

Updated 5/1/2025



School Age Care  
Family Handbook

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Dear Families,

Welcome! We appreciate your participation in Lancaster Recreation Commission Children and Family Services programs.

Our goal is to provide an enriching, safe environment for children to participate in fun-filled learning activities which promote creativity, social skills and independence, while receiving quality care by a caring and nurturing staff.

All policies and procedures in this Family Handbook relate specifically to our Child Care programs. Information in this handbook is effective August 2024. All information is subject to change. As a registered participant you will receive a written notice of any procedure or policy change.

Please read this Family Handbook carefully and feel free to ask questions or voice your concerns.

For School Age Programs, please contact Nathan Ranck at 717-392-2115 ext 152

Sincerely,  
Nathan Ranck  
Director of School Age Care

*The Lancaster Recreation Commission mission is to provide quality and affordable recreation and learning opportunities to Lancaster residents.*

## Lancaster Rec Child Care Programs

The Lancaster Rec Child Care programs provide state-certified child care for working families in the School District of Lancaster. We provide care for children in K5 thru 5<sup>th</sup> grade. Before and After School Programs at all School District of Lancaster Elementary Schools. (except Fulton, King)

### Our Philosophy

Our child care philosophy is based on the belief that each child is an individual, a special human being to be treated with love, respect, and sensitivity. Our goal is that each child will develop positive social and emotional skills. We strive toward this goal by maximizing each child's opportunities for success. By providing developmentally appropriate activities at each program and staff that are sensitive to the developmental and emotional needs of young children, we feel the children in our programs will develop an "I can do it" attitude. Children learn from birth on. Play is their "work." Their reward for this is what they learn. We strive to provide opportunity for success by planning activities to meet age-appropriate goals.

We believe that every child has the right to receive care and nurturing of the highest quality in a safe and loving environment. All Lancaster Rec child care programs are open programs where families are welcome and encouraged to drop in at any time. **Additionally, if your child has an IEP/IFSP we request this document at enrollment to utilize in our programs to help your child meet their goals.**

The Lancaster Rec child care programs participate in Keystone Stars, a state-supported and funded quality improvement program which has four STAR levels. Each STAR designation measures a quality performance standard. The four levels measure quality in the following areas:

- Education and training of staff
- Physical environment
- Management
- Family and community partnerships

For more information, please visit [www.pakeys.org/stars](http://www.pakeys.org/stars) or call 392-2115 x152

### **Early Resource Learning Center**

Some families may qualify for financial help for their child care. If you would like more information on subsidized care, please call Early Resource Learning Center (Formerly known as Child Care Information Services) at 717-393-4004.

### **Our Staff**

Our child care staff is carefully chosen and trained. All employees must have FBI criminal background clearances, child abuse registry clearances, state police clearance, national sex offender registry clearance, bi-annual physicals, first aid and CPR certification, fire safety training, emergency preparedness plans, and water safety training. Staff also participate in professional development through PA Keys and Keystone Stars in all aspects of child care, receiving at least 24 hours of professional development training each year.

### **Our Curriculum**

Lancaster Rec employs a child-based curriculum that is aligned to the state academic standards and utilizes planned activity centers as the method to achieve hands-on learning. Through observation and discussion of the children's interests and abilities, the staff plan activities and lessons to support each child's development and learning. Daily schedules are posted in each classroom.

School age programs use activity centers to incorporate literacy, math, science, social studies, arts and technology while teaching positive social skills, problem-solving, social development and communication skills.

The goal of this activity-based curriculum is to help the children meet the state standards in academic areas, to reinforce classroom learning, to develop social competence, to improve communication skills and to help children be more physically active.

If applicable to the child, we will work with parents and public, social and community service organizations to help meet IEP or IFSP goals and/or special needs plans.

<b>Content Area</b>	<b>Experiences</b>	<b>Materials</b>
Social Studies: People and Places, Geography, Culture, Heritage	Information and opportunities to pose questions, conduct research, engage in discussions, present findings about self, family and community.	Books, maps, globes, artifacts/cultural materials (recipes, songs, etc.), computer programs (Oregon Trail, Carmen Sandiego, etc.), multi-ethnic dolls and toys.
Mathematical and Problem- Solving Skills	Opportunities to explore, calculate, model, role-play, illustrate and write	Pens/pencils, paper, calculators, computers, number models, games,

	about numbers and situations.	practical activities (i.e. store), puzzles.
The Arts	Exposure, information and lessons related to and chance to experiment with a variety of media, including art, drama, music, dance, construction.	Pens, paper, crayons, markers, assorted paints and papers, glue, scissors, arts & crafts materials and projects, radio/CD player, CD's or music, instruments, props, puppets, plays.
Technology	Opportunities to explore, invent, make things, and use computers to support the writing process, solve problems, communicate and access information.	Computers, materials to create and invent (i.e., Legos, blocks, K'Nex, rubber bands, paper clips, tools).
Science	Environment/tools to investigate, question, explain, predict, observe, and experiment.	Microscopes, tweezers/tongs, bug collectors, seeds, magnifying glasses.
Literacy	Opportunities to listen, speak, read, write, and participate in discussions; access to wide range of literature and print materials.	Books, journals, writing materials, story starters, show & tell, games, puzzles.

