

Concordia Place General Information After School Program

Concordia Place

President: and Board Chairman: The Reverend Nicholas J. Zook

Executive Director: Brenda Swartz

Children's Program Director: Kiki Collias

www.concordiaplace.org

Months: September - June ** Days: Monday - Friday

Hours:

2:30 P.M. – 6:00 P.M. for children in grades Kindergarten and above

11:30 A.M. – 6:00 P.M. for children in ½ day Kindergarten programs

7:00 A.M. - 6:00 P.M. on days when the schools we serve are closed (see Holiday schedule)

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Site Director:	Kiki Collias kcollias@concordia-chgo.org	Sarah Spraker sspraker@concordia-chgo.org
Children's ages:	5 – 13	5 -13
Program Capacity:	50 children	30 children
License & Accreditations:	<ul style="list-style-type: none"> • Licensed by the State of Illinois Dept. of Children and Family Services • Licensed by the City of Chicago 	<ul style="list-style-type: none"> • Licensed by the State of Illinois Dept. of Children and Family Services • Licensed by the City of Chicago

Memberships and Affiliations

- Member Department of Early Childhood Development, Northern Illinois District
 - Member Chicago Metro Association for the Education of Young Children
 - Member Illinois Association for the Education of Young Children
 - Member National Association for the Education of Young Children
 - Member Action For Children
 - Member Kedzie Elston Business Industrial Council
 - Member North Center Chamber of Commerce

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Welcome to Concordia

Our Mission: Concordia Place believes in creating involved communities where all our neighbors can gather, learn, and grow.

Concordia Place children's programs are high-quality with an emphasis on safety, education, and child development. Because we believe in the importance of education early in a child's life, our head teachers have their degrees in either education, early childhood education, or child development.

The Concordia after school program provides a safe and enriching environment for children ages 5-13 whose parents are either working, in school, or for other reasons, require after-school care for their children. Based on respect for the child as an individual, we strive to nurture children through a variety of experiences that foster learning about themselves and others.

We use teacher-directed and child-initiated activities that build both mental and motor abilities, teach social skills, encourage positive self images and develop self-discipline. We use staff-child ratios appropriate for the age of the children.

Where Everyone can Gather, Learn, and Grow

Concordia Place believes that a family's income should not exclude them from quality programs for their children. We serve working families and single-parent families by operating year-round, five days a week with convenient hours. Our after school programs are open when schools are closed, giving working parents needed assurance that their children are well attended. We offer a sliding tuition scale with a weekly payment schedule (instead of a full semester of tuition in advance) that benefits more than 80% of our enrolled families. We provide our programs without regard to race, gender, or religious affiliation.

It is our goal to ensure a safe and nurturing environment for children. Our program structure reflects a concern for the development of positive social skills. We believe that children who are comfortable in social settings and who can communicate effectively are children best prepared for the challenges of life. The program operates with a variety of structured and unstructured activities, developed around weekly themes, under the supervision of trained and qualified staff.

Our History

In 1981, Concordia Lutheran Church responded to a request by three single-parents in the North Center community for help with child care by founding the Concordia Child Care Center. Its original goal was to provide after-school and full-day summer care for children ages six to thirteen years old. The school age program is open when schools are closed, giving working parents needed child care.

In 1989, the Concordia Child Care Center expanded to include full-day Preschool for children ages three to five years old. This expansion not only serves the child care needs of working parents with preschool aged children, but also serves parents with both preschool and school age children.

In 2001, Concordia Lutheran Church purchased a vacant Catholic facility to expand to serve the neighboring Avondale community. In 2002, Concordia Place was created and the Concordia Child Care Center was included in this new, nonprofit organization. This new facility at 3300 N. Whipple not only replicates our successful preschool and school aged programs, but also has expanded programs to infants, toddlers as well as teens, seniors, and adult learning.

Daily Schedule

Our after school program includes a variety of activities. We offer a combination of time for relaxation, quiet time for homework, and enrichment activities. A typical schedule for a day is:

3:00 – 3:30	Snack - Group Meeting
3:30 - 4:30	Workshops, Crafts, or Gym - Outdoor Activities
4:30 - 5:30	Homework - Free Play
5:30 - 6:00	Cleanup - Free Play

Children that are in morning Kindergarten programs can participate in our extended program. A sample afternoon schedule at Concordia for Kindergarten children includes:

11:45 – 12:15	Dismissal from local school; Concordia staff pick up and walk to the center
12:15 – 1:00	Lunch
1:00 – 2:00	Quiet Time
2:00 – 2:30	Homework Time
2:30 – 3:30	Activities (Read Aloud, Art Project, Gym, Play lot, etc.)
3:30 – 4:00	Snack
4:00 – 4:30	Project
4:30 – 5:30	Free Play
5:30 – 6:00	Cleanup - Free Play

A typical schedule for a full day is:

7:00 - 9:00	Free Play
9:00 - 9:30	Morning Snack
9:30 - 11:30	Group Planning Time/ Field Trip/ Indoor Activities
11:30 - 12:00	Lunch
12:00 - 1:30	Quiet Time - Books, Games, etc.
1:30 - 3:30	Outdoor Games at Park Geared to Age
3:30 - 4:00	Afternoon Snack
4:00 - 5:00	Free Play
5:00 - 6:00	Cleanup and Outdoor Play

Starting Checklist

Use this checklist to help you and your child prepare for a wonderful experience!

