



# Parent Handbook



Before and After School Care

Non-School Day Care

As-Needed Care

Universal Pre-K Extended Day Care

and Even Start Program



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Welcome to Rush-Henrietta Cub Care Zone, also known as C<sup>2</sup>Z! Thank you for registering your child at one of our locations. Our goal is to provide quality care for students who attend Rush-Henrietta school buildings in Pre-K to 6th grade. This care will be provided in a positive, caring environment before and after school and on non-school days during the school year, as well as during the summer.

We are committed to encouraging students to participate in activities designed to promote social-emotional development, academic enrichment, and physical activity. We are also committed to fostering a positive relationship with you to create an effective and beneficial environment for all participants. Please read this parent handbook thoroughly in order to help prepare your child for participation in C<sup>2</sup>Z.

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Rush-Henrietta Good Shepherd Building  
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Henrietta, NY 14467  
Cub Care Zone office (585) 359-7911  
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C<sup>2</sup>Z Program Coordinator  
Good Shepherd Building  
3288 East Henrietta Road  
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**Please Note: This Cub Care Parent Handbook reflects operational and financial changes to procedures and standard practices from previous years. Please read all sections thoroughly. By signing the *Parent/Guardian Agreement*, you agree to all information in this handbook.**

## SITES, PHONE NUMBERS, HOURS

<b>Crane Elementary School</b> , 85 Shell Edge Drive C <sup>2</sup> Z phones: site (585) 359-5421 cell (585) 353-0556 C <sup>2</sup> Z hours: End of the school day to 6 p.m.	<b>Fyle Elementary School</b> , 133 Vollmer Parkway C <sup>2</sup> Z phones: site (585) 359-5446 cell (585) 353-2106 C <sup>2</sup> Z hours: End of the school day to 6 p.m.
<b>Leary Elementary School</b> , 5509 E. Henrietta Road C <sup>2</sup> Z phones: site (585) 359-5466 cell (585) 353-2324 C <sup>2</sup> Z hours: End of the school day to 6 p.m.	<b>Winslow Elementary School</b> , 755 Pinnacle Road C <sup>2</sup> Z phones: site (585) 359-5076 cell (585) 353-1016 C <sup>2</sup> Z hours: End of the school day to 6 p.m.
<b>Sherman Elementary School</b> , 50 Authors Avenue C <sup>2</sup> Z phones: site (585) 359-5506 cell (585) 353-2897 C <sup>2</sup> Z hours: 6:30 a.m. to the start of school day and the end of the school day to 6 p.m.	<b>Vollmer Elementary School</b> , 150 Telephone Road C <sup>2</sup> Z phones: site (585) 359-5556 cell (585) 353-2938 C <sup>2</sup> Z hours: 6:30 a.m. to the start of school day and the end of the school day to 6 p.m.
<b>Good Shepherd Building</b> , 3288 East Henrietta Rd, C <sup>2</sup> Z office: (585) 359-7911, 7a.m. to 5 p.m. K-3 morning care and before/after UPK care provided at Good Shepherd: 6:30 a.m. to 6 p.m.	
<i>During business hours, please call only when necessary so our staff can focus on the needs of the children. C<sup>2</sup>Z site phones and cell phones accept voicemail messages both during and outside of site hours. For immediate assistance between 7 a.m. and 5 p.m., calls can be directed to the Good Shepherd Building C<sup>2</sup>Z office at (585) 359-7911. You may also use our program email: <b><a href="mailto:RHCE@rhnet.org">RHCE@rhnet.org</a></b>.</i>	

### HOLIDAYS

All sites will be closed for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, and Christmas Day. Monthly payments will include fees for some holidays, even when Cub Care is closed.