Support Classroom Learning	Opportunities to practice what is being taught in their classrooms and to delve deeper into classroom lessons.	Homework aides, pencils, paper, communication w/classroom teachers.
Physical Development	Opportunities to use and refine fine and gross motor abilities. Practice using muscles in functional ways. Exposure to all aspects of health, safety and nutrition.	Knowledge of games, assorted balls, jump ropes, playground equipment, Legos, blocks.
Social Skills & Communication	Opportunities to listen, speak and share with peers and adults in a positive way.	Snack time, chances/ways to share information, board games, etc.

### **Programs for School Age Children**

School age programs use activity centers to incorporate literacy, math, science, social studies, arts and technology while teaching positive social skills, problem-solving, social development and communication skills. Homework time is provided each day, where staff can encourage your child to complete homework, but cannot force your child to complete it.

### **Before School Program: 6:30 a.m. to start of school day**

State regulations require an adult to sign your child into the Before School program on a daily basis. Please be sure to walk your child into the school every day. Staff arrives for the Before School program at 6:30 a.m. Staff is not allowed in the building before 6:30 am. You must remain with your child until they are signed in.

The School District serves breakfast in all of its elementary schools. We allow children to go to the cafeteria for breakfast if they wish or you may provide breakfast. If your child is not having breakfast at school, he or she should eat before leaving home. The Before School program does not provide food.

At the beginning of the school day, the children are dismissed to join their teacher and classmates. Some schools require children in our Before School program to line up by class on the playground or in the lobby and then enter the building with their teacher. Other schools permit the children in our Before School program to go straight to their classroom. We follow the school's choice.

**After School Program: end of school day to 6 p.m.** (second Wednesday of month 12:30-6 p.m., Martin and Wickersham both dismisses at 12:00 noon on the second Wednesday of the month)

Be sure your child understands that they are to go directly to the After School program immediately following school. The After School programs are usually held in the school's cafeteria or gym. Also, it is the parent/guardians responsibility to please inform your child's teacher that he or she is attending our program, either by sending in a note with your child or speaking directly to the teacher. Children must sign themselves into the After School program every day. If your child is scheduled to be at

the After School program and does not report to the program by 3:30 p.m. (12:45 p.m. on Wednesdays) the staff will first check with your child's teacher regarding your child's whereabouts. If the teacher does not have any information, the staff will contact the child's family. During the After School program each child gets a light snack and a beverage. The snack is often fruit, crackers, or granola bars with fruit juice or milk to drink. The snack must be consumed on site. Snacks are not allowed to leave the building. We participate in the Child and Adult Care Food Program. All meals served to children under the Child and Adult Care Food Program are served at no separate charge regardless of race, color, national origin, sex, age, or disability. There is no discrimination in admission policy, meal service, or the use of facilities. Any complaints of discrimination should be submitted in writing within 180 days of the incident to the Secretary of Agriculture, Washington, D.C. 20250.

### **All-Day Camps: 7:00am-6:00pm**

All-Day Camps are held on teacher in-service days, Act 48 days, conference days, and during school recesses and vacations, except Labor Day, Thanksgiving Day, Christmas Day, New Year's Day and Memorial Day. Children must be signed up in advance; space is limited. Your child will be placed with other children in their current grade as our camp divides the children out to said groups. No drop-offs are allowed. All-Day Camps are held at the Lancaster Recreation Center. All Day Camp fees are built into all the weekly Before & After Care fees and will not be prorated out, regardless of attendance to All Day Camp.

### **Holiday Closings**

All Child Care programs are closed on the following holidays: New Year's Day, Memorial Day, Juneteenth, Independence Day (4<sup>th</sup> of July,) Labor

Day, Thanksgiving and Christmas Day. Please make note of these days and arrange alternative care for your child on these days

Payment *must* be received a week prior to these full-service days. All-Day camp is not provided on weather related school closures. We reserve the right to cancel due to low enrollment.

Please use the All-Day Camp Phone Number: 717-989-0259 to reach staff during these days. To cancel, call the office at 717-392-2115.

### **Civil Rights Compliance**

Admissions, the provision of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin, age or sex. Program services shall be made accessible to persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aids and use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods. Any student (and/or parent/guardian) who believes they have been discriminated against may file a complaint of discrimination with:

Department of Human Services Bureau of Equal Opportunity Room 223, Health & Welfare Bldg. P.O. Box 2675 Harrisburg, PA 17105	PA Human Relations Commission Harrisburg Regional Office 333 Market Street, 8th Floor Harrisburg, PA 17101
U.S. Dept. of Health and Human Services	Bureau of Equal Opportunity Central Regional Office

Office of Civil Rights Suite 372, Public Ledger Bldg. 150 S. Independence Mall West Philadelphia, PA 19106-9111	Cameron and Maclay Streets Building 56, Patton House P.O. Box 61260 Harrisburg, PA 17106-1260
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Non-Discrimination Statement: In accordance with Federal law and U.S. Department of Agriculture policy, the Lancaster Recreation Commission is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

## **Policies and Procedures**

### **To Register for Child Care Programs**

Registration for Child Care programs is only accepted in person at the Lancaster Recreation Commission office, except for registration for the Lancaster Rec Child Care Center at McCaskey High School which is also accepted at the site. No phone registrations are accepted. An annual non-refundable registration fee of \$70 (plus \$35 for each additional child from the same family) is due at the time of registration and at the beginning of every new school year.

