To be competent and confident in their abilities
- To be self-directed in a constructive, creative manner
- To be successful in future educational experiences
- To develop a love for learning and the ability to know how to learn
- To develop self-control and sense of right and wrong
- To feel good about who they are
- To learn cooperation with other children as well as adults
- To reach their full potential in emotional, intellectual, physical and social development
- To develop a sense of dignity and self-worth

With staff and families working side by side, we can achieve so much more.

## CHILDHELP COMMUNITY CENTER PROGRAMS

### **School-Based Programs**

Childhelp provides before and after school enrichment programs at all schools in the Littleton Elementary School District. The S.T.A.R.S. program is structured to provide educational and developmentally appropriate activities in a safe and nurturing environment. Fees are based on enrollment status with discounts given for siblings and for using monthly auto-pay. The S.T.A.R.S. program is offered during fall, winter, spring, and summer breaks, as well as, most "no school" days. Enroll for just one day or for the entire session.

This programs is DES-approved and scholarships may be available, if qualified. This program is licensed by the Arizona Department of Health Services.

### **Strengthening Families Program**

Childhelp Community Center's Strengthening Families Program is a 14-session, science-based parenting skills, children's life skills, and family life skills training program specifically designed for high-risk families. A typical weekly session includes a ½ hour family meal. Parents and children then meet for 45 minutes in separate classes to learn parenting and child social skills. The parent and children then come together for 45 minutes to practice together the skills they learned in their separate sessions through fun and creative interactive activities.

This program furthers Childhelp Community Center's current efforts to support children and families in the community by increasing and enhancing parental involvement, and increasing education about the serious risks and public health problems caused by the abuse of alcohol and controlled substances.

Classes are held in the West Valley and are offered in both English and Spanish.

### **Community Outreach Services**

Childhelp offers many community events throughout the year including the back-to-school event, and holiday events in partnership with the Littleton Elementary School District.

Childhelp also provides case management services to connect families to needed resources including clothing and diapers, food boxes, and housing referrals. Financial assistance, including utilities and S.T.A.R.S. program scholarships may be available. Please contact us for more information.

*The Childhelp Community Center does not discriminate on the basis of race, color, national origin, sex, age or disability.*

**Childhelp Community Center  
Administration Office**

Jodi Hall, MPA - *Program Director*  
 Jaqueline Flores - *Program Coordinator*  
 Sara Martinez - *Prevention Coordinator*  
 Monica Lira - *Office Coordinator*  
 1252 S. Avondale Blvd, Building N  
 Avondale, AZ 85323  
 (623) 240-6160 / fax (623) 240-6167  
 Monday - Friday 7:30 a.m. to 4:30 p.m.  
 (Occasionally closed for special events/meetings)

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**SITE LOCATIONS / PROGRAMS / HOURS**

**NOTE: Program may not be offered ON-SITE at all schools; students will be provided district transportation to/from assigned school.**

<b>Country Place Elementary</b> 10207 W. Country Place Blvd. Tolleson, AZ 85353	<b>Littleton Elementary</b> 1252 S. Avondale Blvd. Avondale, AZ 85323
Before School Care Program .....	6:00 a.m. - 7:30 a.m.
After School Care Program .....	2:25 p.m. - 6:00 p.m.
Wednesday Early Release After School Program ....	12:05 p.m. - 6:00 p.m.

<b>Collier Elementary</b> 350 S. 118 <sup>th</sup> Ave. Avondale, AZ 85323	<b>Tres Rios Elementary</b> 5025 South 103rd Ave. Avondale, AZ 85323
Before School Care Program .....	6:00 a.m. - 8:05 a.m.
After School Care Program .....	3:00 p.m. - 6:00 p.m.
Wednesday Early Release After School Program ....	12:40 p.m. - 6:00 p.m.

<b>Estrella Vista Elementary</b> 11905 W. Cocopah Street Avondale, AZ 85323	<b>Quentin Elementary</b> 11050 W. Whyman Ave. Avondale, AZ 85323	<b>Fine Arts Academy</b> 1700 S. 103 <sup>rd</sup> Ave. Tolleson, AZ 85353
Before School Care Program .....	6:00 a.m. - 8:40 a.m.	
After School Care Program .....	3:35 p.m. - 6:00 p.m.	
Wednesday Early Release After School Program .....	1:15 p.m. - 6:00 p.m.	