Have you . . .

- Marked all your child's belongings with his or her name?
- Submitted all your forms including authorized people for pick up and health forms?
- Paid your registration fee, first week's tuition, and tuition deposit?
- Purchased your Concordia T-shirt for field trips and labeled with your child's name on the inside tag?

To Discuss With Your Child

Here are some guidelines you might want to share with your child about what to expect:

1. Each child is given a cubby where he/she can place a jacket, boots, and personal possessions. In order to prevent lost clothing, please see that all articles are clearly marked on the inside tag. Though we try and watch out for articles, staff members are not responsible for lost or misplaced clothing or other items.
2. The program is informal and very active. Children are encouraged to wear clothing that is not restricting. Gym shoes are preferable; we strongly discourage flip flops and dress shoes.
3. We provide a mid-afternoon snack to all children in the school age program, while Kindergarten children also receive lunch. Children should not bring their own food. If food is brought, it will be confiscated and returned at the end of the day. We allow exceptions for special events and birthdays but they must be approved by staff in

advance. In keeping with our Peanut Safe policy, **you must ensure that all the food items you bring to the center are peanut free.** For more information on our peanut policy, please refer to the Medical and Health section of this manual. No chewing gum is allowed.

4. Our program offers lots of games and toys for a variety of interests. Children should not bring toys, sports equipment or other such belongings to the program. Often these things from home are lost, broken, or the cause of unnecessary arguments. This can be avoided by leaving personal possessions at home. The staff members are not responsible for any personal items. Please be especially careful of choke-size items and sharp jewelry.
5. On occasion, we have field trips where children may bring a small amount of money for personal spending. We will send home a note before the trip when this is the case. Otherwise, we ask that your children not bring money as it can be disruptive. In the case that it is necessary, a child should ask the office staff to keep it until the end of the day.
6. If you must speak to your child, we ask that parents call the office. It is disruptive to the group and office staff for children to use the phone. Children are allowed to call only for very important reasons. Children should not bring cell phones to the program.

About Our Program

The Concordia after-school program provides a safe and enriching environment for children ages 5-13 whose parents are either working, in school, or, for other reasons, require after-school care for their children. Based on respect for the child as an individual, Concordia strives to expose children to a variety of experiences and to help them learn to accept themselves, as well as others. To accomplish these objectives we need not only the consent, but also the participation of parents.

A planned yet flexible curriculum encourages the children to develop in every way; emotionally, intellectually and physically. Program activities are geared to the ages of the children.

Generally, our program practices social skills development within their groups. Our goals include helping school age children learn how to work with others, take on responsibilities, and develop social skills. We have regularly scheduled group discussion times, have each group devise its own rules of conduct, and participate in decision-making.

Individual development is also encouraged through activities that enhance social, motor and intellectual skills. We provide experience in a variety of activities with the opportunity for children to pick among several offered activities.

Workshops

Our program offers workshops once a week to the children in a variety of areas. The workshops include activities, such as drama, crafts, cooking, dance, reading, and puppetry. The workshops last for six weeks and then a new set of workshops is offered. Children enrolled in the program sign-up for the workshop of their choice at the beginning of each six-week session.

Tutoring

Help with homework is always available during the school year.

Field Trips

Children in the School Age Program enjoy field trips during their Winter and Spring breaks from school. On field trip days the children and staff take trips to interesting places in Chicago and the surrounding suburbs. Field trips are considered an important part of the program and are taken periodically to nearby places. Concordia provides adequate, responsible adult supervision for these excursions.

Parents Are Welcome Too

Parents are welcome to come and spend time at the program. You are welcome to come on field trip days or participate in our other activities. Adult visitors/volunteers can share in the children's work and play.

Parent participation is an integral part of our program and a valued aspect of our effectiveness and quality. We ask parents to:

- Read and answer all correspondence from school
- Attend individual and group meetings
- Participate in fundraising activities
- Participate in the Parent Club

Communications

The Parents' Bulletin Board is a vital source of information for you: articles, messages, and other information relevant to parents. Please check the Parents' Bulletin Board daily. You will receive a monthly newsletter and, in addition, we put individual communications about your child in your child's mail slot.

Parent/Teacher Communication

Our staff is always happy to meet with parents. Please speak to your child's teacher or the Program Director if you have a question or concern.

Parent Feedback

We conduct a yearly Program Evaluation to solicit parent input and include parents in our program improvement efforts. Once the evaluations are complete and compiled, we provide parents a summary of the findings.

Parent Club – You are already a member!

By getting involved in the Concordia Parent Club, parents benefit from social and educational events. Concordia leadership benefits by hearing parents' ideas and concerns. Together, parents and Concordia leadership form the Concordia Parent Club. You do not need to do anything to join – by enrolling a child at Concordia, you are already a member!

The Parent Club has organized social events, such as spaghetti dinners and morning coffee hours. The Parent Club uses input from the fall parent survey to identify areas of interest for educational topics. The Parent Club has hosted a Sibling Rivalry discussion group and an informational session on the application process for kindergarten in Chicago Public Schools, including magnet schools and other special programs. Contact your program director for more information.

Food

Our program includes a mid-afternoon snack. On a full day, during the school year, the children are served a morning snack, lunch, and an afternoon snack. We serve healthy foods, avoiding "junk" food or lots of sweets.