### OTHER DAYS WHEN SCHOOL IS NOT IN SESSION

When school is not in session, Non-School Day care may be available only at the Good Shepherd Building, for an additional fee, for students in Pre-K to 6th grade. Non-School Days include, but are not limited to: Columbus Day, Veterans Day, Superintendent's Conference Days, grading days, Martin Luther King Jr. Day, Good Friday, or other days indicated on the school calendar. You may be eligible for a discount on some of these non-school days if the day falls on a day you are regularly scheduled. If the schedule allows, there may also be the option to adjust a schedule during the week of the holiday. See the *Cub Care Zone Financial Agreement* or the *Cub Care Zone Non-School Day Registration Form* for more information. Please note, C<sup>2</sup>Z has the right to cancel any Non-School Day Care, with two weeks' advance notice, if a minimum number of participants are not enrolled.

### VACATION WEEKS

When school is closed for Thanksgiving Recess, December Recess, February Recess, Spring Recess, and summer, care may be provided at the Good Shepherd Building. Please note that Even Start and UPK programs follow the school calendar and are not in session. These vacation weeks are not included in your monthly fee. Non-School Day Care, for students Pre-K to 6th grade, will be provided at the Good Shepherd Building, except on the holidays listed above, for an additional fee. Refer to the *Cub Care Zone Financial Agreement* and the *Cub Care Zone Non-School Day Registration Form* for the available Non-School days each year.

# C<sup>2</sup>Z REGISTRATION AND FEES

## REGISTRATION

The registration fee is \$25 per child per year for all C<sup>2</sup>Z sites and is due at the time of registration. Space will be reserved at a site only with payment of this non-refundable fee. If for any reason your child is withdrawn from the program and needs to return, you will need to re-register and pay a new \$25 registration fee.

## ENROLLMENT FEES

Enrollment fees are based on a minimum four week commitment. All enrollments begin on Monday, or the first day of the week care is available. All fees are outlined in a *Cub Care Zone Financial Agreement*. Fees must be paid for all days that the child is enrolled even if the child is absent. There are no sick/vacation days. Enrollment will be completed upon submission of the enrollment packet after registration, and upon receipt of the first month's payment. Any dates needed outside of these parameters will be billed at the As-Needed Care rate.

## EMERGENCY LEAVE OF ABSENCE

There are no sick/vacation days. If there is an emergency need to withdraw from the program for four weeks or more, the enrollment status for the student(s) will be changed to As-Needed Care. There are no provisions for leaving the program for less than four weeks. An *Information Change Form* must be completed and turned into the Cub Care main office **with two weeks notice** of any change, including returning to the program. No paperwork is required for any time off less than four weeks, as you will be charged for this time regardless if your child attends. If you expect your child to be absent for any length of time, please notify the supervisor at the site your child attends.

## PAYMENTS

All payments are made through Rush-Henrietta Community Programs. Cash, checks (payable to Rush-Henrietta Schools), or the preferred method of a credit card (MasterCard or Visa) are acceptable forms of payment. Online payments are available and preferred. For your convenience, credit card information may also be called into the Cub Care Zone office, (585) 359-7911, between the hours of 7 a.m. and 5 p.m., Monday through Friday. Please include the child's first and last name and school with each payment. Information about payment due dates is available on the *Cub Care Financial Agreement*, in a monthly email, and a monthly newsletter. When a late fee is added to your account, you will receive an email notification. Failure to make a payment, as outlined in the *Cub Care Zone Financial Agreement* and by the date specified in the late fee email, will result in removal from the program.

## RETURNED CHECK CHARGE

There will be a \$25 charge for any check returned for insufficient funds. In the event of a returned check, this fee may only be paid by cash or credit card.

## LATE-PAYMENT PENALTY

A \$25 late charge will be added for each month's late payment. A \$10 per day late charge will be added for each Non-School Day registration received after the deadline. The Rush-Henrietta Central School District reserves the right to discontinue services to any family that is in arrears.

# INFORMATION

## LEGAL FEES

Legal fees incurred by the Rush-Henrietta Central School District for any account in arrears are the responsibility of the individual signing the *Parent/Guardian Agreement*. Fees may consist of hourly lawyers fees, as well as collection agency fees.

