



Recreational Licensed Child Care 2019-2020 Parent Manual



(Licensed by the Maryland State Department of Education Office of Child Care)



Welcome to the RLC Family!

It is with great pleasure I welcome your family to the **Recreational Licensed Child Care program (RLC)**, a section of the Recreational Licensed Child Care and Community Services Division of Howard County Recreation and Parks. The RLC Division has been in operation since 1986, proudly serving the children and families of Howard County during the school year and summer. Over the years, the division has grown to include camps, middle school programs, preschool programs (known as Early Learning Centers (ELC)), two Therapeutic Recreation after-school programs and programs for teens. Currently we are in 23 elementary schools, 4 middle schools, Cedar Lane School and 3 Early Learning Centers. We also now encompass Trips and Tours, along with programs for citizens aged 55+. Please visit our website for more information: www.howardcountymd.gov/RAP.

Our Recreational Licensed Child Care program has grown to serve more than 2,500 county residents. Our programs offer a variety of activities for your child(ren), including active group games to keep them moving and healthy, hands-on activities and healthy cooking projects. Throughout the year there are opportunities for children to participate in ***intra-school competitions*** in football, basketball, a spelling bee, team hand ball event, Night of the Arts and a track and field event, all at no additional costs. There is something here for every child!

We are licensed and inspected by the Maryland State Department of Education Office of Child Care. The Office of Child Care sets regulations; Recreation and Parks sets policies and procedures. These guidelines are all in place to ensure the safety and well-being of the children in our care. We are participating in the Maryland EXCELS program.

Pre-Registration period for 2020-2021 school year is March 3 – 30, 2020. Pre-registration is for those children who are currently enrolled in and attending the 2019-2020 RLC programs. It is highly suggested that families take advantage of the Pre-Registration period before **registration is open to all on April 1, 2020.**

The mission of our child care programs are to: **“Provide a safe, nurturing and quality program for the youth of Howard County.”** We believe in providing services to all residents without discrimination on the basis of religion, race, national origin, physical/mental ability, gender, creed or any other basis. Our programs are equal opportunity programs. We are looking forward to a fun-filled year together! Thank you for giving us the opportunity to take care of your most precious asset – your child(ren).

With Warm Regards,

Nicola Morgal, CPRP
Recreation & Parks Superintendent
Recreation Licensed Child Care & Community Services Division



Recreational Licensed Child Care and Community Services Division Information

Office phone number: 410-313-3706

Registration

Nicola Morgal, Division Superintendent

Stephanie Wise, Recreation Manager

Joynel K. Young, Recreation Manager

Office fax number: 410-313-4722

410-313-7275

410-313-4723

410-313-4712

410-313-2637

Therapeutic Recreation & Accommodation Services

Susan Potts, Therapeutic Recreation Manager

Chloe Hodge, Supervisor

Victoria Taylor, Supervisor

410-313-4628

410-313-1671

410-313-4708

Claudia Charity, Supervisor, 410-313-4636

Programs Supervised:

Bellows Spring	410-313-5147
Bollman Bridge	410-880-5859
Forest Ridge	410-880-5857
Gorman Crossing	410-880-5971
Ilchester	410-313-2696
Laurel Woods	410-880-5860

Kori Jones, Supervisor, 410-313-4713

Programs Supervised:

Deep Run	410-313-4956
Hollifield Station	410-313-2794
St. John's Lane	410-313-2692
Veterans	410-313-1495
Waverly	410-313-2693

Shavon Gordon, Supervisor, 410-313-4633

Programs Supervised:

Fulton	410-880-5973
Manor Woods	410-313-7244
Pointers Run	410-313-7277
West Friendship	410-313-5424

Donna Jackson-Parker, Coordinator, 410-313-1696

Programs Supervised:

Elkridge	410-313-4957
Hanover Hills	410-313-7912

Lakishia Major, Coordinator, 410-313-4717

Programs Supervised:

Dayton Oaks	410-313-7583
Triadelphia Ridge	410-313-5470
CAN-TEEN Club:	
Bonnie Branch	410-313-2604
Elkridge Landing	410-313-5189
Folly Quarter	410-313-5898
Thomas Viaduct	410-313-2980

Julia Martin, Coordinator, 410-313-1687

Programs Supervised:

Bushy Park	410-313-5422
Lisbon	410-313-5423

Brian Murphy, Coordinator, 410-313-4797

Programs Supervised:

Ducketts Lane	410-313-6070
Rockburn	410-313-4922

Early Learning Centers:

Bushy Park ELC	410-313-5499
Triadelphia Ridge ELC	410-313-5471
Roger Carter Comm. Ctr. ELC	410-313-2749

**** Site assignments are subject to change ****

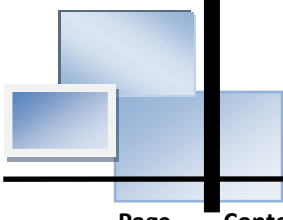
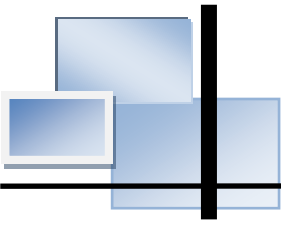


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About Us

PROGRAM CONTENT

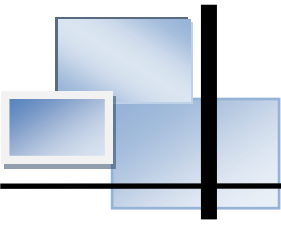
The Mission and Philosophy of our programs is to provide a safe, nurturing, active and creative learning environment for all children of all abilities. We are mindful of each child's cultural background and learning needs when planning activities. Program plans reflect the children's varied interests and offers a variety of self-directed, teacher-led, group and individual activities; ranging from active games, arts & crafts to science and music. There are active and quiet activity times offered. As a recreation-based program we do ask that if your child has a cellphone, that they keep it in their backpack. It is not appropriate for children to be on or have out cell phones during our program hours. There is a telephone at each center should you want to speak to your child during our program. Televisions, computers, tablets etc. are not a part of our monthly planning and will not be used more than once per month. If they are used at all, it is to supplement the age appropriate monthly activities. Most programs do not have any computers or tablets available to them. The content of each program follows established guidelines however weekly themes and schedules may differ by site. Through fun, purposeful and engaging activities they will:

- Learn to work independently and in cooperative groups
- Foster intellectual curiosity
- Continue to build the social, academic & emotional skills appropriate for their age group
- Develop their confidence and help them reach their fullest potential

All programs are regulated by the Maryland State Department of Education Office of Child Care (OCC), who gives us our license to operate. We are also inspected every year. For school age and middle school, there's a 1:15 staff to child ratio. All staff members complete a criminal background check, medical examination and must meet the standards set-forth by the OCC for each position. Directors and teachers have experience and training specific to school age children to meet the requirements set forth by the OCC. All staff attends the requisite number of hours of continued training each year. Trainings include First Aid, CPR, child development, health, safety, special needs and professionalism. We have many locations for our programs; however, the rules, licensing regulations, procedures and policies are consistent throughout.

School-Age Program

The programs are held in the cafeteria of each school. The children are placed into groups of thirty with two staff members assigned to each group. Children are given a snack in both the morning and afternoon programs. The morning program allows for group games and hands-on activities. In the afternoon, after snack, children will begin their rotations and go outside (weather permitting), begin hands on activities (arts and crafts, music, cooking, science, nature etc.) and have an opportunity to work on homework. After active play, space will be provided for additional homework time and quiet activities. However, homework is an optional choice for the children, but will be encouraged by the staff at the request of the parent(s). Please be mindful we are in the cafeteria at most schools and will control the noise-level but cannot provide a silent homework area. We also are sometimes asked to relocate due to school functions. We will do our best to make you aware of this as soon as we know about it.