Concordia Place has a Peanut Safe Policy. The snacks and meals provided by our program do not contain peanuts. For more information on our Peanut Safe Policy please refer to the Medical and Health section of this manual.

Outside Food Prohibited

All outside food is provided by the center. We do not allow children to consume food from outside of the center. Out of respect for the other children in the classroom, we ask that you comply with this request and not bring food from outside. Exceptions will be considered for religious and medical reasons only. A physician's note must accompany all requests for dietary changes due to medical reasons. If exceptions are made on religious or medical grounds, parents are responsible for following the Peanut Safe Policy and not bring food that contain peanuts, peanut products or that have been produced in a factory that processes peanuts or peanut products. Parents who have a doctor's note to bring outside food, must provide nutritional food and not include "junk" food, sweets, desserts, sugary beverages, candy, or other food products lacking nutritional value.

Child and Adult Care Food Program

Concordia Place is a member of the Child and Adult Care Food Program, which subsidizes us in serving nutritious food to the children. The Child and Adult Care Food Program is available to all eligible children without regard to race, color, national origin, sex, age, or handicap. Any person who believes that he or she has been discriminated against in any U.S.D.A.-related activity should write to the Secretary of Agriculture, Washington D.C. 20250.

Program Guidelines

Concordia operates with the following guidelines for eligibility and participation in the program. Parents and children are required to comply. These guidelines meet our State licensing requirements and our program goals.

Eligibility - Admission

Our after school program is geared for children in grades Kindergarten through early middle school. Children who are not yet 6 years old must be enrolled in Kindergarten, and children can remain in our program through the age of 13.

Before a child begins the program, we must have specific forms on file:

- Children's Program Application Form (front and back)
- Program Admission Form (front and back)
- After School Program Pick-up Permission Form
- Emergency and Medical Information Form (front and back)
- Permission to Participate Form
- Consent Form (signed by each designated pick-up person)
- Discipline and Terminations Procedures Form
- IDHS Certificate of Child Health Examination (to be completed by physician)
- Child and Adult Care Food Program Application and Enrollment Forms
- Tuition Agreement Form
- Licensing Standards Receipt Verification
- Parent Manual Agreement
- Sunscreen Consent Form
- Birth Certificate, original or certified copy

These forms are all reviewed by the Illinois Department of Children and Family Services at each inspection. Your child's file will contain these forms and copies of any correspondence, including incident reports and observations. You have the right to examine your child's file upon request.

Discipline Procedures

Suspension

A child whose behavior is uncontrollable may be suspended from an activity or the program for a specific amount of time. Uncontrollable behavior includes, but is not limited to, fighting, hitting, swearing, running away and refusing to obey program rules. Parents will be notified of this unacceptable behavior and advised that, if problems persist, the child could be suspended from 2 to 5 days. Further, if all our staff's attempts and suspension fail, the child may be dismissed from the program.

Discipline Philosophy

We use these procedures to encourage self-discipline for a child:

1. Redirect the child with firm, positive statements.
2. Talk to the child about the relationship between the act and the consequence.
3. Persistent, unacceptable behavior will be reported to parents by the classroom teacher or Program Director. A conference with a parent may be called, to discuss the best approach to help your child redirect their behavior.

Termination Procedures

In the case of a child's unacceptable behavior, we try to work with the parents using these procedures:

1. Teacher documents a child's behavior in an incident report
2. Teacher and Program Director discuss the situation
3. Parents and program staff meet to discuss the situation in a positive manner
4. We work together to devise an action plan
5. We schedule a date to evaluate if the plan is being effective

If Concordia feels it cannot meet the needs of a child, the child is removed from the program.

Dismissal

Concordia seeks to accommodate a wide range of individual children's differences, but on occasion our program is not equipped to handle the emotional or physical needs of a child and/or a child's behavior may warrant the need to find a more suitable setting. Some examples may include:

- A child appears to be a danger to him-or herself, other children at the center, center employees, or anyone else at the center.
- Medical, psychological, or social service personnel working with the center determine that continued care at the center could be harmful to or not in the best interest of the child.
- Where accommodations required for the child's success and participation would place an unreasonable burden on center resources and finances, and removal is in the best interest of the child or center.

Families must follow the policies outlined in this manual. In addition to the above situations, children may be immediately dismissed from the program, at the discretion of the Program Director, when the family fails to comply with the regulations of the program, including:

- payment of tuition and fees
- timely pick-up of the child
- irregular attendance or frequent or prolonged absences with no medical or approved reason
- failing to provide required documents or complete required forms including but not limited to medical and proof of income on a timely basis

We expect our school families to exercise good judgment, loyalty, honesty, respect, and integrity in all dealings with Concordia, its employees, and students, on or off premises. Any conduct that could be detrimental or harmful to Concordia, its facility or staff members, or students, is unacceptable. Families may also be immediately dismissed from the program, at the discretion of the Program Director, should a parent or guardian exhibit:

- conduct that is inconsistent with the philosophy and goals of the program
- aggressive, rude or inappropriate behavior toward any center children, staff or other visitors
- behavior that endangers any center children, staff or visitors
- conduct that could be detrimental or harmful to Concordia, its employees, or students, on or off premises, including electronic behavior.
- spread rumors or accusations about Concordia, its employees, administrators, families, and visitors through gossip or other means of communication, e.g., e-mail, text messaging and blogs

Program Hours

The School Age Program begins daily when the first school lets out and closes at 6:00 p.m. When schools are open for a half-day, we will pick up the children and care for them the rest of the day. In warm weather, if you wish to pick up your child earlier than 4:30 p.m., please call ahead as he/she may be out at the park.