## SPLIT PAYMENTS

The parent/guardian who signs the *Cub Care Zone Financial Agreement* will be responsible for all payments unless a court order is on file identifying the parties who are responsible and the percentage they each must pay.

## RECEIPTS AND TAX STATEMENTS

Multiple receipt options are available for your reimbursement needs; contact the C<sup>2</sup>Z main office. Receipts will be available to the parent/guardian who signs the *Cub Care Zone Financial Agreement*, and may be obtained by the individual making a payment. Year-end tax statements will be provided to the parent/guardian who signs the *Cub Care Zone Financial Agreement*. All documents will be available to anyone named in a court order.

## FINANCIAL ASSISTANCE

Cub Care accepts financial assistance payments from outside organizations/agencies. Full payment is the responsibility of the parent/guardian until C<sup>2</sup>Z has been notified, in writing from the organization/agency, of the assistance being provided. The Rush-Henrietta Central School District does not provide financial assistance for any C<sup>2</sup>Z care. When applying for assistance, some providers (i.e. DHS) require paperwork to be completed by the provider. To start this process, contact the C<sup>2</sup>Z main office to speak to an account specialist. Any client receiving outside assistance must adhere to registration and payment deadlines; failure to do so will result in late fee penalties applied to the parent portion of payments. Failure to attend on a scheduled non-school day may also result in charges being applied to the account. Any additional fees are the responsibility of the parent/guardian. We are required to report excessive absences to the funding agency. This may result in the loss of financial coverage for your student.

## SCHEDULE CHANGE

When you need to change your child's schedule, please notify the C<sup>2</sup>Z office in writing by completing the *Information Change Form*. Two week's notice is required. A new transportation form must be completed by you and submitted to your child's school.

## WITHDRAWAL

Parents/guardians must **provide two weeks' advance notice** in writing, using the *Information Change Form*, when withdrawing their child from C<sup>2</sup>Z or reducing/increasing their schedule. Parents must pay for the full two weeks whether or not the child attends.

## REFUND POLICY

Withdrawing from C<sup>2</sup>Z **with two weeks' notice** will generate a refund for paid services after the established last day of attendance. Without two weeks' notice, the parent/guardian is responsible for the payment for the two weeks of care, regardless of the child's attendance. One weeks' notice is required to receive a refund for a Non-School Day, including summer. There are no refunds for unused Non-School Days or summer care.

# INFORMATION

## **NON-SCHOOL DAYS FEES including SUMMER**

Care on all non-school days, including summer, will be located at the Good Shepherd Building, 3288 East Henrietta Road. Care is open to registered students, Pre-K to 6th grade. The fee for these days is separate from your monthly bill. You may be eligible for a discount on some of these non-school days if the day falls on a day you are regularly scheduled. If the schedule allows, there may also be the option to adjust a schedule during the week of the holiday.

## **NON-SCHOOL DAYS and SUMMER FIELD TRIPS**

On non-school days, and especially during summer, special activities and field trips are planned. The fee for most events is included in the enrollment fee for that day. It is expected that all students will participate in the field trips and events that are planned. Signing the *Parent/Guardian Agreement* serves as your permission for all of these events.

## **SUMMER SPECIAL PROGRAMS**

Special activities, or clubs, may be scheduled during the summer. Additional fees for materials may be required. You will receive notification of these activities and fees.

## **AS-NEEDED CARE (ANC) at ELEMENTARY SCHOOLS**

For your convenience, care is also available before and after school for unexpected personal needs. To be eligible for as-needed care, you must register for C<sup>2</sup>Z, pay the \$25 registration fee, and complete the enrollment packet. Before-school care must be arranged no later than 11 a.m. one business day prior to the date needed. After-school care must be arranged by 11 a.m. on the day service is needed. The charge for this as-needed care will depend on which building you need care at, and whether you need before care, after care, or both. Payment is due at the time of your request. Frequent requests for this option will not be accepted. After multiple requests (e.g., using ANC more than two days a week for more than two weeks; using one day a week for four consecutive weeks) you will be required to enroll fully in the program. There are no refunds for ANC days that are not used, unless the Cub Care Main Office is notified before 11 a.m. the day prior to morning care, and before 11 a.m. the day of afternoon care.