About Us cont...

Can-TEEN Program

The Can-TEEN Program is an after school recreational program geared to the needs of young teens. Programs are structured and provide a variety of age appropriate leisure experiences. These activities will include games and sports, arts and crafts, trips and special events. Free time will also be included for participants to work on their own projects, do homework, or spend time with friends. Some trips will require additional fees to cover admission and transportation expenses. For further information please feel free to contact the program supervisor Lakishia Major at lmajor@howardcountymd.gov.

Early Learning Centers

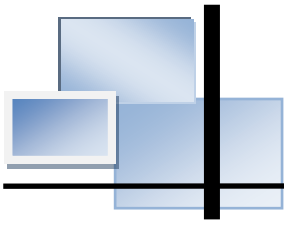
Offered in three locations, the ELC programs provide children with the skills necessary to be successful in Kindergarten. As a recreation-based program, there are opportunities for self-directed and instructional activities. There are cognitive and academic activities to enhance math/language arts skills, along with arts/crafts, science and nature, cooking, multicultural and drama activities. For further information please feel free to contact the program supervisor Brian Murphy at bmurphy@howardcountymd.gov.

Optional Full Day Programs

Online registration is available for Optional Days and available via phone, mail or walk-in. An online account is required to complete your registrations online. You can request an online account at <https://apm.activecommunities.com/howardcounty/>. Payment plans are available if you would like to sign up for several dates by calling registration staff at 410-313-7275. We will offer Full Day Care, opening at 7 AM and closing at 6 PM, on selected days when schools are closed; these programs are only open to those children currently enrolled in the RLC Program. There is an additional fee of \$45 per day for these programs (unless otherwise noted), which includes snacks, project supplies, facility use and center staff. Please refer to your coupon book or the Recreation & Parks seasonal brochure for dates, locations and note the registration deadlines. Registration must be received at least 5 (five) business days in advance. Registration will not be accepted beyond these deadlines. *If your child requires an accommodation, parents need to request the accommodation at the same time they are registering for the optional full day, as companions are not guaranteed and other accommodations may take time to put in place.* The full day programs are a combined Kindergarten through fifth grade program. For an optional day program to run there must be a minimum of twenty (20) children enrolled. If there are less than twenty (20) children, the program can be cancelled but if space is available you may transfer to another location. Parents must provide a NUT FREE lunch for their child. We do not have refrigeration or a microwave available for lunches, but milk is available for the children to drink at lunch.

Summer Blast Camps

Need child care in summer months? We have you covered with Mini Scholars (pre-school aged), our Blast series, including four locations of Blast camp and four specialty camps: Fitness & Sports, STEAM, Cooking & Crafts and Music, Drama & Theatre camps. We also have our Teen Blast for children entering middle school. **For more information, be sure to check out your program's monthly newsletters beginning in January!**



About Us cont...

Intra-School Activities

Each season schools are given the opportunity to participate in several competitions. Parents are always invited and welcome to come enjoy the event while supporting your child in their endeavors. There is the annual Turkey Bowl; a flag football competition complete with cheerleaders, hosted in November; a March Madness basketball tournament held in the winter, a Hand Ball tournament, a Spelling Bee usually held in the spring at North Laurel Community Center, a Track and Field competition in June and wrapping up all of our the events is our Night of the Arts (formerly JamFest) that allows our participants to show-off their dance, musical and artistic skills. It is a wonderful evening of talent! The First Tee is also being piloted in select sites with rollout to more schools in the future. All of these are wonderful opportunities for the children to create memories and are included in your RLC fee!



PROGRAM RATES

The monthly program fees are established on a yearly basis based on cost and must be self-supporting. Fees are subject to change during the year and are based on 180 school days and are a monthly flat rate. Payments cannot be split or pro-rated.

School Age Program

AM and PM Care:	\$459.00
AM Care: 7 AM to school opening	\$207.00
PM Care: School dismissal to 6 PM	\$318.00

Locations:

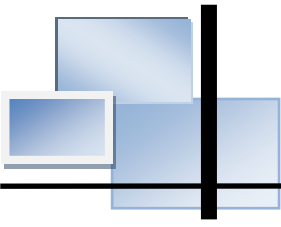
Bellows Spring	Elkridge	Ilchester	St. John's Lane
Bollman Bridge	Forest Ridge	Laurel Woods	Triadelphia Ridge
Bushy Park	Fulton	Lisbon	Veterans
Dayton Oaks	Gorman Crossing	Manor Woods	Waverly
Deep Run	Hanover Hills	Pointers Run	West Friendship
Ducketts Lane	Hollifield Station	Rockburn	

Can-TEEN Program

PM Care: school dismissal to 6 PM: 3 Days/wk - \$189/mo; 5 Days/wk - \$314/mo

Locations:

Bonnie Branch	Elkridge Landing	Folly Quarter	Thomas Viaduct
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Inclusion

The Department of Recreation & Parks is pleased to comply with the American with Disabilities Act (A.D.A.) regulations. Individuals with disabilities are encouraged to register for all of our programs. At registration please include information regarding your child's disability and any accommodation requests. Once registered for a program, the next step is to request an accommodation through our Accommodations Portal (found at <https://www.howardcountymd.gov/Therapeutic-Rec>, then clicking on Inclusion and Accommodating Services). This portal will ask you for information about the program you have registered for as well as what type of accommodation you are requesting. It will send the Therapeutic Recreation team a notification when your request has been submitted. After your request has been made through our portal, an *Accommodation Assessment* link will be sent to you via email or the postal service. This assessment needs to be completed two weeks prior to the start of a program. This assessment will allow our team to better serve you and your loved one and gives our staff more information on how to make a program a success.

Note: You only need to complete the Accommodation Assessment once a year; you must send all accommodation requests through the Accommodation Portal for every program (and section, for example, a child registered for the same camp two weeks in a row will need to put in two requests).

Once our team has received the completed Accommodation Assessment, we will reach out to you within three business days with a phone call or an email confirming your request and to discuss strategies for inclusion. Please remember that increasing the staff-to-participant ratio is never guaranteed and is judged on a case-by-case basis. We will make every effort to provide reasonable accommodations on an individual basis. Please note that all required paperwork must be completed for requests to be reviewed.

The Department may provide accommodation services (a companion) upon a parent/guardian/caregivers' request, but not all services are guaranteed. If a qualified companion is available and is assigned to work with your child, there are still behavior guidelines each child must adhere to. Hands to self, using acceptable language and staying within the program area are paramount to all children's success in our program; noting that any conduct that jeopardizes the safety of the participant or others will not be tolerated and may result in removal from the program. Please see page 11 for more information.

If your child has an Individualized Education Plan (IEP) you may provide a copy for informational purposes. The information contained in the IEP will be used by the Therapeutic Recreation and Accommodations staff as supplemental material for the accommodation plan they will create after you have completed the Departmental Assessment Intake form. Please remember we are a recreation-based program setting and not an academic one. Your child's accommodation plan will be prepared with the intent to make their experience in our licensed child care program as successful as we can. It is our goal to have each child participate as fully as possible in our recreation activities with the least restrictive environments. For additional services, please contact the Therapeutic Recreation & Accommodation Services Manager at 410-313-4628.