During summer and school holidays the program is open from 7:00 a.m. to 6:00 p.m. Please make sure that your child arrives by 9:00 a.m. This is necessary because the days planned activities start at this time and field trip arrangements and bus schedules cannot be altered to accommodate latecomers. In addition, latecomers are extremely disruptive to the group.

In case of illness, the Program Director should be notified by 1:00 p.m. during the school year and by 9:00 a.m. during school vacations. Parents who fail to call by these times during the school year will be charged \$5.00.

We ask parents to strictly adhere to the 6:00 p.m. pick-up deadline. If, for some reason, the parent should be delayed, please call the Center to inform us that you will be late. A late charge of \$10.00 for the first fifteen minutes plus one dollar for each minute thereafter is assessed and payable with your next tuition payment.

While we understand that emergencies do arise, we request that parents keep in mind the 6:00 p.m. closing time. Continuous tardiness will necessitate our requesting that the child be withdrawn from the Center.

Holidays

Concordia is closed in observance of these holidays (and in some instances, the observation date will differ from the holiday):

- | | |
|---------------------------|---------------------|
| 1. Thanksgiving | 6. New Year's Day |
| 2. Day after Thanksgiving | 7. Good Friday |
| 3. Christmas Eve | 8. Memorial Day |
| 4. Christmas Day | 9. Independence Day |
| 5. New Year's Eve | 10. Labor Day |

In-Service Days

One day per quarter, the center is closed for staff training, program assessment, and other operational needs. We publish these days on our annual calendar. Families must make other arrangements for their children on these days.

Health and Safety

Pick-Up Policy

- 1. Sign Out of Child:** At the time of pick up, each child must be signed out by a person authorized to pick up that child. This policy is for the protection of you and your child. Failure to sign out a child will result in a \$5.00 penalty assessment. Multiple incidents of failure to sign out a child could result in a dismissal from the program.
- 2. Pick Up Time:** You may pick up your child at any time during the day, although we provide the schedule so that, if possible, you can plan around the program schedule. If you need to pick up your child before 4:30, please let us know in the morning so that we can make arrangements. Some days the children are at the park or on walks and do not return until later in the afternoon.
- 3. Late Pick Up:** We ask parents to strictly adhere to the 6:00 p.m. pick-up deadline. If, for some reason, you are delayed, please call to inform us. While we understand that emergencies do arise, if you are delayed and unable to pick up your child before 6:00 p.m., then

you are solely responsible to make other arrangements for your child to be picked up. Our staff members will not hold your child responsible for the situation and any discussion of the situation will only be with the parent or guardian and never with the child.

Children who have not been picked up by 7:00 p.m. may be released into the custody of the Chicago Police Department. This is not our choice, it is the law.

We charge a late pick-up fee of \$10.00 for the first fifteen minutes plus one dollar each minute thereafter. This is payable with your next tuition payment. Continuous tardiness will necessitate your child be withdrawn from the program.

3. Authorized Pick-Up Person(s): Only those persons authorized, in writing, on the Permission Form and Consent Form will be allowed to pick up your child. This policy is for the protection and safety of your child. Under no circumstances can we release your child to anyone who has not been properly authorized in writing.

You should secure at least three (3) alternate persons who can pick up your child. Each person designated as an alternate pick-up person must meet all of these requirements:

- Be 18 years of age or older.
- Have, and present at the time of pick up, an acceptable photo identification card (driver's license or other recognized form of identification).
- Be available to pick up the child between 5:00 p.m. and 6:00 p.m.
- Be authorized by you, in writing, on the Permission Form and Consent Form as an alternate pick-up person.
- Have a current telephone number on the Permission Form.

In cases of separation or divorce, parents **must** understand that by law, both parents are considered authorized to pick up the child, unless a copy of a certified legal document to the contrary is on file at the Center.

Lastly, you are required to keep this information accurate and current **at all times**.

Building Security Measures

The security and safety of your children is our first priority. We want to assure you that we have security measures in place at each of our sites. We have external door locks, security cameras, door monitoring from multiple stations, and screening procedures for people entering our buildings. Teachers in each classroom do not allow children to leave with anyone unless they are on the authorized pick-up form.

Please read the security procedures for your child's program site.

Whipple Site

The Whipple site uses a badge reader system to help prevent unauthorized persons from entering our building and program areas. All persons entering the building will be granted entry via our external door by staff. Parents will be provided with limited access badges for internal doors, permitting them only to access those program areas in which their child is currently attending. Each family will be issued up to two badges without cost. You may purchase additional badges for \$10. If you forget your badge, you may be asked to show identification before a staff member will give you access to the children's program areas. Please keep your badge in a safe place. Replacement badges are available for \$20. If you lose a badge, IMMEDIATELY notify us so that we may inactivate your badge. When you withdraw your child from Concordia, you must return all the badges you have been issued. You will be charged the lost badge fee for each unreturned badge.

Seeley Site

Our Seeley site is equipped with an external camera used to monitor persons entering our program areas. Only recognized persons to the program are allowed access through our front door. Those individuals which staff does not recognize will be asked to identify themselves and give a reason for their visit before they are let in the building.