## **ANC at GOOD SHEPHERD for UPK EXTENDED DAY and EVEN START**

UPK Extended Day and Even Start participants may access As-Needed Care at the Good Shepherd Building. Morning care must be arranged no later than 11 a.m. one business day prior to the date needed. After care must be arranged by 10 a.m. on the day service is needed. The charge for this as-needed care is the program daily rate, per child, and must be paid at the time of your request.

## **EVEN START REGISTRAION DEADLINES**

To enroll in the infant through two-year Even Start program, if it is available, a child must be between eight weeks and two years old at the time of registration. A parent must be in the building during class time. To enroll in the three to five year old program, a child must turn three years old by December 1 in the school year for which they are enrolling. The last day to register for any Even Start program is April 1 of the school year for which they are enrolling.



# INFORMATION

## EMERGENCY CLOSINGS

C<sup>2</sup>Z will only be closed when an inclement weather day or other emergency is declared and all Rush-Henrietta schools are closed. There are no refunds or credits given for these school day closures. If the Rush-Henrietta Central School District cancels after-school activities due to weather-related conditions or other emergency, C<sup>2</sup>Z will remain open until all children are picked up. We ask that you exercise due diligence in picking up your child as soon as you are notified of the early closure. If Cub Care is cancelled on a Non-School Day due to inclement weather or other emergency, you may request your registration for that day to be transferred to another future Non-School Day in the same school year, or you may request a refund.

## EMERGENCY DELAYS

When Rush-Henrietta schools announce a delay in the start time of school, C<sup>2</sup>Z will open at the regular time, or as soon as it is safe to do so. The closing time will not change. If a delay day is called, and you regularly attend morning care that day, an additional fee will be added to your invoice for the additional care provided. If you are not scheduled to regularly attend on the day a delay is called, and you need care, the As-Needed Care rate will be charged. Please contact the Cub Care main office to arrange for the As-Needed Care.

## SCHOOL AND TRANSPORTATION NOTIFICATION

A *Transportation Request Form* must be completed and given to your child's school prior to attending C<sup>2</sup>Z. Additionally, you must send a written note to your child's teacher on the first day of school to inform him/her of your child's schedule. This transportation form must be updated with your child's school whenever a change is made or As-Needed Care is scheduled.

# HEALTH AND SAFETY

## BUILDING SAFETY

For the safety of our students, all district elementary buildings and the Good Shepherd Building are locked from 6:30 a.m. to 6 p.m.

## MORNING/AFTER-SCHOOL ARRIVAL

For morning arrival, a parent or guardian must sign each child in at all C<sup>2</sup>Z sites. For after-school arrival, a building staff member will escort your child to C<sup>2</sup>Z to be signed in.

## DESIGNATED PICK-UP LIST

Parents/guardians or authorized individuals must sign out their children daily. Writing the time of drop-off and pick-up on the attendance roster is required. Children will only be released to adults (at least 16 years of age) designated on the *Enrollment Form*. Staff will request proper identification before releasing a child. If you need to make arrangements in an emergency situation for someone different to pick up your child, you must call the C<sup>2</sup>Z office in advance. You will be asked to make the request in writing. To add a person, the parent/guardian must complete an *Information Change Form*.

## CLOSING TIME/PICK-UP

Closing time is 6 p.m. each day. A child will only be released to his or her parent or guardian or other authorized individuals. Proper identification will be required.