Inclusion cont...

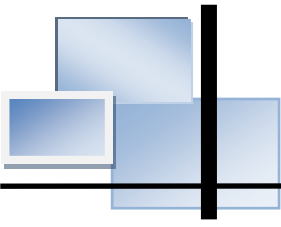
Inclusion/Accommodations may include but not limited to:

- Training provided for program and inclusion support staff.
- An increase in staff/participant ratio (two weeks advanced notice).
- Sign Language interpretation for the deaf and hard of hearing.
- Adaptive activity equipment and/or supplies.
- Assistance in the provision of health services, which do not require medical training.

Inclusion/Accommodations services don't include:

- Providing a separate area or alternate activities for a significant portion (more than 25%) of the scheduled structured program.
- Exemptions of program rules and regulations regardless of ability or disability for the safety of all program participants and staff.
- Guarantee of specific staff for programs.
- Individualized therapy within a program.
- Purchasing of personal custom devices.

If a private companion is hired by a family, the following must be on file at the center before the private companion can attend the program, as per the MSDE Office of Child Care: employee emergency card, employment medical report, results of FBI and Maryland state criminal background checks, a release of information, an individual personnel information form, a copy of the their driver's license, a completed center orientation checklist, volunteer application and agreement, and a statement of duties. These forms are all available by contacting the Therapeutic & Inclusion Services Manager at 410-313-4628.



Program Information

ADMISSION TO CARE

Before your child can attend any Recreational Licensed Child Care program, you must first register and then complete the following forms that must remain on file: Forms are available for download at

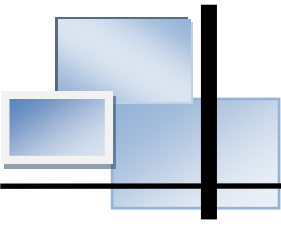
<https://howardcountymd.gov/Departments/Recreation-and-Parks/FormsandPublications>. All parents should have a legible copy of all required paperwork for each child who is enrolled in the RLC program.



- Health Inventory – Is made of two (2) parts: Part I completed by a parent/guardian/caregiver and Part II is completed by a physician. Part II cannot be dated more than one year prior to admission to the program. Part I is updated every January to maintain compliance with OCC regulations.
- Emergency Contact Form - Completed by parent/guardian/caregiver and lists all information needed to reach parents/emergency contacts and designates who else may pick up your child. A new one is completed every school year and summer season. It is also updated every January to maintain compliance with OCC regulations.
- A “Parent’s Guide to Regulated Child Care” pamphlet: Please read this pamphlet, complete and sign the tear-off coupon on the back and be sure to turn it in with the other paperwork.
- Immunization record – This form is completed by a physician.
- Parent Contract - This form is to be completed by the responsible billing party. Financial information is confidential and per state law, we will not give out any financial information regarding your child’s fees to any party other than the actual payer (received in a separate mailing from the Registration Team, along with the Auto-Deduct Form).

ATTENDANCE

Children registered in before and after care may arrive as early as 7 AM and must be picked up by 6 PM. The Director and your child’s assigned teacher are responsible for maintaining an accurate attendance record for each child. Attendance is taken as children arrive in the morning and as they enter the program each afternoon. In the afternoon, staff check for each child who does not report to the program. Parents are asked to notify the Director of planned absences due to vacations, medical appointments or other reasons. **Parents must give written permission for their child to be released from the RLC program for any other activity, even if it is sponsored by Recreation and Parks.** The note MUST include: the name of the program, dates and times the program runs, where the program meets and if the child will return to the RLC program. All children must report to the Director before going to a different program (i.e. chess, soccer etc.). The instructor of the other program needs to sign your child out of the after care program. Participants of the programs are not allowed to sign themselves out of a before & after care program. At the end of the other program, the instructor must bring your child back to the cafeteria and sign them back in.



Program Information cont...

SIGN-IN/OUT POLICY

All child care programs require anyone picking up a child to show identification to the staff. Only those individuals listed on the emergency card may pick up a child without previous written notification. If there are custody concerns, it is the parent/guardian/caregivers' responsibility to notify the staff and provide a copy of any custody agreements/court papers signed by a Judge.

The Howard County Public School System provides space for the program at each site. Custodial staff will only be on duty during program hours and aren't responsible for your child at any time under any circumstances. You must walk your child inside the building each morning to make sure the Recreation and Parks staff has arrived. Each parent/guardian/caregiver or person 16 years of age or older, must sign in their child in the morning and sign them out in the afternoon. Do not leave your child unattended. This policy must be strictly adhered to for the protection of your child(ren). Staff is required to remain on site until every child is picked up. Parents must notify us in writing of a change in the release policy (either deletion or addition of another person with permission to pick up your child or whether they can walk home) throughout the school year.

LATE PICK-UPS

Each center has a separate telephone number in the cafeteria. Making staff available during normal program hours. Please contact them in the event you find you are running late. Our expectation is that you will be letting us know who will be picking up your child by 6 PM and not that you will be arriving 10-20 minutes late. If we have not heard from you, we will try to contact you, then move through those who are listed on your child's emergency card. If your child remains in our care thirty minutes after the end of the program, the police and Child Protective Services will be contacted. Continual lateness may result in your child's dismissal from the program.

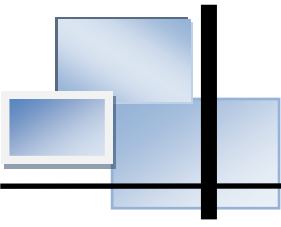
Late Pick-up Charges: These fees cover additional expenses incurred when a child is not picked up by the close of the program at 6 pm. The payer on record from the Parent Contract will be invoiced for these fees. The time is determined by the clock in the school cafeteria. A parent picking up a child at 6:01 pm is late. Failure to make such payments will result in program suspension or dismissal.

The following process applies:

- First and second late pick-up: Late slip and fees assessed as follows, \$10 per child for the first fifteen minutes beyond 6 PM and \$5 per child for each five-minute period after that (a dollar a minute per child).
- Third late pick-up: Late slip and fees assessed, followed by notification from the RLC Supervisor.
- Fourth late pick-up: Late slip, fees, possible suspension from the program.
- The fees for a fifth late pick-up or more may be doubled or result in an increase of the fee stated above.

EMERGENCY INFORMATION

Only individuals listed by the parent/guardian/caregiver may pick up a child without previous written notification. We will also not release your child to anyone that does not have the proper identification. If there are custody concerns, **it is the parents/guardian/caregivers' responsibility to**



Program Information cont...

notify the staff in writing with a copy of a court order and provide updated court/protective orders as necessary. All court, custody, visitation or protective orders may supersede what may be on your child's emergency card. It is essential all work and home telephone numbers be kept current, as well as any change of address. Parents are responsible for this pertinent information for the protection of their child(ren), so please notify the Program Director of any changes. Updates are required in January to maintain our compliance with Office of Child Care requirements. Registration MUST also be informed in writing either by fax at 410-313-4658 or email registration@howardcountymd.gov. When picking up your child, teachers will ask for a driver's license as identification. If someone not listed on your emergency card is picking up your child, please make sure the staff is notified in writing in advance. If it is an emergency, please contact the Program Director to let them know.

