MILESTONES, PROGRAMS FOR CHILDREN
SCHOOL AGE POLICIES AND PROCEDURES
2013-2014

I. **Statement of Purpose:** To provide a high quality child care activities program in a group setting for school age children and their families.

II. **Admission and Registration Policies**

A. Milestones, Programs for Children, does not discriminate in its enrollment policy on the basis of race, color, sex, creed, handicap, political persuasion, national origin or ancestry.

B. A $45.00 processing fee is required per child ($30.00 for continuing children). A $60.00 processing fee is required per family ($40.00 for continuing families). This fee covers the cost of application processing and is non-refundable.

C. If a child cannot be placed in a program due to full enrollment, s/he will be put on a waiting list if so desired. A completed registration form accompanied by the non-refundable processing fee is required for placement on the waiting list for the current school year.

D. The following information must be supplied by the parent(s), legal guardian(s), or custodian(s) of the child and returned to the Milestones Administrative Office before the child's first day of attendance:

1. Registration Information Form
2. Registration Agreement
3. Child's Schedule Form
4. Health Record (to be completed by parent)
5. Immunization Record
6. Confidential Family/Child Information Form
7. Transportation Permission Form for children who arrive by bus

E. Registration forms must be completed for each child in the family who is applying to the program.

F. Completed registration materials, accompanied by the processing fee, should be mailed or delivered to the Milestones Main Office. The address is:

Milestones
Programs for Children
2214 East Capitol Drive
Milwaukee, Wisconsin 53211

III. **Scheduling**

A. The School Age Program will not be open on the following holidays: Labor Day, Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve Day, Christmas Day, New Year's Eve Day, New Year's Day, Good Friday, Memorial Day, and Independence Day. There is no fee reduction for these days.

When a holiday falls on Saturday or Sunday, Milestones will be closed on an alternate day. Parents will be notified in advance.

B. Parents may schedule their children for a minimum of two days per week through five days per week.

C. Schedule changes must be approved by the Accounts Manager before they take effect. There is a $7.00 charge for each schedule change. Milestones will do its best to accommodate schedule changes but cannot guarantee space once the original schedule is established. Schedule changes must be received at least one week in advance.

D. Cancellations: Two weeks written notice must be received by the Accounts Manager prior to the child's last day of attendance.

E. School Vacation Days: If space is available, an all day child care program (from 7:00 AM to 6:00 PM) will be provided at each location, or in combination with another program, on school vacation days, in-service and conference days, and in the summer. Registration for these days is required, no walk ins are accepted. Special enrollment forms will be supplied in advance to register for these days.

F. Winter and Spring Break: If space is available, Milestones will provide special all day programs during the Winter and Spring Break school vacation days. The care offered may be at different sites and in combination with other programs. These require a special registration. Registrations are accepted for these days on a first-come, first-served basis. The per day charge will be billed in advance and is non-refundable. Registration for these days is required, no walk ins are accepted

G. Early Dismissal Days:
There is an extra charge for the extended care that results when school dismisses early. These require a **special registration** and carry an additional fee. Parents will be notified in advance with all information regarding these days. **Registration for these days is required. No walk ins are accepted.**

Late Start Days:
When schools have late start days, **only children who are already enrolled before school on these days will be allowed to attend**. This is due to the limited space available for this care. There is an extra charge for the extended care that results on late starts, but you will **not** need to fill out a special registration for these days.

HALF-DAY KINDERGARTNERS:
If late start or early dismissal of school results in the cancellation of AM or PM Kindergarten for that day, an all day charge will be assessed for those children who remain in our program during the time they would normally attend Kindergarten. Special enrollment is required for these days.

H. Inclement Weather Closings: When your child's school is closed because of snow or extreme cold weather conditions, the School Age Program at that school will also be closed. There is no credit or fee reduction for these days. Please refer to your Parent Handbook for additional information.