# HEALTH AND SAFETY

## LATE PICK-UP

Closing or program end time will be strictly observed. A \$25 late charge will be assessed for the first 15 minutes, or any part of, that a child is picked up after 6 p.m. or scheduled closing time. After 6:15 p.m., or 15 minutes after the scheduled closing time, the charge is an additional \$10 for every five minutes. Chronic offenders may be asked to leave C<sup>2</sup>Z. If parents/guardians anticipate they will be late, they must call the C<sup>2</sup>Z site. For your convenience, site phone numbers are listed on page 4.

## EVACUATION

At times, it may be necessary for us to evacuate from the school building. If this is the case, a sign will be posted on the door of the building, a parent alert may be posted on the district website, and the parents/guardians may be notified by an email from the Cub Care office.

## MEDICATION

Our staff is trained to administer EpiPens (with Benadryl) and inhalers. An *Individual Health Care Plan*, a *Medication Consent* form, and/or an *Individual Allergy and Anaphylaxis Emergency* form may need to be completed by your child's physician. Please submit any required forms to the C<sup>2</sup>Z main office at the Good Shepherd building, along with the medication, before your child attends C<sup>2</sup>Z. If your child needs other medication, you will need to make arrangements for the school nurse to administer the medication before the end of the school day or you must give the medication at home before attending Cub Care.

## HEALTH/EMERGENCY INFORMATION

We do not have access to medications/medical records used during the school day. Please provide all necessary medical information on the *Enrollment Form*. Non-School Day students not attending the Rush-Henrietta Central School District, and all Even Start students, must provide a physical form and immunization record completed by a doctor.

## ABSENCES, SICKNESS, and FAMILY VACATIONS

Any child who is absent from school for any reason, including sickness, may not attend C<sup>2</sup>Z that day. You must notify your child's school main office and the C<sup>2</sup>Z site office any time your child will be absent. If a student becomes ill or gets hurt during C<sup>2</sup>Z hours, the child will be made comfortable and a parent/guardian or other authorized person will be contacted to pick up the child. In the event of a serious medical emergency or a student safety issue, 911 will be contacted first and the parent/guardian will be informed immediately following. Note: There are no sick/vacation days, and payment is required even if children are absent for any reason. See page 5 for Emergency Leave of Absence.

## HEALTH INSURANCE, ACCIDENTS AND INJURIES

The Rush-Henrietta School District does not offer or provide medial insurance for Cub Care participants. The parent/guardian is responsible for the child's injury protection. In addition, you are responsible for the cost of all medical treatment and care that your child receives in the event of any medical emergency.

# ACTIVITIES AND DISCIPLINE

## ACTIVITIES

Our staff will schedule a variety of age-appropriate activities and support for the children during C<sup>2</sup>Z hours. Activities and support include but are not limited to:

- \* **Homework support:** Students at our elementary buildings will be provided support for daily homework assignments. School district Chromebooks may be used during designated homework time only.
- \* **Indoor-outdoor recreation/sports activities:** Students will be provided a variety of physical activities and games to support their overall physical and mental well-being.
- \* **Reading:** Students will have opportunities to engage in individual and group readings and discussions of age-appropriate books.
- \* **Enrichment activities:** Students will have opportunities to participate in fun activities and skills, such as cooking, arts and crafts, STEM projects, group games, community service projects, etc.

## DISCIPLINE PROCESS

- \* First offense: warning will be issued and the child may be removed from an activity for a designated length of time.
- \* Second offense: warning will be issued, the child may be removed from an activity, and a parent will be notified.
- \* If behavior persists, the child may be suspended from C<sup>2</sup>Z for up to one week OR may permanently be removed from C<sup>2</sup>Z.
- \* For the safety of all children, bullying and physical contact will not be tolerated and may lead to immediate suspension or dismissal.

## DISCUSSING CONCERNS

Parents/guardians are encouraged to discuss immediate health concerns, custody issues, or any other needs of their child with a site supervisor. Information will be kept confidential and will only be shared on a need-to-know basis.