A complete registration consists of the following. Children are not permitted to attend Child Care programs until all items have been turned in.

- Completed and signed Child Care Agreement
- Completed and signed Attendance Contract
- Completed and signed Health Appraisal Form (Physical) and Immunization (Shot) Records and updated records as required by the Department of Health
  - Physicals and Shot Records less than three months old are required for infants ages 6 weeks to 1 year; less than six months old for young toddlers ages 1 to 2 years
  - Grade K-5 and Grade 5 and up
  - Children in Grades 1 through 4 are required to turn in Physicals and Shot Records (may be more than one year old)
- Copies of any Custody/PFA Court Documents, if applicable
- Copies of child's IEP or IFSP, if applicable
- Completed and signed Child Care Center Meal Benefit Income Eligibility Form, for children ages 4 and under

By completing the registration procedure, I waive any claim for bodily injury or property damage against the School District of Lancaster, the City of Lancaster, Lancaster Township and the Lancaster Rec while my child is a participant in a Lancaster Rec program at any location.

### **Confidentiality and Record Keeping Policy**

The Lancaster Recreation Commission is dedicated to maintaining a professional environment for our families and staff. Therefore, we will not release information to anyone that is not designated in writing. The enrolling parent must give written permission and update that permission as needed. The Lancaster Recreation Commission keeps all records and information regarding students and their families confidential. Information

will be kept in the administrative offices and only administrative personnel will have access to the information.

## **Community Resources**

Information regarding community resources and how to contact community resources will be included in the registration packet and be again available to parents during the six-month review and update period (January-February). Parents may also obtain information regarding community resources by request. Community resources available include: ELRC, information and application for CHIP and Capital BlueCross low-cost health insurance, COMPASS (online social services in Pennsylvania), Federal Earned Income Tax Credit and the Federal Food Program. Information on health, nutrition, fitness or child development will be shared at each site's Family Night and through handouts

## **Scheduling and Billing**

Your child's weekly billing is determined by the schedule you submit on the attendance contract at registration. If you need to change your submitted schedule, we ask for two-week's notice. You will be charged for the whole week regardless of how many days are attended and/or scheduled for care.

## **Rates (as of 5/1/2025) \*Weekly Rates only\*, no daily rate**

### **Before & After School**

- Before School: \$70/week
- After School: \$90/week
- Before & After: \$150/week
- All Day Camps Included with weekly fee, will not be prorated out.

## Summer Programs

- Discovery Day Camp, Sports of All Sorts  
\$225/week
- Camp Optimist: \$200/Week
- Robotics: \$150/week/session
- Summer fees include lunch, snack, pool admissions fees, all field trips admissions fees & t-shirt

## Payment Policy

Payment is due on the Monday before the week service is needed. You must advise the Lancaster Recreation Commission office if your plans change, in writing, with two-week's notice. Holiday closures, Weather Closures or partial closures will not be refunded or credited and will be included in the weekly fee.

There is no return of fees if a child is ill or fails to attend. You will be charged for the days you enroll your child, regardless of actual attendance. The full price of tuition will be charged regardless of the amount of time a child is present. If a family is receiving funding through ELRC, and funding is discontinued, the family will be responsible for payment of the entire fee. Unpaid balances not paid by close of business day on Friday, will result in a suspension of services starting the following Monday.

### **Weekly Billing Schedule:**

- Bills are generated and processed every Monday at 3:00 a.m. for the following week of care.
- If a payment declines or a balance is owed, an email will be sent on Tuesday to notify you of the outstanding amount.
- A follow-up email will be sent on Friday if the balance remains unpaid. This message will serve as a final reminder that payment must be received by 4:30 p.m. Friday to avoid service interruption.

If payment is not received by the deadline, your child will not be able to attend our program the following week. Staff are instructed not to accept any child without confirmation from administration or a receipt showing payment in full for the current week is provided.

It is the client's responsibility to keep statements, receipts or canceled checks for income tax purposes. The Lancaster Recreation Commission's federal ID number is 23/1352353.

### **Late Payment Policy**

A late fee of \$1 per day will be added to your account until the full balance is paid. We encourage timely payments to avoid these additional charges and potential disruption to your child's care.

## Payment Methods

Payments are accepted in the following manner:

- Visa, MasterCard or Discover at the Lancaster Recreation Commission office
- Checks and money orders are to be made payable to the Lancaster Rec.
- Online by accessing your account at [www.LancasterRec.org](http://www.LancasterRec.org), and clicking the “Registration and Payments” button on the home page.
- There is a \$20 charge for all returned checks.

## Dropping Off and Picking Up Your Child

Our job is to keep your child safe. Staff will follow the Department of Human Services supervision regulations which state: Staff must be able to see, hear, assess and direct the activity of the children at all times. Your child will never be left alone for any reason and must stay in the designated child care space at all times.