## ENROLLMENT POLICY

Registration is available on a first-come, first-served basis. In order for the registration process to be complete, you must provide a copy of the **child's immunization record** and **emergency contacts** at the time of enrollment. If applicable, a copy of any court orders regarding child custody/visitation issues or a copy of current Individualized Education Plan (IEP) will need to be provided. Incomplete documents will not be accepted and your child will not be enrolled into the S.T.A.R.S. program until they are completed. All registrants may anticipate up to a 3-day waiting period prior to the child attending the program. **Completed registration packets must be turned in to the Childhelp Community Center office, 1252 S. Avondale Blvd., Building N, Avondale, AZ 85323**, for enrollment processing. You must register your child at the start of each new school year to attend the S.T.A.R.S. program.

A non-refundable registration fee and the first week/month's payment will be due at the time of registration which will ensure your child's placement. If the program has met capacity at the time of registration, your child will be placed on a waiting list. The non-refundable registration fee and the first week/month's payment will not be due until space has become available. See the Financial Agreement for terms and charges that apply.

It is the responsibility of the parents to keep enrollment records current. Please advise both the Childhelp Community Center office and your Site team member regarding any changes in your home address, phone number, business phone number, and authorized emergency contacts. In situations where an individual needs to be added or deleted as an emergency contact, a written notification is required which must be signed and dated by the parent/guardian. In addition, emergency cards must be reviewed every 6 months or when any changes in contact information occur.

DES child care approved clients must notify their case worker prior to the first day of attendance.

## TUITION RATES

Tuition rates are based on annual fees and days off are factored into the price. Rate are subject to review and change each year.

Programs Available	Auto-Pay Equal Monthly Payment Plan - Payable in 10 Monthly Payments		Weekly Payment Plan	
	1 <sup>st</sup> Child	2 <sup>nd</sup> + Child	1 <sup>st</sup> Child	2 <sup>nd</sup> + Child
Before School Program	\$90	\$81	\$30	\$27
After School Program	\$225	\$203	\$65	\$59
Before and After School	\$293	\$263	\$85	\$77
Wednesday Early Release ONLY	\$77	\$69	\$25	\$23
After School(PT*)	\$113	\$101	\$35	\$32
Before & After School (PT**)	\$158	\$142	\$45	\$41

### PAYMENT POLICY

Payments are due in accordance with selected payment plan. The non-refundable registration fee and the first month's/week's payment are due with the registration paperwork. Both fees are NON-REFUNDABLE. All Auto-Pay monthly fees are processed on the 15<sup>th</sup> prior to each month enrolled. All weekly fees are due by Friday at 4:30pm prior to the week enrolled. If payment is not received in accordance with the aforementioned due dates, a \$10 late fee will be imposed - **no exceptions**. If payments are not received within 5 days of due date, the child will be **dropped from the program**. The unpaid balance must be paid before the child(ren) may continue in the program. You may request a one-time per year payment plan on overdue balances, but all other balances must remain current. Payments are to be made to Childhelp Community Center and can be made by automatic payment, credit card via telephone, or check mailed/delivered to the office only. Staff at the classroom site **CANNOT** accept any form of payment. Year-end statements will be mailed no later than January 30<sup>th</sup> of the following year. Please make sure that we have current address on file. You may request to have your statement emailed by contacting the Program Coordinator.

### LATE FEE POLICY

The following fees will be assessed if parents/guardians do not adhere to the scheduled hours of the program and payment policies:

- ◆ A late fee of \$10 will be assessed if payment is received late; per payment plan chosen.
- ◆ A fee of \$25 will be assessed for returned payments, including credit/debit cards and checks, plus a late fee if applicable. **If you need to change a credit card on file, notify the office immediately to avoid this fee.**
- ◆ The S.T.A.R.S. program closes at 6:00pm Monday through Friday; a fee of \$15 will be assessed at the time of pick up, if pick up occurs at 6:01pm or later. The fee will increase \$1 per minute after that time.

*Please note: If we are unable to contact a parent/guardian or from the list of emergency contacts within 30 minutes of the centers' closure at 6:00 p.m., we will notify the Police Department. At an hour past closure we will contact Child Protective Services. **PLEASE BE ON TIME!!***

### EARLY DROP OFF

The Childhelp Community Center S.T.A.R.S. program hours are 6:00am - 6:00pm. As such, no child will be permitted in the classroom prior to 6:00am.

### FINANCIAL ASSISTANCE

The Arizona Department of Economic Security (DES) offers assistance to families who qualify. For information on qualification and procedures, please call DES at (623) 925-0095.