You are responsible for knowing and abiding by these procedures. You are part of our security systems, too. Do not allow people you do not know to enter our buildings with you as you enter or leave.

Health and Medical

As required by State Law, every child enrolling in our programs must have a health form on file on which your doctor verifies that the child's immunizations are up to date. A physical examination, including a T.B. test and lead test, by your doctor is required. This form should be less than 1 year old when your child first starts and must be updated every 2 years. We will notify you when a current medical form is needed.

Before your child's entry into the program and as a condition of remaining enrolled in the program, when a child is overdue for any routine health services, you must provide evidence of an appointment for those services. The exception is for any immunization for which parents are using a religious exemption.

Do not bring your child to the program if he or she is suffering from any contagious or communicable diseases. No child shall be admitted with these symptoms or conditions:

- Temperature of 100 degrees F or greater
- Vomiting
- Diarrhea
- Chicken Pox

- Strep Throat
- Any unexplained rash
- Nasal discharge accompanied by any of the symptoms of coughing, fatigue, fever of 100 or greater, a sudden change in mood or disposition
- Mucus producing cough
- Redness of eyes or discharge
- Signs of body pests, such as head lice.

If a child becomes ill while at Concordia, we will notify you, and you will be required to take your child home until fully recovered. The child will be separated from the group in order to prevent other children from becoming infected.

After your child is free of any symptoms for a period of 24 hours, your child may return to the program. A doctor's note stating that the child is no longer contagious is required whenever a child has been absent for five days or longer, or returns after only 24 hours on medication prescribed by your doctor.

Immediately report to the office if your child has been exposed to any contagious disease, such as strep throat, pin worms, viral infection, measles, mumps, chicken pox, scarlet fever, etc. Notification is important for the health of all the children in our program.

The State of Illinois, Department of Children and Family Services, requires that all members of day care institutions look for, and report to the State, evidence of any and all cases of suspected child abuse. We are therefore obligated by law to report any suspected cases of child abuse and/or neglect to the State.

Peanut Policy

Due to the prevalence and severity of some peanut allergies, Concordia has a Peanut Safe policy. Because peanut allergies can be serious and life threatening for some children, we strive to provide a safe and healthy school environment for everyone. Our food program uses no foods containing peanuts or peanut products.

Peanut Safe environments can only be achieved if everyone does their part. We ask parents to comply with our peanut policy by not bringing in treats for parties that contain peanuts, peanut products or that have been produced in a factory that processes peanuts or peanut products.

Although we strive to provide an environment safe of peanuts, we cannot guarantee a peanut-free environment.

Medications

We cannot administer over-the-counter medications to any child at any time. Prescription medication will be given to your child if the medication is in its original bottle with the date,

child's name, and times of day it is to be administered. We also need a note from you with written instructions **and** a note from the doctor stating the nature of the illness, type of medication, amount of medication to administer, and the times to be given. Please hand the prescription to the Program Director or Head Teacher, with instructions attached. Medicine is placed in a locked box in the refrigerator or in the medicine cabinet in the Program Director's office.

Incident Reports

An incident report will be filed for any accident or injury with a detailed description of the incident. The parent will be given a copy of the report.

Medical Emergencies

In the event of a medical emergency or of an accident, we will contact the parents. Your child will be taken immediately to the nearest hospital. You should go directly to the hospital – not to Concordia.

Emergency Evacuation Procedures

Concordia has developed an Emergency response plan that helps us respond to many types of emergencies. Depending on the situation, we will use one of these protective actions:

- Immediate evacuation – Students are evacuated to a safe area near the grounds of the facility in the event of a fire or other similar emergency.
- In-place Sheltering – Sudden occurrences, weather or hazardous materials related, may dictate that taking cover inside the building is the best immediate response.
- Total Evacuation – total evacuation of the facility may become necessary if there is a danger in the area. In this case, children will be taken to a relocation facility.

For our Whipple center, we have agreements to relocate our preschool children to Linne School, 3221 North Sacramento Avenue or in the event that Linne is closed, to Brands Park, 3259 N. Elston Avenue, Chicago, IL. There is also an agreement to relocate infants and toddlers in the event of an evacuation to Daughters of Charity Building, 3335 N. Whipple.

For our Seeley center, we have agreements to relocate our children to St. Benedicts Catholic School at 3901 N. Bell.

- Modified Operation – may include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems, such as utility disruptions, that make it unsafe for children but may be necessary in a variety of situations.

Concordia is enrolled with the Emergency Closing Center. In the event of a facility emergency, please listen to Chicago media stations for such announcements. Announcements relating any of the emergency actions listed above can be found on WGN radio, WBBM radio, Channels 2, 5, 7, 9, 32 and CLTV.

During an emergency, please do not call the school. This keeps the main telephone line free to make emergency calls and relay information. We have set up an emergency notification system. Should any emergency arise, you will receive a pre-recorded telephone call informing you of the situation.

We use the contact information you provided on your form for your emergency contact telephone numbers. Should your contact phone numbers change, it is important that you notify the front desk immediately.

Also during an emergency, only those persons you list on the designated pick-up form will be allowed to pick up your child. We will not accept different pickup arrangements during an emergency. This will only create additional confusion and divert staff from their assigned emergency duties.