Families are responsible for transporting their children to and from our programs. State regulations require an authorized adult to sign your child into and/or out of the program on a daily basis. Children may only be released to parents and those whom the parent designates on the registration form. Staff will request photo identification. **Children will not be released to anyone without a proper ID**, even if the child is able to identify the adult. If applicable, we require families/guardians who have children under joint custody in divorce/separation situations to provide staff with a copy of any and/or all pertinent legal documents. All documents will remain confidential. This information must be received

prior to your child's first day of attendance. We will not allow the child to leave without an adult. No unauthorized person(s) including school staff will be permitted to pick up your child without written permission during program hours. We reserve the right to phone the family/guardian if questions arise.

When picking up your child, please allow time for your child to finish what they are doing, and encourage him or her to put away the materials they are using. You can use this time to look over the family information area and talk with the staff.

Each site has a designated parking area. Families are expected to park in the assigned area and turn off their car while dropping off and picking up their children. Failure to do so may affect your child's enrollment in the program.

### **Late Pick Up Policy**

Your child must be picked up by 6 p.m. We will make one allowance for one emergency late pickup of up to 15 minutes. For any subsequent late pickup, you will be charged **\$1 per minute you are late**. If a child is picked up late three times, we reserve the right for care to be terminated for the remainder of the school year. If contact cannot be made with parent or any of the emergency contacts by 6:15pm, the Director of School Age Care will call the Lancaster City Police Department.

Any late pick up's will be documented by the Site Director. The person who is picking up late, will be required to sign a "late pick up" paper indicating that you are aware that you will be charged for the late pick up

and must pay the fee that billing cycle or the child won't be able to attend. Once the late fee is paid, the child may attend our program

## **Withdrawal**

We require a two-week notice of withdrawal. There is no penalty fee for withdrawal.

Families are responsible for payment of services up to the date of withdrawal. There is no guarantee of re-entry into the same program if a waiting list exists for that program. We reserve the right to close a program site due to low enrollment with one weeks' notice.

## **Attendance Policy**

Attendance is scheduled at the time of registration. Families must notify the Lancaster Rec office if there will be any change in their child's scheduled attendance. On days that your child is scheduled to attend, but will not attend for whatever reason, we ask you to call the site phone where your child attends. For school age children, please leave a message as the phones are turned off during the school days. Five consecutive absences will be reported to your funding source.

## **Supervision**

All Lancaster Recreation Commission Child Care Programs are certified by and adhere to regulations established by the Pennsylvania Department of Human Services (DHS.) DHS defines supervision as staff being able to see, hear, assess and direct the activity of the children at all times. For your reference, the regulation (3270.113) regarding the supervision of children is as follows:

- Children on the facility premises and a facility excursion off the premises shall be supervised by a staff person at all times. Outdoor play space used by the facility is considered part of the facility premises.
- Each staff person shall be assigned the responsibility for supervision of specific children. The staff person shall know the names and whereabouts of the children in his/her assigned group. The staff person shall be physically present with the children in his/her group on the facility premises and on facility excursion off the facility premises.
- The requirement for supervision on and off the facility premises includes compliance with the staff to child ratio requirements in regulation #3270.51-3270.55 (relating to staff to child ratio).
- A staff person may not use any form of physical punishment, including spanking a child.
- A staff person may not single out a child for ridicule, threaten harm to the child or the child's family and may not specifically aim to degrade the child or the child's family.
- A staff person may not use harsh, demeaning or abusive language in the presence of children.
- A staff person may not restrain a child by using bonds, ties or straps to restrict a child's movement or by enclosing the child in a confined space, closed or locked room. The prohibition against restraining a child does not apply to the use of adaptive equipment prescribed for a child with special needs.

## **Ratios**

When children are grouped in similar age levels, the following maximum child group sizes and ratios of staff persons apply: infant 1:4, young toddler 1:5, older toddler 1:6, preschool 1:10, young school age 1:12, older school age 1:15. When children are grouped in mixed age levels, the

age of the youngest child in the group determines the staff to child ratio and maximum group size in accordance with DHS regulation 3270.51 (relating to similar age level) .

## **Outdoor Play**

We take all children outside to play every day, weather permitting. We ask that you dress your child in weather appropriate clothes. We take children outside regardless of the temperature from 25°F -90°F. We ask that you bring boots, scarves, hats, gloves, etc. in cooler weather, and water, shorts, t-shirts, etc. in warmer weather. Please note if your child is well enough to come to the center he/she must go outside.

During summer months, children attending Discovery Day Camp, Sports of All Sorts, and Camp Optimist participate in swimming activities. While swimming, children are grouped in a 1:6 child to staff ratio. Please check with the specific camp staff for the swimming schedule and details.

## **Illness**

Most children become ill from time to time. Please do not increase the risk of other children becoming ill by sending your child to a program sick. Occasionally, it does become necessary to exclude an ill child from the program. Please have a plan for these instances, as you will be asked to pick up your child if they meet the exclusion criteria. Families will be contacted to pick up their child immediately if the child is having difficulty breathing and/or wheezing.