From time to time, the Childhelp Community Center is fortunate to have grant funds to assist families experiencing financial difficulties with scholarships to offset a percentage of the tuition fees. For information on qualifications, please call the office at (623) 240-6160.

### ATTENDANCE & RESERVED SPACE POLICY

There are no discounts, refunds or credits for sick days, or for days your child does not attend the program. Please notify the site team members at your program site of all absences on or before the absence occurs. If your child is scheduled to attend S.T.A.R.S. program and does

not report to the classroom, the site team member will verify the absence with the school staff and/or parent. The Childhelp Community Center office can assist you in obtaining a phone number to contact the appropriate S.T.A.R.S. site team member.

Should the child be absent from the program for a long period of time, the parent can request that the child be removed from the "active" list and placed on hold to be re-entered into the program upon their return, as long as there is space for the child and the absence was pre-arranged and agreed to with Childhelp Community Center. This agreement must be in writing with approval from the Program Director.

#### **WITHDRAWAL POLICY**

Full payment must be made, as agreed, for which services are being provided. Failure to comply will result in discontinuance of program services. If circumstances cause the withdrawal of the child from the program, a written notice, one week prior to the child's last day of program must be submitted to the site team member or Childhelp office. If Childhelp is not notified in written form, your account will continue to be billed. It is the parent/guardian's responsibility to inform the site team member or Childhelp office of any changes for proper processing.

#### **DROP POLICY**

If payment has not been received within 5 days after due date, Program Coordinator will contact parent via phone and email. Payment or request for payment plan must be received by 12pm the following day after contact has been made. If payment is not received by this deadline, the child(ren) will not be accepted at program and will be sent to the front office. If child(ren) ride the bus to designated site, Littleton Transportation Department will be notified that child has been dropped from program.

#### **PROGRAM EARLY RELEASE & CLOSURE DAYS**

The following Extra Early Release Days are **not included** in the tuition rates: 10/12, 10/13, 12/21, 3/8, 3/9

The program will be offered for the following dates: (THESE DAYS ARE **NOT** INCLUDED IN TUITION RATES; EXTRA FEES APPLY)

- September 1 (Labor Day Recess)
- October 16 - 20 (Fall Break)
- November 10 (Veterans Day)
- November 20 - 22 (Thanksgiving Break)
- December 22 (Winter Break)
- December 26 - December 29 (Winter Break)
- January 2 - January 5 (Winter Break)
- January 12 (MLK Recess)
- February 16 & 19 (Presidents Day Recess)
- March 12 - 16 (Spring Break)
- March 30 (Spring Recess)
- April 20 (Spring Recess)
- May 29 - July 18 (Summer Break)

The program will not be offered for the following dates: (WE WILL BE CLOSED)

- September 4 (Labor Day)
- November 23 - 24 (Thanksgiving Break)
- December 25 (Christmas)
- January 1 (New Year Holiday)
- January 15 (MLK)
- May 24 - 25 (Summer Break)
- May 28 (Memorial Day)
- July 4 (Independence Day)

### SIGN IN-OUT PROCEDURES

Per the Department of Health Services regulations, only parents, legal guardians, or authorized parties listed on the emergency card may sign a child in and out of the program each day on the designated sign in/out sheet. If an individual who is listed on the emergency card is under the age of 18, additional authorization consisting of a written, notarized letter from the parent(s) or legal guardian will be required. Photo identification will be required at all times in order to sign a child out of the program. The individual signing the child out will be required to provide a photo ID. Information listed on the photo ID will be verified against the information on the faxed or emailed document. Please understand that for the safety of your child, we will not release your child until verification is made.

Additionally, it is required you sign your child in and out each day with first initial & full last name. The sign in and out sheet is located in the classroom. After signing in, make verbal contact with a site team member in order to acknowledge the child's arrival. ***A NON-COMPLIANCE FEE OF \$5 MAY BE ASSESSED AT CHILDHHELP'S DISCRETION IF LEFT BLANK OR NO FULL NAME.***

### EMERGENCY INFORMATION AND IMMUNIZATION RECORD CARD

A copy of your child's immunization record is required at the time of registration. The immunization record will be attached to the Emergency Information and Immunization Record Card. The Arizona Department of Health Services requires the name and contact number of at least two individuals authorized by the child's parent to collect the child from the facility in case of emergency, or if the child's parent cannot be contacted. If you do not have two local emergency contacts, you may list the Avondale Police Department, Tolleson Police Department, or Child Protective Services. At the bottom of the Emergency Information Card there is a section labeled "In case of injury or sudden illness." Please fill in your name or the name of the individual that should be contacted first in case of illness or injury. The S.T.A.R.S. program is inspected by the Arizona Department of Health Services Bureau of Child Care Licensing. To ensure compliance with the Arizona Department of Health Services, the Emergency Information Card must be filled out in its entirety and all information must be kept current.