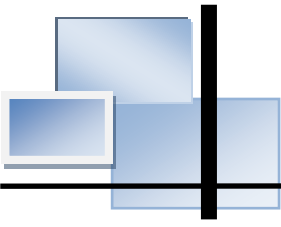
EMERGENCY PREPAREDNESS PLAN

Each site has a plan in place in case of emergencies or natural disasters. These plans are created by the Program Director during a 6-hour MSDE approved training. They encompass two different plans based on the seriousness and type of emergency. You can speak with the Director for the locations used or check out the Emergency Evacuation Plan posted on the parent board. In the event a school must be put on a lockdown for the safety of the children, please call 410-313-7275 for more information before 4:30 PM. After 4:30 PM please call the RLC administrative offices at 410-313-3706. Please keep in mind that sometimes during a lockdown, the program is removed from the cafeteria and therefore the staff cannot answer the center telephone.

BEHAVIOR

The Department of Recreation and Parks reserves the right to limit, deny or expel a participant when the health and/or safety of the individual, other participants, staff, volunteers, and/or the public is threatened. Any child observed in a physical altercation with another child will automatically be suspended from the program. Behavior problems that may result in program expulsion include but are not limited to: behavior presenting a danger to the participant, other participants or the staff, elopement from the program and/or action that persists after a behavior modification plan has been implemented. We will make every effort to provide a safe, constructive recreation program; we will work to create positive climates that minimize the potential for inappropriate behavior. When misbehavior occurs, appropriate modification techniques will be administered and documentation will occur. Under no circumstances are participants to be subjected to verbal or physical abuse by other participants or staff. RLC staff does not administer harsh verbal or corporal punishments. Parents/guardian/caregivers will be contacted if inappropriate behavior persists. We need your assistance to ensure that your child adheres to the rules and regulations of the program by reinforcing appropriate behaviors at home.

Children are expected to show respect for staff, program property and all children in the program. Discipline is centered on reminders, re-direction, a quiet area, verbal management or other best practices. Staff will keep parents updated about situations involving their children. Even with our procedures set in place, persistent or unacceptable behavioral problems may occasionally occur. Some conflict amongst children is to be expected as children are still developing social skills.



Program Information cont...

When children are with each other, their personalities won't mix perfectly all the time; this is a normal part of children's total growth and development. Some young children have a hard time seeing other people's point of view and so, they think their needs are the most important. It is important to recognize that each child is unique. Different children respond positively to different activities, guidance strategies and communication styles. Staff will encourage and model sharing, being respectful and using acceptable language. Hands to self and staying within the program area are paramount to all children's success in our program; noting that any conduct that jeopardizes the safety of the participant or others will not be tolerated and may result in removal from the program. If problems should arise, the Howard County Department of Recreation and Parks staff has been given the following guidelines:

- First Offense: Verbal warning/reprimand with redirection to other appropriate choices, documentation and notification of parent/guardian/caregiver.
- Second Offense: Consultation with parent/guardian/caregiver with documentation and parent conference with Division Manager.
- Final Offense: Possible suspension or dismissal from the program.

Elopement from the program puts the participant, staff and other children at great risk. It is imperative that all children stay with their groups in the designated activity area (e.g. cafeteria, gymnasium or playground). If a child elopes:

- First Offense: Verbal warning/reprimand, written incident report and notification of parent/guardian/caregiver. A one-day suspension may occur if deemed necessary for Administrative staff to review the elopement and put in place other safeguards.
- Second Offense: Written incident report and notification/consultation with parent/guardian/caregiver, Site Supervisor and Manager. An extended suspension may also be necessary.
- Final Offense: Removal from the program or expulsion.

(Updated August 2019)

FIELD TRIPS/TRANSPORTATION

Field trips may be taken on early dismissal days or optional days. If so, you will receive information prior to the day and a Travel Permit must be completed. Your child must attend the field trip, as no staff or children will remain behind at the site; this is true for school age and Can-TEEN. Under no circumstances are staff permitted to provide participants with transportation to or from a program. Field trips may be taken a few times a year and all transportation will be arranged through Howard County Department of Recreation and Parks. All participants need to be on site at least 15 minutes prior to the trip departure time, to attend.

SCHEDULED EARLY CLOSING

When the public schools are scheduled to close early, the after care program will begin directly when school is dismissed. Any child who is registered for the AM care only, may attend aftercare until the normal school dismissal time. There are no additional fees for early closing. Please notify the Director if your child will be attending in the afternoon and regularly does not.

INCLEMENT WEATHER/SNOW DAY POLICY

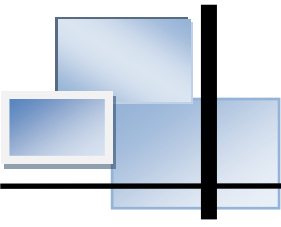
Please tune in to local radio stations if there's a question about the opening/closing of schools. Parents must make alternate child care arrangements in advance to cover such emergencies. Our inclement weather number is 410-313-4451; press 3. The information is updated by 7 am and as necessary throughout the day. The Howard County Department of Recreation and Parks Recreational Licensed Child Care policy regarding inclement weather/emergency procedures are as follows:

- If the Howard County Public School System (HCPSS) closes schools early for any reason (inclement weather, mechanical failure, etc.) there is **no after care** provided by the Recreational Licensed Child Care. Children who are enrolled in an aftercare program are to follow the school's emergency plan (i.e. riding the bus home, walking home, etc.). It is the school's responsibility to make sure each child has an alternative to aftercare on their school emergency card for when there is no aftercare program when schools dismiss early.
- If Howard County Public Schools DO NOT close school early **but** decide to cancel all after school and evening activities for any reason (inclement weather, mechanical failure, etc.) the RLC programs will remain open. RLC will staff each center with at least one RLC staff person until every child has been picked up (a school custodian will also remain on site). Each RLC program will have one assigned emergency staff person designated from the Recreation and Parks Administrative/Professional staff in case a RLC staff person is unable to make it into the program.
- When school is closed due to inclement weather, our programs will not operate.
- When school closes early due to an emergency or mechanical failure, the after-school program will not operate.
- When school opening is delayed, our morning program will be delayed by the same amount of time. This program is only available to children who are regularly scheduled to attend the morning care program.
- In extreme circumstances (i.e. severe natural disasters, no heat, etc.) Howard County Recreation & Parks RLC may not be able to open, regardless of whether Howard County Public Schools close. In this situation, you will be contacted via the email given when you registered.



BABYSITTING

Any babysitting with present or former staff of the Howard County Department of Recreation and Parks is totally at the discretion of the parents/guardians/caregivers of our program participants. We do not recommend or condone utilization of our staff for this service, however if they choose to enter into such an agreement at their own free will then arrangements must be based on the independent responsibility and judgment of the parent/guardian/caregiver. Howard County Department of Recreation and Parks shall not be responsible for any claims or liability in connection with such babysitting activities.



Program Information cont...

PROPERTY DAMAGE/VANDALISM

In the event it is determined a participant is responsible for vandalizing Board of Education, Howard County Department of Recreation and Parks or another participants' property, the parents/guardians/caregivers shall be financially responsible for all damages. This may include replacement or restoration of damaged property. Parents/guardians/caregivers will receive an itemized bill of the damaged property.