Families will be contacted to pick up their child if more than one of the following conditions exists:

- Illness prevents the child from participating

- Fever accompanied by behavior change or rash (oral temperature above 101°F or armpit temperature above 100°F)
- Lethargy that is more than tiredness
- Uncontrolled coughing
- Inexplicable irritability and persistent crying
- 2 or more episodes of diarrhea or vomiting
- Blood in stool
- Persistent abdominal pain (more than 2 hours) or complains of intermittent pain with fever, sweating or fatigue
- Pink or red conjunctiva or crusting white or yellow eye discharge

We will exclude for the following contagious medical conditions and follow the American Academy of Pediatrics schedule for child's return: Purulent Conjunctivitis (pink eye), Impetigo, Scabies, Tuberculosis, Strep Throat and other Streptococcal Infections, Chicken Pox, Pertussis (whooping cough), Mumps, Measles and Rubella. Please notify staff so that we may inform other parents of the potential for illness. Respiratory tract infections requiring medication require parents to provide documentation for out of home care and medication schedule to be followed.

A child is considered well when they have resumed a pre-illness pattern, or when the treatment or therapy has concluded and participation is evident. If a doctor's note is provided, the child may return to care on the date the doctor has provided on the doctor's note.

### **Clean and Disinfect**

Caring for Our Children (CFOC) provides national standards for cleaning, sanitizing and disinfection of educational facilities for children. Other hard surfaces, including tables, door knobs, and floors can be disinfected.

### **Intensifying cleaning and disinfection efforts**

- The program will develop a schedule for cleaning and disinfecting.
- Staff will follow a cleaning and disinfecting schedule with surfaces and objects that are frequently touched, especially toys and games.
- Staff will use all cleaning products according to the directions on the label. For disinfection, most common EPA-registered, fragrance-free household disinfectants should be effective. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection. Follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfection products.
- All cleaning materials will be kept secure and out of reach of children.
- Cleaning products will not be used near children, and staff should ensure that there is adequate ventilation when using these products to prevent children from inhaling toxic fumes.

### **Cleaning and Sanitizing Toys**

- Toys that cannot be cleaned and sanitized should not be used.
- Toys that are contaminated by body secretions or excretions should be set aside until they are cleaned by hand by a person wearing gloves. Clean with water and detergent, rinse, sanitize with an EPA-registered disinfectant, rinse again, and air-dry.
- Toys will not be shared with other groups, unless they are washed and sanitized before being moved from one group to the other.
- Toys that need to be cleaned will be set aside and put into a dish plan labeled "Dirty Bin" At the end of the shift, the staff members will clean and disinfect all toys that were used.
- Children's books, like other paper-based materials such as mail or envelopes, are not considered a high risk for transmission and do not need additional cleaning or disinfection procedures.

## **Lice Policy**

Upon discovering a case of lice, all children will be checked. Parents of children who display symptoms of lice infestation will be notified.

According to the American Academy of Pediatrics, infestation is identified by the presence of adult lice or nits (eggs) on a hair shaft 3 to 4 mm from the scalp. Parents of all children will be notified of the incident and our procedure at pick up the same day lice is discovered. Before children can be signed into any program, staff will check all of the children every day for a period of five days after the discovery of a case of lice.

## **Medical Dispensing Policy**

In accordance with the licensing regulations of the Pennsylvania Department Human Services, non-prescription drugs are not administered nor are children permitted to take medications during the program.

Prescription medication can be administered if the following requirements are met:

- Prescription medicine is given by the staff only if the parent fills out the medication log in detail each day.
- The medication must be in its original container with the child-proof cap, have the child's name on it and include instructions.
- The staff will also fill out the medication log, indicating the time the medicine was given.
- In order to ensure the safety of all children and for the quickest response, we ask that staff hold all inhalers and EpiPens during program hours.

When dealing with medical conditions requiring special care we follow recommendations made in “Caring for Our Children.” If your child requires medication/treatments/monitoring for a health condition, please provide the care plan from your doctor and we will follow it as written.

### **Sunscreen Policy**

Parents must provide sunscreen/sunblock for children while they are attending Lancaster Rec summer child care programs.

Due to sunscreens/sun blocks having the “Keep out of reach of children” label, all bottles will be kept with your child’s group leaders. Children will be reminded to apply it when they go outside, especially on pool days. Anyone can be affected by the sun’s powerful rays; it is important that your child has sunscreen/sunblock to protect them while playing outside and at the pool. School Age staff is not permitted to apply sunscreen/sunblock on school age children.

Please bring in the sunscreen/sunblock you are providing for the summer and give it to the front desk staff. Please have your child’s name written on the bottle.

### **Medical Emergency Procedure**

In the event of a medical emergency or of an accident, we will contact the parents and fill out an accident report. Basic first aid will be administered at the site. If it is impossible to reach the parents or the situation demands immediate attention, the child will be taken to a Lancaster hospital. A staff member will accompany the child to the source of emergency care and remain with the child until parent(s) or a

designated emergency contact person assumes responsibility for the child's care. All sites have emergency procedures posted. Your authorization for staff to contact your family physician and to take whatever emergency medical procedures are deemed necessary is part of the registration contract.