### EMERGENCY SIGN-OUT PROCEDURES

Parents will be asked to fax or email a letter which includes the date of release and the full name, address and telephone number of the individual signing out the child. Once we receive the written information, we will contact the parent by the phone numbers listed on the child's emergency card to verify the information. The individual signing the child out will be required to provide a photo ID. Information listed on the photo ID will be verified against the



information on the faxed or emailed document. Please understand that for the safety of your child, we will not release your child until verification is made.

### **ILLNESS and COMMUNICABLE DISEASES POLICY**

For the safety and health of all children, if the child exhibits any of the following described conditions while at school, the child will be isolated immediately and parents/guardians will be contacted to pick up the child as soon as possible. Please notify the site team member or Childhelp Community Center office should your child be exposed to a contagious disease so that we may notify other parents.

- ◆ SIGNS OF POSSIBLE SEVERE ILLNESS, including unusual lethargy, irritability, persistent crying, difficult breathing.
- ◆ UNCONTROLLED DIARRHEA defined as an increased number of stools compared with the child's normal pattern, with increased stool water and/or decreased form that is not contained by the diaper or toilet use.
- ◆ VOMITING, two or more times in the previous 24 hours unless the vomiting is determined to be due to a non-communicable condition and the child is not in danger of dehydration.
- ◆ MOUTH SORES, with drooling unless the child's physician has determined the illness not to be a communicable disease.
- ◆ RASH, with fever or behavior change until a physician has determined the illness not to be a communicable disease.
- ◆ PURULENT CONJUNCTIVITIS, defined as pink or red conjunctiva with white or yellow eye discharge, often with matted eyelids after sleep, including a child with eye pain or redness of the eyelids or skin surrounding the eye.
- ◆ INFESTATION (e.g., scabies, head lice), until 24 hours after treatment was begun.
- ◆ IMPETIGO, until 24 hours after treatment was begun.
- ◆ STREPTOCOCCAL PHARYNGITIS, until 24 hours after treatment has been initiated and until the child has been fever-free for 24 hours.
- ◆ PINWORM, until 24 hours after treatment was begun. Revised May 2010
- ◆ RINGWORM, until 24 hours after treatment was begun
- ◆ CHICKEN POX, until 6 days after onset of rash or until all lesions have dried and crusted.
- ◆ RUBELLA, until 7 days after the rash appears.

### **MEDICATION POLICY PROCEDURES**

Occasionally, children will need to receive medication while at the Center. If your schedule allows, you may wish to come during the day and give the medication yourself. In order for Childhelp staff to assume that responsibility, the following guidelines must be followed:

- 1) No medication, whether prescription or non-prescription, will be administered to a child without written parental authorization. Permission to administer medication forms are available upon request from your child's site team member or at the Childhelp Community Center office. The medication form must include the following:
  - ◆ Name of person on the medication container (first & last)
  - ◆ Name of medication
  - ◆ Amount of dose
  - ◆ Time to be given
  - ◆ Date(s) to be given

- ◆ Parent/Guardian signature
- ◆ Physician's name
- ◆ Expiration date

2) Prescription medication must be ordered by a physician for the child to receive the medication. Do not ask that we administer medication that was prescribed for another child or member of your family. **Prescriptions must be in the original container with your child's name on the prescription.**

Medication should be handed to the child's site team member rather than leaving it on the counter or in a cubby. All medication must be in the original container with the child's name printed clearly on the label. For the safety of all children, medications are not to be left in a child's backpack; they must be given to the site team member to put out of reach.

#### ACCIDENT/INJURY POLICY

Childhelp makes every effort to ensure a safe environment for children, however, accidents do occur. All accidents or injuries will be documented and the parent/guardian will obtain a copy of the report at the time of pick up. In case of a serious injury, staff will make every attempt to contact the parents/guardians for instructions.

#### COMFORTABLE WEAR and EXTRA CLOTHING

It is important that the child wears comfortable clothing and according to weather, while attending the program. Shoes should have straps or be closed toes (NO FLIP FLOPS), safe and comfortable. In case of an accident, please provide a complete outfit that will remain at school (shirt, pants, underwear, socks, etc.). Make sure to label everything with the child's name.