Animal Control Policy

Healthy household pets that present no danger to children are permitted in our center. Gerbils, hamsters, and guinea pigs which appear healthy may also be kept in the center.

All animals are physically separated from children both indoors and outdoors except as a portion of a specifically planned program activity under the direct supervision of a staff member.

Immediate treatment will be obtained for any child who sustains a bite or scratch from an animal and the child's parents are notified immediately. In addition, the center will notify the county animal control administrator.

Animals and/or pets are properly housed, fed and maintained in a safe, clean and sanitary condition at all times.

1. Domestic animals, birds, or fowl are not permitted at any time in areas where foods are prepared and maintained.
2. A responsible staff person is assigned to take care of any animal or pet on premises.
3. The center is free of stray animals which may cause injury and/or disease to children.

Pest Control Policy

Concordia Place is committed to providing children in its care with a safe environment, which include preventing exposure to pests and pesticides. While pesticides protect children and property from pests such as insects, weeds, and rodents that may be found in the facility and its surrounding grounds, under some circumstances they may pose a hazard to children and staff. To minimize potential pesticide exposure to children and staff, pest control practices in this facility include a variety of non-chemical and chemical methods.

In the areas used by the child care facility, Concordia:

- Ensures that pesticides are applied by certified pesticide applicators or registered technicians.
- Bases pest management decisions on the results of regular inspections. The facility avoids routine use of pesticides not exempted below.
- Ensures that pesticides are not applied when children are present at the facility. Toys and other items mouthed or handled by the children are removed from the area before pesticides are applied. Children do not return to the treated area within two hours of a pesticide application or as specified on the pesticide label, whichever time is greater.
- Provides at least two operational days but not more than 30 days advance notice of pesticide application to parents and staff except in emergencies where pests pose an immediate health threat to children or staff (e.g. wasps).
- Notifies parents and staff as soon as possible when advance notice is not provided and include an explanation of the emergency, the reason for the late notice and the name of the pesticide applied.
- Makes accessible, upon request, all records of pesticide applications and advance notices for at least 90 days.

This policy does not apply to the following exempted uses of pesticides:

- An antimicrobial agent, such as disinfectant, sanitizer, or deodorizer, or
- Insecticide baits and rodent baits.

Toy Donation Policy

Concordia appreciates that parents, neighbors, and friends provide gift-in-kind donations for our programs. The children benefit from donations of books, videos, games, and toys. For their imaginary, dramatic play, children also enjoy costumes, clothing and shoes in small sizes for girls and boys, purses, and small business jackets.

Below are some guidelines to help ensure that your donation can be put to good use:

- It is most helpful when we receive items that are clean. Please wash or wipe down items before donating them.
- Complete items only; for example, no puzzles with pieces missing.
- Please check that the books are in good condition and do not have missing or torn pages.
- We regret that for sanitary reasons, we cannot accept donated stuffed animals.
- Please do not donate toys or games that require batteries.
- We do not accept weapons or other such items.

Staff Qualifications

Our staff is selected for their professional qualifications and personal traits suited to meet the many needs of the children. We consider these qualifications:

- Emotional maturity
- Willingness to cooperate with the program's objectives
- Respect for children and adults
- Patience and flexibility
- Physical and mental health
- Good personal hygiene
- Academic requirements set by the State of Illinois Department of Children and Family Services

Non Solicitation

Concordia recruits and trains teachers and staff to the highest measures of quality to provide your child and the other children in our programs the best nurturing and developmental environment possible. Solicitation of employees for alternative employment violates the relationship of trust with Concordia and potentially effects the quality of the care we provide to the families enrolled here. For a period of not less than 6 months subsequent to leaving our program, families agree that they will not seek to employ, entice away, or even attempt to entice away anyone currently employed by Concordia or anyone who was employed by Concordia in the six months preceding the date the family leaves the program.

Privacy, Confidentiality, and Document Retention

Concordia Place collects, uses, and retains information about participants in our programs and their families for many purposes, such as account payment, records of the child, donations, etc. These records are required for various licensing and government reporting purposes as well our own program and business operations and are the property of Concordia Place.

Concordia staff members and parents are required to respect the confidentiality of each child and family enrolled in our programs, including enrollment records, anecdotal records, parent-teacher conference notes, developmental assessments and other personal records. Teachers may make notes for their anecdotal records but such notes will be considered as confidential information.

Discussions concerning a child or family, with anyone other than the child's parents or guardians, or other staff members having direct contact with the child, are strictly prohibited. Personal information about families or children in our care will be divulged to staff members only to the extent of what is necessary to know in order to support the child in care. Discretion and privacy are required when discussing confidential family and child information, particularly taking care not to be overheard by staff, parents or children.

Concordia uses private and confidential information to compile statistics about our program and operations that we report to licensing, program funders, and other required reporting. Your personal information is not identifiable.

We use photographs, videotapes or tape recordings of children for program purposes as well as funding reports, program quality assessment, etc. In the initial enrollment forms, families indicate their written permission for us to use these for any outside purposes, such as marketing and media.

We will not give out information to a third party without your prior written approval. It is our policy not to share information about a family with anyone other than appropriate staff members or our representatives.

Lists of parents' email or home addresses and/or phone numbers are treated as confidential. This information may be used by staff, parents or others working on behalf of Concordia for events, projects, communications or other express purposes. The lists will not be given to parents or any one else for non-Concordia related purposes.