### **Your Child's Progress**

We offer a "getting to know you" meeting with parents within 45 days of enrollment. A copy of the "getting to know you" notes becomes part of the child's record. At this meeting the staff will meet with each family to review this Family Handbook which contains our policies and expectations as well as initial observations of your child and ages and stages for preschoolers. We encourage parental involvement and seek to form partnerships with parents in the child's development. Parents are encouraged to volunteer and participate in Family Nights, special trips, activities, transition meetings and conferences. Family Orientation will be held in September to enable you to get to know our staff. Portfolios from observations and developmental assessments of your children are completed twice a year (three times a year for preschool) and can be reviewed with the parent during conferences. Throughout the year, we aim to communicate with you as we see your child grow and progress. A developmental screening is completed within 45 days of enrollment.

### **Family Programs**

To help involve the children's families in their learning and development, we have instituted Family Nights two times a year. Family Night includes

an educational program, a time to meet the other children and their parents/guardians, and of course food and fun for the whole family.

### **Transitioning into the program**

Recognizing each child as a unique individual, we try to make each family as comfortable and confident as possible as they enter our Child Care Programs. All families will have the opportunity to have a “getting to know you” meeting. We work with families to adjust schedules, routines and starting the program to meet the best interests of the child.

### **Transitioning to another Program**

We work with the parents and the schools to make transitions as easy as possible for your child. We automatically transfer all necessary files from the Preschool program to the Before and After School program. Parents can request a copy of your child’s portfolio when the child advances to K5 and Middle School or if you change program sites. Portfolios and files will be automatically transferred for children who attend our program at one school and transfer to another school within the District.

A meeting at each site will be offered for children transitioning to K5 or middle school to provide information to support this change. The meeting will be held in May in conjunction with program graduation activities or Family Night. Also, we will make every effort to participate in School District of Lancaster-sponsored transition activities.

### **Damage, Theft, and Loss**

The Lancaster Rec provides an ample supply of toys, games and learning materials for the children to use in our programs. The Lancaster Rec staff is not responsible for lost, damaged, or stolen items. Children are responsible for any items brought from home or school.

The parent/guardian will be responsible for any damages resulting from his/her child's actions to either Lancaster Rec or school property.

### **Cell Phones/Electronics:**

Children attending the Lancaster Rec programs may not bring any electronics to our before and after school program. These electronics include but aren't limited to ipad's, ipod's, tablets, and cell phones. If these items are brought to the program, the staff will collect them immediately from the children and will be given to the adult that picks them up at the end of the program. This policy is also included during our All Day Camp days. If your child needs to communicate, each program is designated a cell phone.

### **Limited English Proficiency**

In order to provide clients with equal access to programs and services, the Lancaster Recreation Commission will provide any person or persons with Limited English Proficiency (LEP) competent, free language assistance services. These services include, but are not limited to, interpreter services, sign language and any other means necessary to provide fair and equal access to services.

We will also use the Language Line by calling 1-888-808-9008 to help with translation.

## **Snow and Weather Closings**

Cancellation information will be posted on our website [www.LancasterRec.org](http://www.LancasterRec.org) and on WGAL TV8.

### **School Age Before and After School Program**

- If the School District of Lancaster delays the opening of School, there is no Before School Program.
- If the School District of Lancaster dismisses early for weather, there is no After School Program.
- If the School District of Lancaster is closed for the entire day, there is no Before or After School Program.

Weather Closures or partial closures will not be refunded or credited.

## **Publicity/Photographs**

Photographs of the children in our programs may be taken and may appear in newspapers, displays or other publicity materials. If you do not wish for your child to be photographed, please note this on your child registration form.

## **Movie Policy**

On early dismissal days we show G/PG movies. Staff will advise parents ahead of time about the movie and the parent may choose whether or not the child is allowed to watch it.

## **Staff Babysitting**

To keep a professional atmosphere, we do not allow staff to accept babysitting jobs outside of work hours. Staff are strictly prohibited from providing private transportation for any children in our programs during program hours. Lancaster Rec does not take responsibility for staff actions outside of regular program hours.

## **Disciplinary Policy**

Lancaster Recreation Commission programs have reasonable rules that we expect the children to follow. If you have any questions about discipline, or would like to schedule a conference, please contact the Director of School Age Care at 717-392-2115 ext. 152. Before we enforce the write up policy, we work closely with your child's guidance counselors, teachers and services provided through the Keystone Stars Program which include School Age Care Technical Assistance, coaching program and observations for guidance on how to better serve your child.

The core of our discipline policy is a healthy respect for each other. Appropriate language and respect for authority is expected. One child physically hurting another is dealt with promptly. If harmful actions re-occur, we will expel children from our program. In severe cases, it may be necessary to dismiss children immediately from our program. The write ups do carry into the summer programs and will reset at the start of the new school year.

Our procedure is as follows:

- **Verbal Notice** – Official verbal notification of behavior difficulty.
- **Step A:** Written Notice #1 – First written notification of continued behavior difficulty.