#### ITEMS FROM HOME

S.T.A.R.S. provides a variety of educational activities and games for children. Items from home such as toys, games, or electronics are used as a reward for good behavior. As such, S.T.A.R.S. program allows such items **ONLY** on Wednesdays during the school year and Fridays during camps. If such items are brought to program, team members cannot be responsible for their safe return. Please clearly label all clothing, backpacks, and food containers brought from home. This will assist the team members in returning items to their proper owners. Lost and found bins are located at each program site. Any items not picked up by the end of the school year will be brought to the office and then donated at the end of the summer, if not claimed.

#### COMMUNICATION BETWEEN PARENTS AND TEAM MEMBERS

Communication between parents and S.T.A.R.S. team members is important. Parents are encouraged to keep informed about the S.T.A.R.S. program and its operations by regularly checking the "Parent Board" area near the entrance to each site. Watch for special notices and newsletters sent home with your child.

#### POSITIVE LEARNING ENVIRONMENT

A positive learning environment in our schools begins with students, parents and team members possessing a thorough understanding of the basic standards of acceptable conduct. In order to assist everyone in the pursuit of a quality education, Childhelp Community Center

has established guidelines designed to ensure a safe environment for all students and team members in our schools. For these guidelines to be most effective, it is vital for the family, the school, and the community to work together. Students are responsible for their own actions. Students whose actions are in violation of School/District guidelines will be expected to accept the appropriate consequences. Students are expected to respect the rights and property of others, along with demonstrating high standards of personal integrity. This includes their time at school, going to and from school, time at the bus stop, and attendance at school-sponsored events. To meet these goals, we enlist the support of our community.

### HOMEWORK

S.T.A.R.S. team members will allocate time for children to do their homework and will provide a place to work with supervision every day. It is the child's responsibility to take advantage of homework time and ask for assistance if needed. One-on-One tutoring is not provided by program staff. Please check with your school for tutoring services.

### DISCIPLINE BEHAVIOR POLICY

Children are entitled to a positive and safe learning environment. Therefore, the S.T.A.R.S. program cannot serve children who display chronic disruptive behavior. This is defined as verbal or physical activity which may include, but is not limited to: (1.) Behavior that requires constant attention from the team members. (2.) Violence and/or aggressiveness that inflicts physical or emotional harm on other children. (3.) Running away from or abusing the team members. (4.) Disrespectful behavior toward team members or students. (5.) Destruction of property or vandalism. (6.) Ignoring or disobeying the rules that guide behavior during S.T.A.R.S. program hours.

Each facilitator will use the S.T.A.R.S. discipline plan for his/her classroom. The following is the behavior management plan used in S.T.A.R.S.:

- Informal talk
- Time out/Restriction of privileges
- Conference with parent
- Suspension
- Expulsion (removal) from S.T.A.R.S

Discipline shall be fair, reasonable, consistent, and related to the individual's behavior. *No physical discipline and no emotional or mental stress will be used or tolerated which would prove frightening to a child.*

When a student's actions go beyond that which the facilitator can effectively control using his/her discipline plan, the student will be referred to the Program Director. Whenever the Program Director becomes aware of a report from a team member, prompt and effective action to resolve the problem will be taken. The assistance of the home, alternate educational supportive services, and other professional community agencies may be utilized. Reasonable efforts will be made to assist the child in behaving appropriately. If a child is unable to adjust to the S.T.A.R.S. setting and follow appropriate behavior guidelines, the child may be suspended or expelled.

If the child is experiencing a change in the home environment that may result in changes in behavior, it is important to notify the site team member. The site team member will keep

the parent/guardian informed of any behavioral concerns that may occur with the child in the classroom. Every effort will be made to resolve problems that may occur.

If the behavior is determined as severe, there will be an immediate suspension. Chronic/Disruptive behavior from a child is evaluated on an individual basis by a team of Childhelp Community Center staff and Childhelp, Inc. Executive Team.

Severe behavior is defined as:

- Danger to self or others (examples include but are not limited to: head banging, excessive biting that breaks the skin, hitting, hair pulling, using objects to inflict bodily harm, etc.) and/or
- Disruptive behavior that creates chronic interference to classroom activities (examples include but are not limited to: tantrums, screaming, foul language, severe or chronic non-compliance or defiance).