## CHILD OBSERVATIONS

Parents/guardians will be notified if there is a need for a staff member to observe your child. This information is used to determine whether your child's participation and/or placement in C<sup>2</sup>Z is appropriate. The parent/guardian may also request an observation if there is a concern about the child's participation.

## ADDITIONAL INFORMATION

### COMMUNICATION

Phone numbers and contact information for all Cub Care locations can be found at the beginning of this handbook. To reach us via email, please use our [RHCE@rhnet.org](mailto:RHCE@rhnet.org) email address. You will regularly receive emails from us that are generated by the online registration system you used to create your child's account. Please keep your account information up-to-date by completing an *Information Change Form* when needed. Typical emails we send include: information regarding up-coming payments, late fees, non-school day registration, newsletters, and when necessary, emergency information.

### NEWSLETTER

The first week of every month, parents will receive a newsletter containing pertinent information. Please read this document for information on upcoming events, payment due dates, and non-school day reminders.

### PERSONAL ITEMS

We recommend that children refrain from bringing personal toys, electronic devices and/or computing devices to C<sup>2</sup>Z. If a personal item is brought to C<sup>2</sup>Z, they must be kept in the child's backpack. We are not responsible for lost, stolen, damaged or broken items. District issued Chromebooks are allowed during homework time only.

### SNACK/FOOD

A daily snack will be provided to students during afternoon care. On non-school days, a morning and afternoon snack is provided. If a child has a specific food allergy or dietary need, please pack the child a snack from home to be eaten during that time. For full day care, please pack a ready to eat lunch. C<sup>2</sup>Z staff does not have access to cool/warm your child's lunch.

### BREAKFAST

A child participating in before-school care at their elementary school will be able to access the school breakfast program for a fee. The free and reduced rate will be applied for those who qualify. A breakfast from home also may be sent in with the child. UPK Extended Day students may bring a morning snack or breakfast to the Good Shepherd Building.

### STAFFING

The student-to-staff ratio is 10:1. Staff includes site supervisors, day care aides, teacher aides, college students, and certified teachers. Each C<sup>2</sup>Z staff member has had reference checks, fingerprinting, and a New York state background screening as required by the New York State Education Department. Additionally, staff is trained in CPR/AED and first aid. Staff members are also mandated reporters, which means if they suspect child abuse or neglect, they are required by law to report it immediately.

## PARTICIPANT EXPECTATIONS

All children participating in C<sup>2</sup>Z are expected to follow the Rush-Henrietta Central School District Code of Conduct. Children will be expected to follow the directions of staff at all times in a respectful, positive manner; use appropriate language; avoid physical and verbal harassment and bullying behaviors; and refrain from any conduct that endangers the safety, physical or mental health, or welfare of others. See prohibited student conduct in the code of conduct for detailed information.

Families and children failing to follow expectations/policies/procedures as outlined in this handbook may be dismissed. C<sup>2</sup>Z has the right to dismiss your child immediately under severe circumstances.

### ATTIRE

During C<sup>2</sup>Z hours, the district's Code of Conduct is in effect. We follow the dress code outlined in the code of conduct at all times. It is expected that all children will wear appropriate attire and footwear. Tank tops, sandals, or heelies are not permitted for safety reasons. During the summer and on non-school days, children should attend in play clothes, along with sneakers.

### BEHAVIORAL EXPECTATIONS

Participants are expected to:

- report directly to C<sup>2</sup>Z and check in with staff members.
- put belongings in the assigned area and follow procedures.
- view quiet time as a good time to do homework and reading activities; remain quiet even if homework is completed.
- walk in the cafeteria or hallways and use a respectful voice.
- stay in areas that are designated and supervised by staff.
- be respectful and listen to staff members.
- treat others with respect.
- refrain from bullying or using physical force with others.
- be respectful of items belonging to others, as well as school property and C<sup>2</sup>Z supplies.
- practice good sportsmanship at all times.
- wear sneakers in the gym.