Health, Wellness and Safety

NUTRITION: Snacks and Lunches on Optional Full Days

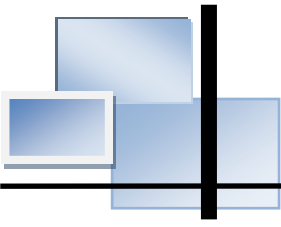
Snacks are provided for children in the before care and after care programs in accordance with the Office of Child Care regulations. Safe, fresh drinking water is available to children at all times indoors and outdoors, including snack time.

Staff use snack time to discuss healthy nutrition and food concepts. Staff sit with the children to encourage social interactions, conversations, to ask questions and talk about nutrition concepts related to the foods they are eating. Teachers help children gauge their level of fullness when requests for second helpings are made. Students learn to observe and model good manners at the table and take the responsibility for cleaning up after themselves. Food is never used as a punishment or reward in our center.



We have implemented '**Fun Fit Fridays**' at our centers. Each Friday children will participate in a healthy food activity, it may be serving fruits and/or veggies at snack time or in the form of a healthy cooking activity during a rotation. Each month the site will focus on one particular physical activity such as yoga, line dancing or Pilates on Fridays. For more information, please see your site Director.

The Office of Child Care does not permit outside snack, unless there is a specialized dietary need (i.e. severe allergies), and the dietary requirements/restrictions **MUST** be noted by a physician on Part II of the Health Inventory. If your child must bring in their own snack, they will eat the snack at a separate table for the safety of the other participants. Cross contamination is a grave concern since numerous manufacturers' process products where peanuts and/or other nut products are processed. **Please do not bring any nut products of any kind into the program**, including 'Nutella'. Even a slight residue on



Health, Wellness and Safety cont...

chairs, toys or carpets can cause a life-threatening reaction in a child with a nut allergy. **All Howard County Recreation and Parks programs are nut free.**

This policy encompasses Optional Full Day programs. Parents do provide lunch for their child(ren) on these days. **Please do not pack any nut products in your child's lunch.** If these products are found in your child's lunch, they will be asked to put it away, parents will be notified and either an appropriate lunch can be brought to the program for the child or it will be as well supplemented as possible with available snack items. During these optional days, there is milk available for the children to drink. Healthy lunches contain a serving each of fruit (1/2 cup), meat or meat alternate (1oz), whole grain (1oz) and low-fat milk (1/2 cup), as well as two servings of a vegetable (totaling 1/2 cup). Healthy food preparation techniques are also suggested, such as steamed vegetables, baked foods, etc. Foods that do not meet healthy standards, such as soda, sweetened tea, fruit drinks, full-fat and flavored milk, candy, cookies, sugary cereals are not recommended for lunch time. Most of these types of foods have sugar or a sugar derivative as their first ingredient and therefore do not fulfill a child's nutritional needs. Since refrigerator space is not available, families are asked to put an ice pack in their child's snack/lunch bag.

A menu is provided for you to see a sample of the snacks we serve. When we have fresh fruit or vegetables, it will be written on the menu that is posted on the parent board. **For any family nights or special events all food brought to the center MUST be store bought due to children with severe allergies.**

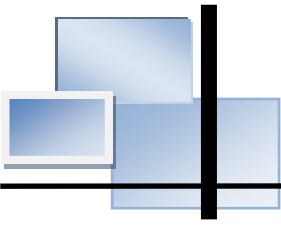
Sample Menu Planner:

AM = Cheerios w/ Milk and Grape Juice	AM = Gingersnaps w/ Applesauce and Water	AM = Ritz Crackers w/ Pears and Water	AM = Kix w/ Milk and Orange Juice	AM = Teddy Grahams w/ Pears and Water
PM = Cheez-Its and Apple Juice	PM = Granola Bars w/ Orange Juice	PM = Pretzels and Grape Juice	PM = Cheese and Crackers w/ Grape Juice	PM = Pears w/ Goldfish and Water
Additional Items:	Additional Items:	Additional Items:	Additional Items:	Additional Items:

PHYSICAL ACTIVITY

We provide all children with opportunities for physical activity throughout the day. Children have the opportunity for at least 30 minutes of physical activity in the morning and afternoon programs. All children are provided outdoor time at least once daily, weather and air quality permitting. In the case of severe weather similar activities are provided in the schools' gymnasium. Our center provides equipment and materials for active play and movement that support the development of gross motor skills and are appropriate for all children. During outdoor play, children practice gross motor skills with a variety of activities, such as running, skipping, kicking and throwing balls; while reinforcing good sportsmanship, team building and social skills. Children who may have special needs can





Health, Wellness and Safety cont...

participate in physical activities with their peers or through an accommodation plan, established by the Therapeutic Recreation Manager.

Our facilities are regularly inspected to ensure the safety of all children. Teachers make sure the outdoor environment is safe by discarding broken materials, cleaning contaminated areas and picking up large branches. Teachers are stationed at different points around the playground to be able to watch all children. Teachers are required to participate in physical activity with their students to increase child participation and model healthy levels of activity. Check out the *NFL Play 60* at www.nfl.com/play60 or www.healthychildren.org for ways to get the children of today healthy and moving.

INJURY

The parent/guardian/caregiver will be notified during program time if a child sustains any significant injury. Otherwise parent/guardian/caregiver will be notified when they pick-up their child at the end of the program. In the event of a serious injury, the child will be taken to the nearest hospital for treatment however the hospital requires parental consent to begin treatment. An accident form will be completed for all injuries and kept on file at HCRP Headquarters. If you would like a copy of the accident/incident report please visit the website, <https://www.howardcountymd.gov/PIA>, to request a copy.

ILLNESS

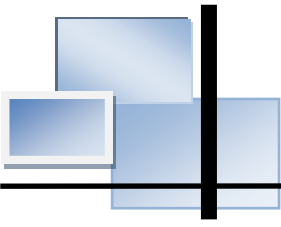
In the event a child becomes ill during our program every attempt will be made to contact the parent/guardian/caregiver first. If the staff is unable to reach them, they will begin contacting the persons listed as the emergency contact. Your child will be made to feel as comfortable as possible until someone arrives to pick them up. Please notify us in the event your child contracts a communicable disease such as measles, chicken pox, conjunctivitis (pink eye), etc. If your child is vomiting or has a fever, they must be symptom free for 24 hours before returning to the program. If a child is absent due to illness for three days, a note from the physician is required stating the child may return to the program. If your child is sent home from school sick, they may not be brought to the aftercare program on that same day.

If your child has any of the following, please keep him/her home until symptoms improve:

- Diarrhea and/or vomiting
- Conjunctivitis (Pink Eye)
- Temperature over 99° F
- Contagious disease
- Severe head cold
- Earaches
- Sore throat and/or severe/persistent cough
- Skin rashes – not treated by a physician

Children MUST BE free from fever, vomiting and/or diarrhea for 24 hours before returning to the program.





Health, Wellness and Safety cont...

HEAD LICE POLICY

If a child is found to have head lice, the parent/guardian/caregiver will be notified. The child will only be readmitted to the program after the staff determines that treatment has been effective and/or it has been 24 hours since the treatment began. A notice will be posted, along with a communicable disease factsheet. There are several products on the market that can be used to kill head lice. Some products are available over the counter and some require a prescription. All persons in the household should be treated and the treatment procedure is available at the centers. Parents/guardians will be notified regarding the treatment procedure in the event of an outbreak.