Childhelp Community Center has developed procedures to deal with such cases of severe behavior. In these situations, the parents/guardians will be contacted. The site team member and/or the Program Director will meet with the parents/guardians to further assess the situation in order to apply the appropriate action. **THE PROGRAM DIRECTOR RESERVES THE RIGHT TO TEMPORARILY OR PERMANENTLY REMOVE A CHILD FROM THE PROGRAM.**

*Please note: Behavior that is chronically unacceptable may be an indicator that further support or assessment is needed. This support may include a referral process for further assessment and additional outside services.*

**FEES WILL NOT BE REFUNDED DUE TO BEHAVIOR RELATED SUSPENSION/EXPULSION.**

#### **FOOD SERVICE**

Monthly menus, including snack, are posted in the classroom. Childhelp Community Center provides students with an afternoon snack on regular school days. Breakfast, lunch, and afternoon snack is provided on camp days. If your child is required a modified diet, we require a physicians' written instruction.

#### **FIRE DRILLS**

Emergency fire drills are conducted monthly to familiarize children with evacuation procedures.

#### **FIELD TRIP POLICIES and PROCEDURES**

Children and families will take field trips throughout the year. The procedures for field trips are as follows:

- The Childhelp Community Center Program Director will review and approve requested field trips
- Parents/guardians will be notified two weeks prior to any field trip
- All children are required to have a signed permission slip by the parent/guardian before the field trip
- Children will wear school information badges during the field trip

- Emergency cards, blanket, first aid kit and adequate water supply will be kept with the site team members and children during the field trip
- A field trip attendance count form will be completed at start/end time and hourly to secure safety
- Site team members will inform the Childhelp office when the children have arrived safely back to the classroom

### TRANSPORTATION PROCEDURES

Childhelp Community Center does not directly provide transportation to and from school. The Littleton Elementary School District school buses will be utilized to transport children to and from program site to their assigned school, if program is not provided on a school campus. Littleton school buses are also utilized for field trip transportation. Children are to stay in their seats until instructed by the site team member or bus personnel to get up and exit the bus. No food or beverages (**water only**) to be consumed on the bus.

### STAFF REQUIRMENTS

Childhelp staff are carefully recruited and screened. All classroom staff meets the educational requirements as mandated for their position, have a current Fingerprint Clearance Card and a completed Criminal History Affidavit, are certified in CPR & First Aid, and have a Health Card on file with current immunization & TB information. All staff receive on-going training throughout the year.

### VOLUNTEER PROCEDURES

Parents/Guardians and community individuals interested in volunteering for the center must complete a volunteer application, available at the Childhelp Community Center office. All volunteers must pass a background check, have current CPR/First Aid and Fingerprint Clearance Card, and provide a TB SKIN TEST CLEARANCE (Negative TB Skin Test) or X-RAY RESULTS. Training will be provided. At no time will volunteers be alone with the children. Volunteers are always supervised by teaching staff.

### PARENT/GUARDIAN CENTER VISIT

We believe that you, as parents/guardians, are the primary educators of your child. We need your input and value your suggestions and observations. We encourage you to become actively involved in your child's education, please know you are welcome to visit the centers at any time under staff supervision.

### ARIZONA DEPARTMENT OF HEALTH SERVICES (DHS)

This facility is regulated by DHS, Bureau of Child Care Licensing, 150 North 18<sup>th</sup> Avenue, Suite 400, Phoenix, Arizona, 85007, (602) 364-2539. Inspection reports are located in the Childhelp Community Center office and in all program classrooms and are available upon request.

### LIABILITY INSURANCE

In accordance to state regulation requirements, Childhelp Community Center has a current student accident and liability insurance coverage certification in all program classrooms and office for your review.

### PESTICIDE POSTING INFORMATION

Pesticide information is posted on facility premises, as well as in our program classrooms, notifying at least 48 hours before pesticide application occurs.

**NO SMOKING POLICY**

The Childhelp Community Center programs are in non-smoking school facilities.

**CONFIDENTIALITY POLICY**

All student files are kept in locked file cabinets and are used only by designated staff.

**CHILD ABUSE REPORTING**

The safety and well being of every child in our program is always our first concern. As licensed child care providers, by law, all of our Childhelp Community Center staff must report any suspicion or knowledge of child abuse to Child Protective Services. It is always a difficult situation for staff and families, but we have to remember that our children and their safety must be our top priority and that we must follow the guidelines set by the state.

**Parent/Guardian Handbook Signature Form  
2017-2018**

My signature on this form indicates that I have received a copy of the Parent Handbook from Childhelp Community Center.

I understand that it is my responsibility to review the contents of the handbook and be familiar with the Policies & Procedures as outlined in the Parent Handbook.

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student Name (Print)