I. Unexpected School Closings: When your child's school is closed due to an unexpected occurrence (i.e. water main breakage, power outage, health department sanction) the School Age Program at that school will also be closed. There is no credit or fee reduction for these days. Please refer to your Parent Handbook for additional information.

J. Additional Hours: The School Age Program may provide additional hours of child care on an individual basis. This may not be available at all times or at all locations.

K. In the event a child does not attend a regularly scheduled day for any reason, make-up or exchange of days is not allowed.

IV. Fee Policies (Rates and Billing)

A. Payments are due every two weeks in advance with a four week payment option. Payments are due on the first Monday of each billing period.

B. Credit or debit card payment by VISA, MasterCard, or Discover may be arranged by having an authorization card on file at Milestones' administrative office. Credit cards are charged every four weeks. It is the parents responsibility to update Milestones with any card changes.

C. Billing statements will be mailed 10 days prior to their due date.

D. In the case where parents are divorced or separated, Milestones is unable to send a separate statement to each parent. One parent must be designated to receive the statement and make arrangements with the other parent for cooperative payment.

E. Checks or money orders (*no cash please*) should be made payable and mailed to:

Milestones, Programs for Children
2214 East Capitol Drive
Milwaukee, Wisconsin 53211

F. Payment will **not** be accepted at any program location.

G. There is no regular billing for Winter or Spring breaks. There are special registrations for each extended break period and tuition is based on days reserved.

H. There are no adjustments in fees for holidays, in-services or days missed. In the event of illness, school vacation, inclement weather closings, personal vacation or other absences (such as scouts, music lessons, or other out-of-school activities), no credit will be given for any reason.

I. When there is no school and all day child care is offered there is an extra charge. These days require special registration on forms provided in advance.

With advance registration, all participating children are eligible to attend on ANY day when there is no school and all day child care is offered provided there is space, they have been pre-registered for that day and have received a confirmation e-mail. Walk-ins will not be accepted.

The all day charge will be assessed for each child present on days when there is no school regardless of the amount of time spent in the program on that day. Refer to the Special Day Tuition Charges sheet for specific charges.

J. Late Payment: If a fee has not been paid within 10 days of its due date, a $25.00 late payment charge is assessed. For those who pay every 4 weeks, a late payment charge will be assessed 10 days past the due date and also 24 days past the due date if the balance remains due.

K. A $2.00 late pick up charge is assessed for **each minute** that a child stays past program closing time of 6:00 PM **OR** the child's scheduled time of departure. Chronic lateness will result in my child's enrollment being terminated.

L. Parents must call their child's Milestones classroom **prior** to school dismissal time if for any reason the child will not be attending on a regularly scheduled day. There is a **$10.00 "No Call/No Show"** charge if the child is absent and the parent fails to properly inform Milestones of this absence. Chronic failure to report absences will result in the termination of the child's enrollment.

M. A $25.00 charge is assessed for each Non-Sufficient Funds (NSF) check received.

V. Health Policies

A. All children must have Health Records and Immunization Records. Prior to entrance into the program, these forms must be completed by the parent/guardian and returned to the Milestones Administrative Office.

B. Written permission from a parent to call the family physician or to refer the child for medical care in case of accident or emergency must be on file at the Milestones Administrative Office. This permission shall be used only when the parent or guardian cannot be reached and with

this permission the nearest hospital to the program will administer medical care in a life-threatening situation.

C. Prescriptive or over-the-counter medication may be given to a child ONLY under the following conditions:

1. A written, signed and dated authorization from the parent is received by the Head Teacher.

2. Prescriptive medication is in the original container and is labeled with the child's name, name of the drug, dosage, directions for administering, the date, and the physician's name.

3. Over-the-counter medication is in its original container and is labeled with the child's name, and the request, signed by the parents, includes dosage and directions for administration.

D. Children who become ill while at the program will be isolated from the group within sight and hearing of an adult. Parents will be notified to come and take the child home as soon as possible or make arrangements with the emergency contact person to do so. The emergency contact must live or work within twenty minutes of the program site.