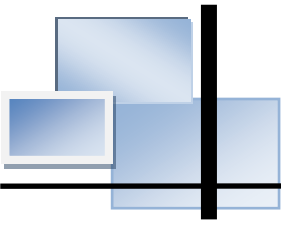
MEDICATION

A Medication Administration Authorization Form, which must accompany all prescribed medication, is available at each site, on-line or by calling 410-313-7275. On the form, the parent/guardian/caregiver includes specific details on the type of medication, dosage, time to be given and how many days this medication is to be administered. All medication must be in the original container with the child's name, name of medication, physician's name, dosage, and expiration date listed. Medication can be administered only according to the instructions on the label and a minimum of one dose of prescription medication must be administered at home first. All medication will be in a locked box per licensing regulations. Please make sure that the teachers are aware of any allergies your child may have as we do have cooking projects and special celebrations. All allergies must be noted on part 2 (completed by the doctor) of the Health Inventory. If it is necessary that an Epi-pen be available at school, **we recommend 2 Epi-pens be on hand, but require 1 Epi-pen.** Over the counter medicines can be administered at the center only with a physician's authorization.

At the end of the program be sure to take your child's medication with you. If you forget it will be sent to the RLC administrative offices at 7060 Oakland Mills Rd, Suite I, Columbia, MD 21046. You will receive a call and have ten business days to pick it up. After ten days, it will be disposed of.

SUSPECTED ABUSE OR NEGLECT

In accordance with the procedures set forth in the Abused and Neglected Child Reporting Act, any staff member having reasonable cause to believe that a child known to him/her in a professional capacity may be an abused or neglected child shall immediately report the matter to the program supervisor. The proper authorities will be notified as the staff are mandatory reporters.



Family Communications and Community Resources

Request for records - A written request must be submitted at least 30 days in advance for copies of attendance sheets, or any other paperwork that is being requested. Please email the site Supervisor your request and be sure it includes then name of your child(ren), the school which they attend and the timeframe you are requesting the specific information for.

NEWSLETTERS/PARENT INFORMATION

At each center near the sign-in/out sheet is a parent board with information including, but not limited to the daily schedule/activity plans, monthly menu, our license to operate and the COMAR regulations that guide our program, all available for you to view. Each month you will also receive a newsletter. In minimizing paper waste and supporting the “Go Green” initiative, all newsletters will be sent electronically. They will convey upcoming monthly events, reminders, special activities and other center communications. There will be a hard copy at the site for those who do not have email access by the parent board. We are requesting at least one regularly used email address per family. Email addresses will only be used for the sole purpose of sending newsletters and other center information. It is very important you provide your site Director with any changes to your email account throughout the school year. The newsletters will also contain important reminders from the Registration team about enrollment dates and critical deadlines. ***Reminder: Pre-registration for the next school year is March 3-30, 2020.*** There will also be a reminder from the Registration team on the sign-in/out sheet with important registration information throughout the year.

PROGRAM EVALUATIONS

Customer feedback is essential in maintaining high quality child care centers. Evaluations are typically sent twice a year via email; once in the fall and once in the spring (the same email address you provided for the newsletter is used). We urge parents/guardians/caregivers to take the time to discuss the questions and responses with your child(ren) and include them in the feedback provided. They are our most important customer and we would like to provide the best service possible.

PARENT PARTICIPATION/VOLUNTEERS

Each site will have an “open house” one day (typically from 9 AM-3 PM) the week before school begins. Staff is on site if parents/guardian/caregivers want to drop-off paperwork or meet the staff. There are also family events throughout the school year such as talent shows, family breakfasts etc. We encourage parents/guardians/caregivers to be a part of these events if possible. At times throughout the year parents/guardian/caregivers may be a part of the program i.e. as a chaperone on a trip or maybe a special guest. If it is a one-time volunteer, the individual must first speak to the Program Director, who will get approval from the Administrative office. Once approved, the parent/guardian/caregiver will fill out a volunteer form online and print the completed form to take to the center. ***Please note – any court order for custody/visitation supersedes all of the above if the parents’ visitation time is indicated by the Courts. Volunteering and visitation will not be allowed.*** If anyone providing professional support services (special educators, etc.) will be visiting on a regular basis they must be fingerprinted and complete a more in-depth volunteer application, a Release of Information (notarized), physical form and an Individual Personnel Information form.



Family Communications and Community Resources cont...

FAMILY CONFERENCES

Staff are available daily to speak with you about either the program or your child. However, we will also offer 'conference' time; once in the fall and once in the spring. This is a chance for you to meet with the Director and have their full attention and complete privacy. There will be a sign-up sheet if you would like to have the opportunity to speak to the Director about your child. Arrival and dismissal times are not always appropriate times for these discussions, as it does not allow for much privacy.

PERSONAL BELONGINGS

The Howard County Department of Recreation and Parks will not be responsible for any lost, stolen or damaged personal property. Items such as electronic games, tablets, cell phones, mp3 players, jewelry, money, sports equipment, toys, etc. should not be brought to the program. Staff have also been instructed not to hold personal belongings for any of the children.

COMMUNITY RESOURCES

Looking for a weekend class for your child or a cooking class for yourself? Be sure to check out our seasonal brochure at www.howardcountymd.gov/Departments/Recreation-and-Parks. There is something for everyone in the family! Our registration department can be contacted at 410-313-7275. Robinson Nature Center (410-313-0400 or www.howardcountymd.gov/Robinson) has a planetarium, offers hiking programs and much more for the entire family. The diverse programs offered by the Columbia Festival of the Arts can be viewed at www.columbiafestival.org or 410-715-3400.

The Howard County Library system has wonderful programs offering academic assistance to all Howard County children, along with a plethora of other programs (www.hclibrary.org). If you are looking for resources in parenting check out the Office of Children's Services (or their Family First Institute) at www.howardcountymd.gov or 410-313-1940. Healthy Howard (www.healthyhowardmd.org) "*Healthy Howard is a nonprofit based in Columbia, Md., that strives to serve as an innovative leader impacting quality of life in the community through the delivery of effective health programs, services and resources*". The local Health Department (410-313-6300) can offer assistance and resources too. You can reach the ARC at www.archoward.org if you are looking for resources for individuals with developmental or intellectual disabilities. Or try The CARE Center at 410-313-CARE (2273) or children@howardcountymd.gov The CARE Center's CARE Line is a FREE information and referral service for people who have questions about children in Howard County. CARE Center staff work with families to identify their needs, help find solutions and offer information or resources to help you or your child with the following services or referrals:

- Behavior Issues
- Finding Child Care
- Child Care Assistance
- County Resources
- Special Needs
- Parenting Classes
- Health Care
- Mental Health Concerns
- Grandparents Support
- Financial Assistance
- Support Groups
- Adolescent Concerns
- School Age Programs
- Camps



Family Communications and Community Resources cont...

Each year we review, update and look for new resources in our community to share with you. New resources are posted as they become available throughout the school year.

PROGRAM EXPECTATIONS

We have established these expectations to assist in providing a safe and happy environment where everyone feels accepted. The staff does reinforce these ideas daily to help each child be better prepared socially.

CHILDREN:

- Children will be kind and respectful to everyone.
- Children are expected to keep all body parts to themselves (e.g. no hitting, spitting, stomping, biting, etc.) and follow the posted center rules.
- Children will treat everyone as they would like to be treated and will not threaten to do physical harm (e.g. raising a fist, swing an object, etc.) to another child or center staff.
- Children will not bring or threaten to bring any real or toy weapons to the program.
- If a child is hit, intimidated or harassed for any reason, he/she is to report the incident to center staff so proper disciplinary action can be taken.
- Children will not leave their group for any reason without permission. Staff are responsible for the children's safety and must know their whereabouts at all times. Elopement is not acceptable and should not occur. All children need to be escorted when leaving the designated activity area at all times.
- Children will participate in all activities unless there is a medical reason why they may not.