In addition, Concordia staff, parents, and other volunteers and representatives may form committees or task forces for activities, such as completing special projects, holding special events, or conducting fundraising efforts. These committees may exchange information, such as contact information or personal background. This information will be used only for its originally intended purpose. Committee members are prohibited from using any information gained for their personal use.

Access to Written Records

All records concerning children and families are maintained in locked files at the center. Only the directors, teachers and administrative staff have access to these files. Parents and/or legal guardians may also have access to their child's file.

Child enrollment records will not leave the locked files, except by an authorized staff for specific purposes. Records may not be removed from any Concordia premises except as required for legal purposes; in such instances, a subpoena is required for the removal of any records.

Mandated Reporting

Staff members are expected to communicate with parents and supervisors regarding any concerns about a child's well-being. When a child's health and safety is endangered, staff members are legally obligated to report their suspicions of abuse or neglect to the appropriate authorities by calling the state's DCFS hotline. The Children's Program Director and Executive Director will be notified by the reporting staff for the appropriate follow-through. In the process of investigating such reports, the authorities may have access to the child's records on file at the center.

Document Retention

We have developed a document retention policy for our various types of documents based on IRS recommendations, industry standards, as well as adaptations from the 23 Illinois Administrative Code Section 375. When records are no longer active, they are archived and stored in a locked closet. After the document retention time has expired, the information is shredded by a professional shredding service.

Program Oversight and Governance

Concordia Place children's programs are directly administered by our Children's Program Director and each site has a Program Director. Any concerns about your child's program and care should be first discussed with your child's teacher then the Program Director. If you feel your concerns are not resolved, you may meet with the Executive Director.

In addition, the Board of Directors governs all the Concordia Place programs. Our Board consists of people who have demonstrated a passion for the Concordia mission. Parents whose children are enrolled in one of our programs, members of Concordia Lutheran Church, neighbors, and members from other community and business organizations are all eligible. They review organizational goals, funding, program policies, etc. Should you have a policy concern you wish to be brought before the Board, send a written request to Rev. Nicholas J. Zook, Chairman of the Board, at 3855 N. Seeley, Chicago, IL 60618.

Parents are encouraged to participate at Concordia. If you are interested in joining Concordia committees, we would be happy to discuss your participation.

Enrollment, Tuition, and Fees Policies

Registration and Enrollment

Enrollment during a program year

Concordia begins its program year each September on the first Tuesday after Labor Day and it runs through the end of the Chicago Public School's school year. We also offer a full-day summer camp for the full summer, which is covered in a separate parent manual. See the program director if you are interested in enrolling your child in the summer camp.

Families may enter the program at any time during the program year. As openings are available during the program year, Concordia fills them from our waiting list to the first family who has submitted a complete packet of forms, paid their deposit, first week's tuition and registration fee, and is available to start on the date of the opening. **Concordia does not hold open slots.** Should a family not be available to start on the date of the opening, Concordia will offer the opening to the next family on the list.

Registration for a new program year

During registration for the next program year, currently enrolled families have first priority for openings, provided we receive a completed and signed tuition agreement by the stated deadline along with a first week's tuition and registration fee. Each program year, there is a registration fee that is due by June 1st. Concordia applies the deposit of currently enrolled families toward their deposit to the next program year.

After we register current families, we open registration to new families. Concordia reserves an opening for a child for the start of the next program year when we receive a complete packet of forms, deposit, first week's tuition and registration fee.

If any family registered for a new program year but decides to not attend after the registration deadline, they forfeit their tuition deposit, first week's tuition, and registration fee.

Due at Enrollment: Registration Fee, First Week's Tuition and Deposit

Due at registration is an annual registration fee of \$75.00 that covers application to the program. Also payable at registration time is the first week of tuition and a deposit equal to one week's tuition. For families who are on the IDHS Child Care Certificate Program or other subsidy programs the deposit amount is determined by the income level and our sliding tuition scale, not a co-pay amount.

The tuition deposit will be applied to your child's last week in the program provided that you give appropriate notice. See Withdrawal section for more information.

Tuition

Tuition covers the cost of your child's enrollment for the whole program year and includes teacher salaries, classroom materials, snacks, insurance, and equipment.

The tuition for the whole program year is divided into weekly amounts to ease payments for the parents. These weekly amounts do not represent either a per hour rate or a per day rate for the program, only a weekly breakdown of the total cost of the program. Parents are required to pay the weekly amount (one week minimally in advance) regardless of the total number of days for that week that the child attends the program. We cannot give tuition refunds for the days your child is absent. This includes days absent due to illness and vacation. Families must pay for every week that their child is enrolled in the program.

We do not accept payments in cash. We accept payments by check, money order, or automatic transfers through our Simply Giving program. Simply Giving is an easy program that you can decide on what date and what amount you make payments. There are no costs at all to participate in this program. Please speak with your Program Director or the front desk staff to enroll.

To make our program affordable to families of all income levels, tuition is based on a sliding tuition scale adjusted by gross family income and size. The Board of Directors reviews the tuition scale and any changes are published two months in advance.

Please note that Concordia Place is a non-profit organization. Your tuition payment covers only a portion of our program costs. We rely on individual contributions, in-kind donations, as well as grants from private foundations. We ask that parents participate to the fullest extent possible to help maintain the quality of our programs. There are numerous opportunities for parents to help such as purchasing tickets to fundraisers, donating needed items, or by making a general gift to our annual fundraising campaign. You may also add a gift to each tuition payment with a note of intent.