E. First aid supplies are on hand at each program site at all times. First aid kits are brought along on every field trip.

VI. Program Accountability/Parent Accountability

A. Milestones, Programs for Children, will assume full responsibility for a child from the time s/he arrives and signs in at the program site until the time when s/he signs out (if written permission to walk home has been received by the program staff) or is signed out by a parent or authorized person.

1. Parents whose children are escorted between neighboring schools by Milestones teachers must provide permission for this walk on the registration form.

2. All people listed on the registration form under parent/guardian, emergency contact, and authorized pick up will be allowed to pick up a child.

3. In families where the parents are separated or divorced, the custodial parent must have a copy of the legal documents stipulating custody on file at the Administrative Office. Only the parent who is listed on the application form as having legal custody is authorized to pick up the child, unless that parent lists the other parent on the form as authorized to pick up the child.

4. Any person who is not listed on the child’s most recent application form as being authorized to pick up the child may not visit the program unless s/he has made prior written arrangements with the custodial parent and the Program Director.

5. A court order must be on file at the Administrative Office and the program if the need arises to prohibit pick up by a previously authorized parent or guardian.

6. Milestones staff members will not be involved in custody related litigation.

B. If a child is given written permission by the parent to leave the School Age Program to participate in another activity and return upon the activity's completion, the program staff are not responsible for the child during his/her absence. If the child does not return to the program upon completion of the activity, staff members will contact the parents.

C. Child care employees are legally mandated to report known or suspected cases of child abuse or neglect.

D. When necessary, Milestones will make appropriate professional referrals, assisting and guiding parents through the steps involved in obtaining community services (i.e.: vision, speech, hearing, and other developmental screening) and child guidance programs.

E. Milestones does not endorse or recommend staff to parents or parents to staff for private care arrangements and is not liable for the conduct of the parent or the staff who enter into such a private care arrangement.

VII. Insurance

Milestones, Programs for Children, carries Liability and Property Damage insurance and Non-owned and Owned Vehicle insurance. We do not provide student medical or accident insurance.

VIII. Policies for Enrollment Cancellations

A. A family's participation in the program will be terminated if there is non-payment or regular late payment of tuition fees. Once terminated for collection reasons, there will be no re-admittance into the program.

B. Upon the discretion of the School Age Director and after reasonable effort on the part of the program staff to integrate a child/family into the program, a child's participation in the program may be terminated if that child requires a disproportionate amount of one-to-one attention. The Site Coordinator, in consultation with the School Age Administrative staff, will confer with the parent(s) and give notification of termination. Once a child has been terminated, they may not be readmitted to the program.

C. Consistent early arrival (before 7:00 AM) or late pick up (after 6:00 PM) on the part of the parents is grounds for termination. Our contracts with the schools and churches are from 7:00 AM to 6:00 PM only.

D. Physical or verbal abuse of children or staff by a parent is grounds for termination from the program.

E. Failure of a parent to complete and return all required forms is grounds for termination from the program.

IX. Procedures

A. Parents are welcome to visit the program during hours of operation.

B. Parents are welcome to participate in program activities and field trips. The School Age staff welcomes parent involvement in their children's experiences.

C. The records of children enrolled in Milestones are confidential and available to the child's parents upon written request.

D. Nutritious snacks, including milk, will be provided at the programs daily.

E. Lunches <u>must</u> be brought from home on any day children are in the program during the lunch hour. If your failure to provide a lunch necessitates Milestones providing a lunch for your child, you will be billed a **$10.00 “No Lunch” fee**. A chronic failure to provide lunch will result in a child’s enrollment being terminated. The program provides milk.

F. Although staff members will do their best to keep track of personal belongings, Milestones is not responsible for lost articles. All clothing and personal belongings should be labeled including boots, mittens, coats, etc.

G. There are no pets in the school age programs.