- **Step B:** Written Notice #2 – Second written notification of continued behavior difficulty.
- **Step C:** Written Notice #3 – Parent conference with Site Director and Director of School Age Care. Child is not permitted to return until a meeting is set up with the Director of School Age Care
- **Expulsion** – Child may no longer attend programs. Expulsion will be for one (1) full calendar year. For example, if the child is expelled in May, he/she may not attend again until May of the following year. If a child is expelled twice, they will not be able to attend any Lancaster Rec Child Care programs.

## **Child Abuse Notification**

All staff of the Lancaster Rec are mandated reporters. Mandated reporters are defined as a person who, in the course of their employment have direct contact with children and must report or cause a report to be made when they suspect child abuse. Any signs of suspected abuse, neglect or maltreatment will be reported. It is not Lancaster Rec's responsibility to investigate reports of child abuse/neglect, as it must be reported as stated by the Department of Human Services. The law also states that anything told to a mandated reporter, regardless of evidence involving maltreatment, abuse or neglect, must be reported to the appropriate agency. In addition, as mandated reporters it is our responsibility to make sure children in our programs are safe while in our care.

## **Inclusion**

**Policy Statement:** Lancaster Recreation Commission welcomes all children and is committed to providing developmentally appropriate early learning and development experiences that support the full access and participation of each and every child. We believe that each child is unique and work in partnership with families and other professionals involved with the child to provide the support every child needs to reach their full potential.

**Procedures:** Admissions/waiting list Children of all abilities are accepted into Lancaster Recreation Commission and families interested in having their child attend the program will be given an equal opportunity for admission. A waiting list may be maintained and children will be accepted from the list on a first come first served basis. School Age Staff at Lancaster Recreation Commission use developmentally appropriate practices and consider the unique needs of all children when planning. Staff will make every attempt to make any adaptations or modifications necessary to meet the needs of the children. Schedules, routines and activities are flexible and early childhood educators will work with therapists, special educators and other professionals to integrate individual accommodations, modifications and strategies into classroom routines and activities. Any adaptations will be reviewed with families and other professionals supporting the child.

**Confidentiality:** Confidentiality applies to all verbal and written information about potential, enrolling and previously enrolled children and their families. All staff will be briefed on the need for confidentiality and will be expected to fulfill their obligation to respect the protection of privacy. Written records will be stored in a secure location with access limited to the director and the child's teacher. No information will be released about a child and the parent/legal guardian during enrolment or transition to another receiving program or school without first receiving the written permission of the parent/guardian. Family Centered Practices Lancaster

Recreation Commission acknowledges and respects the priorities each family has for their child. Families are encouraged and supported to collaborate with staff to ensure that each child has an opportunity for optimum success. Lancaster Recreation Commission communicates with each family daily and has regular meetings to discuss the child's successes and challenges. Professional Development and Support for Staff Training and support is provided to ensure that all staff are comfortable, confident and competent to meet the developmental and educational needs of all children. All staff receive an orientation on inclusion policies and attend training focused on effective inclusion and/or other disability topics whenever possible. The director provides additional support and resources as appropriate. Collaboration with Other Professionals. Many children with disabilities or other special needs are supported by developmental and educational professionals such as therapists, teachers and others. Lancaster Recreation Commission welcomes those professionals and works with them to assure the child's success. The service provider is encouraged to provide services to the child in the context of the early childhood classroom environment and the child's teacher and the service provider work collaboratively to determine the best strategies to support the child in the group setting. Program Name Here supports the teacher's participation in Individualized Family Service Plan (IFSP) and Individualized Education Program (IEP) meetings.

If staff is concerned that a child does not fit a typical profile for a child's social or skill development:

- Staff will document behaviors and skills through observation and portfolio collection.
- Staff will contact the appropriate director of the department, who will conduct observations and provide documentation of findings.

- Family will be contacted to discuss findings and appropriate services that can help.

### **Parental/Pick-Up Code of Conduct**

We strive to maintain an environment that is safe at all times. All persons picking up children are required to conduct themselves in a professional manner. Violent, threatening or abusive behavior to a staff member or child will not be tolerated. For extreme circumstances, adults conducting themselves in a disruptive or disrespectful manner will lose their privileges of dropping off or picking up their children and the authorities may be called. This will be under the discretion of the Director of School Age Care or The School Age Care Specialist.

If an adult conducts themselves in a disruptive, violent, threatening or disrespectful manner, Lancaster Recreation Commission will follow the procedure below.

1. The first occurrence, you will receive a letter from our Executive Director.
2. The second occurrence you will receive a letter from our Executive Director.
3. The third occurrence, you will no longer be able to pick up/drop off your child for one full calendar year.

In the event a parent or guardian arrives by vehicle to pick up their child and is suspected by staff to be under the influence of drugs or alcohol, the following steps will be taken:

- Staff will discreetly negotiate with the person not to leave and encourage him/her to call a sober friend or companion to drive the individual and their child home.
- If the parent/guardian refuses, becomes violent, or leaves the program with the child, police will be called immediately with a description of the individual (including name and address), vehicle description, license plate number and direction of travel.

Parents are not permitted to engage or facilitate activities related to custody arrangements or disputes at school age care sites. Questions related to custody arrangements should be directed to the Director of School Age Care.