PARENTS:

- Keep program staff informed of changes to all paperwork (emergency card or health inventory), attendance, contact phone numbers, email addresses or custodial/visitation agreements mandated by the courts.
- Sign your child(ren) in and out daily with the time and your signature. It will be necessary to show photo identification to the staff when picking up your child(ren).
- Be on time to pick up your child. If you find you may be late, please contact the center as soon as possible.
- Have the centers' phone number available to contact the program whenever the need arises.
- Read the monthly newsletter for the most up-to-date center happenings and registration information.
- Stay current with monthly payments and keep all registration information current.
- Please conduct yourselves in a professional and kind manner at all times to other children, parents and site staff. Failure to do so may result in your child's dismissal from the program.
- Keep children who are sick (see page 16) home from the program as necessary.
- Make sure children are appropriately dressed for the season and their change of clothes on site is changed with the seasons. We don't want a child in shorts in January. ☺
- It is the parent's responsibility to read, understand and comply with the full contents of this manual.



Registration Information

REGISTRATION PROCEDURE

Pre-Registration period for 2020-2021 school year is March 3 – 30, 2020. Pre-registration is for those children who are currently enrolled and attending in the 2019-2020 RLC programs. It is highly suggested that families take advantage of the Pre-Registration period before registration is open to all. Some sites may be full at the end of the Pre-Registration period. **Registration opens for all others on April 1, 2020 for 2020-2021 school year. If you miss** pre-registration then you will need to register during open enrollment beginning **April 1, 2020**. There are no extensions or exceptions.

A \$50 non-refundable registration fee is required at the time of pre-registration/registration for the upcoming school year. Online, telephone, walk-in and mail-in registrations are available and processed on a first come, first basis until the program is full. Once a program is full, a waitlist will be taken.

The party responsible for payments, the payer, is the person who signs the Parent Contract (See page 9). A contract must be on file for each child or they will not be allowed to continue in the program. All fees incurred will be charged to the payer who signs the parent contract. Although payments are accepted from other parties, only the payer is responsible for the account. Invoices for any outstanding balances will be sent only to the payer on record per the parent contract.

PAYMENTS

- If pre-registered, the full September payment is due by August 17, 2020. Fees are subject to change and are based on 180-day school calendar; not days in each month.
- For families who enroll after August 17, 2020 they must pay the \$50 non-refundable registration fee plus the September 2020 fee.
- Monthly payments for the Recreational Licensed Child Care Program are due two weeks in advance on the 17th of each month. For example, on September 17th, payment is due for October childcare. No invoices are sent unless the payment is not received.
- For any changes to your registration, written notification is required and may be submitted by fax 410-313-4658 or email to registration@howardcountymd.gov. See Refund Policy on page 24.
- *The federal Tax ID number is 52-6000965 and is printed on your receipt.*
- You can now download a yearly report of your payments through your Recreation & Parks [account](#). We also recommend keeping your receipts or printing them from your online account.
- Recreation and Parks will not process post-dated checks.



Registration Information cont...

Payment Options:

- Option 1: Automatic monthly payment by credit/debit card or electronic check
 - Requires Authorization Agreement for Automated Childcare Payments included in the registration paperwork. The form can also be downloaded from our website at www.howardcountymd.gov/rap. A new form MUST be completed each school year and be emailed to registration@howardcountymd.gov, faxed to 410-313-4658 or mailed/delivered to HCRP, 7120 Oakland Mills Rd, Columbia, MD 21046.
 - Note: After 2 failed electronic check payments, electronic check payments will no longer be accepted.
- Option 2: Personal check or Electronic Check Payment (ECP)
 - Coupon books are available on site from the program director. Please list the child's name and program location in the Memo section. Checks should be made payable to Director of Finance and mailed to HCRP, 7120 Oakland Mills Rd., Columbia, MD 21046.
 - Note: After 2 failed electronic check payments, electronic check payments will no longer be accepted.
- Option 3: Online Payment
 - Requires an online account with Recreation & Parks. Request an account at the Howard County Rec & Parks website: <https://apm.activecommunities.com/howardcounty>. Fees are billed to the payer who signs the contract and will only appear on that person's online account.
 - Note: After 2 failed electronic check payments, electronic check payments will no longer be accepted.
- Option 4: Telephone Payment
 - VISA, MasterCard, American Express and Discover cards or electronic checks are accepted. Please call 410-313-7275, Monday through Friday 8 am-4:30 pm.
 - Note: After 2 failed electronic check payments, electronic check payments will no longer be accepted.
- Option 5: Bank Check, mailed from the bank without coupon
 - Please list child's name and program location in the memo section. Checks should be made payable to Director of Finance and mailed to HCRP, 7120 Oakland Mills Rd., Columbia, MD 21046. The late fee policy applies if on-line bank checks are received after the payment deadline. Please make sure your bank knows the payment is due on the 17th of each month.

SINGLE PAYMENT POLICY

The Department's policy requires full payment by one person for enrollment/monthly tuition fees. The Department does not accept partial payment of fees from one person with a promise that the remainder of the fees will be paid at another time or by another person.

- For example: *Incorrect form of payment:* Person A pays half then, later Person B pays the remaining half; or Person A and Person B submit two separate checks for the combined fee.
Correct form of payment: Person A pays full payment. It is then Person A's responsibility to obtain funds from Person B.



Registration Information cont...

LATE PAYMENTS: A late payment fee of \$50 will be assessed if payment is not received within three calendar days of the due date (the 17th of each month).

- In the event payment is not received, the following procedures will be followed:
 - On the first business day, after the three-day grace period, late fees are assessed to the participant's account. This fee must be paid in conjunction with the monthly fee owed.
 - The payer will receive an email and a mailed invoice, regarding the outstanding balance, requesting that payment be made immediately to avoid termination of service.
 - Delinquent notifications will also be delivered during your drop-off or pick-up at your child's child care site.
 - **If payment is not received by the last day of the month, in which the payment was due, the child will be REMOVED from the program and not allowed to continue.**
 - If a child is removed and an outstanding balance remains, a certified letter will be sent to the payer to advise that collection activity will begin.
 - Any account with an outstanding balance remaining after 30 days from the date of the certified letter, will be forwarded to the Office of Law for collections.

RETURNED CHECKS: Howard County charges a \$35 administrative fee for any check returned.

RECEIPTS/FINANCIAL INFORMATION

Internet payments do not generate receipts. You may access them via your on-line account. Receipts are emailed when payment is made by credit card or check via mail or telephone. Please retain receipts for tax purposes. Our federal tax ID number is 52-6000965. We cannot generate year-end reports for tax purposes however you can now download a yearly report of your payments through your Recreation & Parks account.

However, we do recommend keeping your monthly receipts. Financial information is confidential and as per state law, we cannot/will not give out any financial information regarding your child's care and fees to any party other than to the payer who signed the Parent Contract. Please do not have your spouse or another party call regarding balance due or payment records.

To access Financial Receipts On-line:

- <https://apm.activecommunities.com/howardcounty/>
- Once you arrive at the website, Select the blue icon, 'Sign-In'
- Select 'My Account'
- Under 'Account Payments Include', Select 'List of Account Payments', to obtain past receipts.