Some families choose to pay in advance in larger increments than a week. For example, some families pay on a monthly or quarterly basis. If you wish to pay your tuition in larger installments, please speak with the Program Director.

Concordia works with parents to collect outstanding balances but reserves the right to use a collection agency as we deem necessary.

Payment Schedule and Late Fees

All tuition is payable at least one week in advance. The tuition for the week is due no later than Monday. Payments made after Monday are delinquent. A \$5.00 late fee, per day, is charged for any payments made after Monday. After one week of delinquent tuition payments, parents will be asked to withdraw their child from the program and are responsible for payment of any balance due on tuition for the time their child was enrolled in the program.

Returned Check Fees

We charge a \$25.00 fee for any returned checks. After a returned check, you are required to pay your tuition by money order.

Other Charges and Fees

Parents are responsible for paying charges and fees described elsewhere throughout this manual, including, but not limited to, late pick-up, failure to sign-out, t-shirt and activity fees. These charges are payable in the week the charge or fee was incurred.

Withdrawals

If any family enrolled for a new program year but decides to not attend after the registration deadline, they forfeit their tuition deposit, first week's tuition, and registration fee.

During the program year (after September 30 and before June 1), families may withdraw a child from the program by providing a four-week written notice to the front desk staff. Families who withdraw their child without appropriate notice forfeit their tuition deposit.

Withdrawal and subsequent re-enrollment will entail an additional registration fee and all other applicable fees and deposits.

Tuition Determination

Tuition categories are determined according to gross combined family income and size. For each additional child in the family, a \$4,000 income consideration is given to determine the tuition category. Families with more than one child in the program will receive a 5% reduction, per week, on the total tuition for both children.

Tuition Scale as of January 2010

School Age Programs
(Tuition, per child, per week)

Gross Family Income	After School Fee	After School For Kindergarteners Half-Day	Summer Camp (Full Day)
\$15,500 and under	\$66	\$83	\$110
\$15,501 - \$26,000	\$84	\$100	\$143
\$26,001 - \$36,000	\$95	\$148	\$175
\$36,001 - \$45,000	\$104	\$159	\$190
\$45,001 and over	\$109	\$165	\$208

\$ 8.00 Extra Per Day - Half days, when school lets out at 12:00 noon.

\$10.00 Extra Per Day - Full days, when there is a school holiday.

Once enrolled, you must provide a copy of your most recent IRS Tax Statement and /or proof

of earnings. Parents are required to disclose changes of income to the Director so that adjustments in tuition can be made where appropriate. Failure to report income changes that would increase your tuition responsibility will result in your legal liability for the unpaid balance of the entire period of your adjusted income.

IDHS - Action for Children

The Illinois Department of Health Services (IDHS) helps low-income families pay for the child care services needed to work or go to school (training) and other work related activities. The IDHS Action for Children program is a state run subsidy program which may be able to assist you with paying child care costs with our center.

A few things to keep in mind if you decide to use Action for Children to subsidize your child's care with our center:

1. **You** are responsible for completing the application, submitting it to the IDHS offices, ensuring you receive a response and ensuring you reapply to continue receiving these services once your eligibility period ends.
2. Until Concordia receives notification of your approval for the Action for Children subsidy, you will be charged weekly according to our sliding scale.
 - a. If you are found **eligible**, we will change our invoices to reflect your co-payment from the beginning of your eligibility period.
 - b. If you are found **ineligible or you fail to complete the application**, you will be held responsible for all tuition under our sliding scale during the time your child attended our center.
3. You may either submit the application in person at the Action for Children offices or mail in your application. Keep in mind that applications mailed take longer to process. For a timelier response, we advise you to submit your application in person.
4. Concordia does not determine your weekly co-payment. This is determined solely by Action for Children as it is under their discretion. Any concerns regarding your determination must be directed to their offices.
5. You are responsible for a weekly fee of \$17 per child in addition to the co-payment determined by Action for Children. These fees are not subject to our sibling discount.
6. It is solely your responsibility to ensure you have coverage through Action for Children. Concordia may send you reminders from time to time concerning your coverage as a courtesy but it is not our responsibility. Please be aware of when your eligibility begins and ends. You must reapply for assistance one month before your coverage period ends.

For more information or to download forms, please visit Action for Children's website at www.actforchildren.org.

Other Child Care Subsidies

Some families may be eligible for other programs which may be able to assist you with paying child care costs. For example, there are child care military subsidies. It is solely your responsibility to apply for any of these programs and ensure that you are eligible.

You are responsible for a minimum weekly fee of \$17 per child. This amount may be increased depending on the subsidy amount provided by the program so that the total amount Concordia receives corresponds to the program's sliding tuition scale using your income and family size. These fees are not subject to our sibling discount.

Parent Manual Agreement

DATE: _____

CHILD'S NAME: _____

WE HAVE FULLY READ AND UNDERSTOOD THE FOREGOING PARENT MANUAL AND
AGREE TO ABIDE BY ITS TERMS AND CONDITIONS.

SIGNATURE OF PARENTS

MOTHER: _____

FATHER: _____

ADDRESS: _____

TELEPHONE: _____

Please sign and return this page only.