### **Parents and Legal Guardians Visiting Programs**

Parents are an essential part of our program. It is our goal to work with the community, as well as parents/guardians to provide the best learning environment for each child. We encourage parents to stop in throughout the day and to take advantage of the opportunities to be involved in the child care site throughout the year. All parents and/or legal guardians are allowed to stop by unannounced at any time. Any other adult wishing to visit must provide a letter from the parent/legal guardian stating they have permission to visit the child in the child care site.

While visiting the child care site we ask that your visit not cause any disturbance to ensure the children are able to participate in the program without any interference. We also ask non-parent/legal guardians to limit their visit to an hour or less.

## **Communication**

Informative newsletters are sent home quarterly to update parents/guardians of upcoming activities and special events. Important information for parents can also be found on the dry erase/bulletin board located inside the child care site. Sign-in sheets are also located in this section.

## **Volunteers in our Program**

Any person wishing to volunteer in our programs must follow the following guidelines: complete a Lancaster Recreation Commission Volunteer Application, obtain State Police, Child Abuse, and FBI clearances. The clearances must be less than one year old. A volunteer must also have a current physical, TB test and references.

## **Site Specific Policies**

Check with your child's Site Director for information about how birthdays and holidays are celebrated, use of media technology, and rules about bringing toys from home.

## **Emergency Preparedness**

To ensure the safety and welfare of children attending Lancaster Rec Child Care Programs, each center has a plan, posted at the site. This plan explains where the immediate evacuation, in-place sheltering and evacuation locations are located. Families will also receive a letter with these site specific details on the first day their child attends. We will use one of the following protective actions in emergency situations:

- **Immediate Evacuation:** Students are evacuated to a safe area on the grounds of the center in the event of a fire, etc.

- **In-place sheltering:** Sudden occurrences, weather or hazardous materials related, may dictate that taking cover inside the building is the best immediate response.
- **Evacuation:** Total evacuation of the facility may become necessary if there is a danger in the area.

A fire/emergency drill is practiced once a month.

### **Evaluating the Programs**

Your input is very important to us. We use the information from families to make improvements in our programs. In May we ask each of our families to fill out a parent evaluation form. Please take time to review and complete the evaluation and return it to your child's Site Director by the end of the school year.

The children essentially are the program, and we value their input. Although we frequently receive feedback from the children through regular conversation, we also give each child the opportunity to participate in the formal evaluation process. During the last two weeks of the program our staff will give each child an evaluation form to complete. For children who cannot yet read, they may draw pictures of their likes and dislikes about the program.

### **Want to Discuss Something?**

The Lancaster Recreation Commission is grateful for the support and cooperation of the School District of Lancaster. However, we are solely responsible for the administration, planning and implementation of our

programs. Any concern should be brought to the attention of the Director of School age care, not to school personnel.

The Lancaster Recreation Commission provides activities that will contribute to the physical, emotional, mental, and social development of your child. As School age care, we understand that children learn at different rates and we value individuality, and encourage creativity at every age. Thank you again for utilizing us for your child care needs.

## **Drop Off/Pick Up Locations**

**Buchanan:** Side door off of Maple Avenue

**Lafayette:** The side entrance off of Saint Joseph Street \* Please park in a spot, do not park in the fire lane, you will be asked to move your car

**Martin:** Take the road all the way around to the gym door

**Price/Lancaster Rec:** Use the back entrance by the basketball court/playground

**Ross:** The entrance to the cafeteria which is located in the back of the school by the playground

**Washington:** The entrance to the cafeteria which is located to the left of the main entrance of the school

**Wharton:** The farthest door to the left when facing the front of the school

**Wickersham:** The front of the building by the playground. The steps that lead up to the cafeteria.

### **Child Care Program Cell Phones**

<b>Buchanan</b>	717-989-0252	<b>Price</b>	717-989-0259
<b>Martin</b>	717-989-0258	<b>Ross</b>	717-715-6484
<b>Washington</b>	717-989-0261	<b>Wharton</b>	717-989-0262
<b>Lafayette</b>	717-201-9105	<b>Wickersham</b>	717-989-0260

## **Need to Reach Us?**

Lancaster Recreation Commission  
525 Fairview Avenue, Lancaster, PA 17603

Nathan Ranck, Director of School Age Care  
717-392-2115 x152 [nranck@lancasterrec.org](mailto:nranck@lancasterrec.org)  
Cell Phone: 717-808-8035

Leida Collazo, School Age Care Coordinator  
717-392-2115 x140 [lcollazo@lancasterrec.org](mailto:lcollazo@lancasterrec.org)  
Cell Phone: 717-286-3092

Sacoya Jackson, School Age Care Specialist  
717-392-2115 [sjackson@lancasterrec.org](mailto:sjackson@lancasterrec.org)  
Cell Phone: 717-283-5043

Marisol Rosario, Administrative Assistant (Billing for ELRC Funding)  
717-392-2115 x138 [marosario@Lancasterrec.org](mailto:marosario@Lancasterrec.org)

Vanessa Torres, Administrative Assistant (Registration/Billing)  
717-392-2115 x 0 [vtorres@lancasterrec.org](mailto:vtorres@lancasterrec.org)