To access one cumulative "Tax Receipt":

- <https://apm.activecommunities.com/howardcounty/>
- Once you arrive at the website, Select the blue icon, 'Sign-In'
- Select 'My Account'
- Under 'Account Activity', Select 'Print Tax Receipts'



Registration Information cont...

FINANCIAL ASSISTANCE

Financial Assistance is available to qualified Howard County residents through the Department of Recreation & Parks. To obtain a Financial Assistance application, visit our website at www.howardcountymd.gov/RAP or call 410-313-7275. Payment of Care (POC) vouchers approved by the Maryland State Department of Education (MSDE) are accepted for monthly childcare payments. The \$50 registration fee is not eligible to be covered by POC vouchers or financial assistance rates.

PROGRAM STATUS

A family's need may change during the school year, you must notify us immediately if you wish to change sessions or switch to AM and/or PM care. Please submit advanced notification of change(s) or withdrawal from the program in writing to Howard County Department of Recreation and Parks, Attn: RLC Registration, at registration@howardcountymd.gov or fax-410-313-4658.

PROGRAM CREDITS

In the event of unusually inclement weather or repeated mechanical failure, we can grant what has been called a "snow credit." The decision to grant a "snow credit" is based on how many consecutive days' schools are closed and is only considered when more than 5 days or more are missed. It is not automatic that "snow credits" will be issued every time schools are closed due to inclement weather especially if the days are added to the end of the school year.

REFUND POLICY

The Howard County Department of Recreation and Parks understands that a parent's need for child care may change during the school year. We will make every effort to accommodate your schedule. In the event a refund is necessary, you must send the request in writing. You may fax the request to 410-313-4658 or email registration@howardcountymd.gov. The \$50 registration fee is non-refundable. All program refunds follow the Department policy as stated in the seasonal guide:

"We recognize that you may wish to withdraw for a variety of reasons, but our policy encourages early decisions so as to not affect other customers or our ability to efficiently deliver the programs. At a minimum, all refund requests are subject to a 20% administrative fee. Additional fees may be assessed to recover costs associated with the program. Class programs require at least two weeks advance notice of withdraw to avoid the additional fees."

Advanced notification is required for all refund requests, as there are no retroactive refunds. Refund requests are generally granted due to parental schedule changes, securing another childcare provider, or a move by the family. Please allow approximately four weeks to process your request. Credit towards the next month's payment will be given if a child is absent due to illness for *at least five successive days*. For a medical credit, a note from a physician is necessary. Please notify the Registration Department in writing.

OPTIONAL FULL DAY REFUNDS

To receive a credit or refund for unused optional days, a written request is required five (5) business days in advance of the optional day program. No refunds will be granted after the programs start date.



CONCLUSION

We are pleased to be able to offer this service and will make every effort to make your child's experience a positive one. Our center encourages family involvement to support and promote children's healthy eating and physical activity habits. We welcome family input and communicate in ways that respect families' cultures and customs. Nutrition education and physical activity information is provided for parents through the electronic monthly newsletter. We encourage parents to contact us with any questions or suggestions.

The Recreational Licensed Child Care Program is licensed by the Office of Child Care within the Maryland Department of Education. The local regional telephone number is 410-750-8771. Please feel free to contact them with any questions or concerns. Finally, we want to thank you for allowing us the opportunity to get to know you and your family.



RLC Weekly Schedule Overview

	Monday	Tuesday	Wednesday	Thursday	Friday
7:00 - 7:30	Welcome Kids Choice - Quiet Games/ Reading Center	Welcome Kids Choice - Quiet Games/ Reading Center	Welcome Kids Choice - Quiet Games/ Reading Center	Welcome Kids Choice - Quiet Games/ Reading Center	Welcome Kids Choice - Quiet Games/ Reading Center
7:30 - 8:10 <i>(8:05-8:10 clean-up/ transition)</i>	Hands on Activity Music/Drama (Cafeteria/Art Room)	Hands on Activity (Cafeteria/Art Room)	Hands on Activity Science/Nature (Cafeteria/Art Room)	Hands on Activity (Cafeteria/Art Room)	Fun & Fit Fridays Healthy food & group activity (Cafeteria/Art Room)
8:10 - 8:45 <i>(8:40-8:45 clean-up/ transition)</i>	Organized Game (Outside/Gym)	Organized Game (Outside/Gym)	Organized Game (Outside/Gym)	Organized Game (Outside/Gym)	Organized Game (Outside/Gym)
	<i>(Groups switch @ 8:10 am)</i>	<i>(Groups switch @ 8:10 am)</i>	<i>(Groups switch @ 8:10 am)</i>	<i>(Groups switch @ 8:10 am)</i>	<i>(Groups switch @ 8:10 am)</i>
8:45 - 9:10	Wash Hands/ Snack	Wash Hands/ Snack	Wash Hands/ Snack	Wash Hands/ Snack	Wash Hands/ Snack
9:10 - 9:15	Transitional Activity/Dismissal	Transitional Activity/Dismissal	Transitional Activity/Dismissal	Transitional Activity/Dismissal	Transitional Activity/Dismissal
	<i>(Groups are separated by age and will rotate activities in both the am & pm programs in accordance with OCC regs.)</i>				
3:30 - 4:00	Attendance Wash Hands/Snack	Attendance Wash Hands/Snack	Attendance Wash Hands/Snack	Attendance Wash Hands/Snack	Attendance Wash Hands/Snack
4:00 - 4:40	Hands on Activity Music/Drama (Cafeteria/Art Room)	Hands on Activity (Cafeteria/Art Room)	Hands on Activity Science/Nature (Cafeteria/Art Room)	Hands on Activity (Cafeteria/Art Room)	Fun & Fit Fridays Healthy food & group activity (Cafeteria/Art Room)
4:40 - 5:30	Organized Game (Outside/Gym)	Organized Game (Outside/Gym)	Organized Game (Outside/Gym)	Organized Game (Outside/Gym)	Organized Game (Outside/Gym)
	<i>(Groups switch @ 4:40pm)</i>	<i>(Groups switch @ 4:40pm)</i>	<i>(Groups switch @ 4:40pm)</i>	<i>(Groups switch @ 4:40pm)</i>	<i>(Groups switch @ 4:40pm)</i>
5:30 - 6:00	Kids' Choice - Quiet Group Games Clean-Up Goodbyes	Kids' Choice - Quiet Group Games Clean-Up Goodbyes	Kids' Choice - Quiet Group Games Clean-Up Goodbyes	Kids' Choice - Quiet Group Games Clean-Up Goodbyes	Kids' Choice - Quiet Group Games Clean-Up Goodbyes

* Activities are typically planned based on the age group of the participants.

* Homework time is available in a quiet area of the cafeteria and also an option during group rotations.

* The TV will not be used more than once/month, if at all.

Updated August 2017

Notes:

MISSION

To responsibly manage natural resources; provide excellent parks, facilities, and recreation opportunities for the community; and ensure the highest quality of life for current and future generations.

VISION

The Department of Recreation and Parks strives to deliver recreation and leisure opportunities that will improve the health and well-being of the community and to serve as model stewards of the environment by managing, protecting, and conserving our resources for a sustainable future.

CORE VALUES

- Exceptional Customer Service
- Professionalism
- Accountability
- Knowledgeable, Well-trained Staff
- Teamwork
- Integrity
- Trend Setting



Howard County
RECREATION & PARKS

