

**Community Education and Family  
Engagement Dept.  
Durham Public Schools**



**Before and After School  
Parent Handbook**

**Table of Contents**  
**BSC/ASC Parent Handbook**

Policies and Procedures	3
Admission Requirements and Enrollment Procedures	3
Fees	4
Withdrawal Notice	4
Update of Student and Family Information	4
Release of Information	4
Termination of Services	5
Activities Offered	5
Family Participation	5
Parent Communication	6
Items Provided by Parents	6
Operating Hours	6
Late Pickups	6
Opening Delays/Early Dismissal	7
Program Practices/Child Supervision	7
Field trips and Plan for Transporting Children	7
Check-In Procedures	8
Sign out Procedures	8
Afternoon Snacks	8
Cleaning Schedule	8
Medical Services	8
Sick Children	9
Volunteers	9
Special Needs	9
Accident Reports	9
Emergency Procedures	9
Communication	10
Behavior Management	10
Suspension of Students	10
Summary of NC Child Care Law	11- 15

## **Welcome to Community Education in Durham Public Schools!**

This handbook is designed to assist parents/families in understanding the philosophy and practices of Durham Public Schools' Before and After School Programs. Please read this handbook carefully. If you have any questions, please contact the Before and After School site manager or the staff at the Community Education central office.

The programs operate on an open door policy and we welcome parent/family visits. Please feel free to come by or call with any questions or concerns you may have.

The Before and After School Programs are designed to enhance the learning and development of all children who attend. Community Education staff members want to work with parents/families to make the Before and After School Programs the best programs possible.

### **POLICIES AND PROCEDURES**

All of the Community Education Before and After School Programs are operated through Durham Public Schools (DPS). All DPS Board of Education policies and procedures must be followed in the Before and After school Programs. In addition, to the Community Education expectation found in this handbook, ALL employees must follow DPS board policies found in the Employee Handbook. These policies include, but are not limited to maintaining a drug-free workplace and use of tobacco products. This handbook is designed to supplement the Board of Education Policy Manual. The DPS manual is available in your school's media center or on the DPS website at [www.dpsnc.net](http://www.dpsnc.net).

### **ADMISSION REQUIREMENTS AND ENROLLMENT PROCEDURES**

The Community Education Before and After School Programs are open to all elementary school students (K-5) attending Durham Public Schools.

To enroll your child in the program, complete the Before and After School Program registration online. Complete all payments online, \$35 per child registration fee and the fee for one 20-day cycle. You may also register online by going to [www.dpsnc.net/afterschool](http://www.dpsnc.net/afterschool). Registrations can be mailed or dropped-off in person to the Community Education Department.

Any returned checks will incur an additional \$15.50. Community Education reserves the right to require cash or credit cash payments once a check has been returned for insufficient funds.

\*\*\*ALL families must apply for an afterschool seat through the lottery via the DPS SchoolMint website. Families must log in to the Procure/Schoolcare Works system to accept their afterschool lottery seat and complete registration for their child; including payment of the registration fee and the fee for one 20-day cycle.

Mailing Address:  
PO Box 1967  
Durham, NC 27702

Location:  
2107 Hillandale Rd.  
Durham, NC 27705

## **FEES**

Community Education provides Before and After School Programs for the children of Durham Public Schools for a fee. The fees are listed in the Before and After School website. A 3% convenience fee will be charged to customers using a credit card for payment. Parents can access information and register for all programs at our website: [www.dpsnc.net/afterschool](http://www.dpsnc.net/afterschool).

Parents can access payment cycle schedules, financial assistance, and medical forms on our website. You may register and pay your initial fees here as well. If an account is not paid in full by the established deadline, the child will not be eligible to attend the program.

Community Education Before and After School Programs are licensed and therefore eligible for daycare vouchers from the Department of Social Services. Sliding scale fees are also available from Community Education to assist families. Annually, scholarships are available to families with special financial needs. If you are interested in qualifying for assistance, please call the main office at 919-560-39488 to receive an application.

## **WITHDRAWAL NOTICE**

A two week advance written notice is required in order to not be charged for the next billing cycle. Enrollment is based on full-time attendance and one month in advance. We will honor withdrawals with a minimum of two weeks notice whether or not the advanced cycle is paid.

## **UPDATE OF STUDENT AND FAMILY INFORMATION**

Parents or guardians are responsible for notifying the Community Education central office of any changes that might affect your child's stay or well-being. Please update telephone numbers, address, medical conditions, adults with permission to pick-up etc. with the Community Education Accounting Office and with Procure [www.Schoolcareworks.com](http://www.Schoolcareworks.com) account. This information will be shared with the school staff.

## **RELEASE OF INFORMATION**

At times, our office is obligated to share a child's information with a biological parent. We are required by law to share any information we keep on a child we serve, such as a registration or attendance forms, sign-in and out sheets or disciplinary write-ups with either of the biological parents or if a subpoena is issued through an attorney or the court system.

## **TERMINATION OF SERVICES**

Parents are required to pay each monthly billing cycle by the 15<sup>th</sup> of each month and be current with their accounts throughout the year. When parents become delinquent in their payments, a termination process begins. This process is intended to get accounts current as we value your business. Community Education will notify you when your account becomes delinquent and will give you time to make payment or discuss making payment arrangements before your child is actually removed from the program. If a child continues to attend after the deadline, parents will be contacted on the advertised date to pick their child up from the school's main office.

## **ACTIVITIES OFFERED**

Community Education Before and After School Programs offer an enrichment based and recreational program for students in grades K-5.

During the Before and After School Program, students are given an opportunity to:

- Strengthen social skills by participating in fun-filled sports and games.
- Participate in hands-on resource activities such as computer and science projects.
- Experience recreational and educational activities such as arts and crafts, drama, martial arts, music and foreign languages.
- Utilize time for homework
- Enjoy a healthy afternoon snack prepared by the Durham Public Schools Child Nutrition staff.
- Project-Based Learning Clubs

Please note that students will participate in a variety of activities each day. **Students will have an opportunity to work on their homework during program hours. We cannot guarantee that students will finish their homework during Before and After school program hours.**

## **PARENT/FAMILY PARTICIPATION**

Each Before and After School Program encourages family involvement. Parents may meet with staff to discuss their child's needs and exchange information.

Parents/guardians are encouraged to participate as much as possible. These are examples of ways to participate:

- Attend special programs and/or parent-teacher conferences.
- Share enrichment ideas and outside resource leads.
- Donate books, games, craft items.
- Participate on the Parent Advisory Committee for your site.

## **PARENT COMMUNICATION AND MEETINGS**

We encourage daily communication between program staff and parents. Please feel free to communicate your child's needs to the Before and After school manager. Parents meetings could be held in-person or virtually at each site. These meetings will provide parents with information about the program. Parents may schedule individual conferences with the Before and After school manager. Each parent is invited to participate in the program by joining the Parent Advisory Committee at their program site.

## **ITEMS PROVIDED BY PARENTS**

Parents are not required to send any additional items with their child to the program. There may be times when a program requests donations of items for special projects, such as baby food jars, paper towel rolls, egg cartons, etc.

## **OPERATING HOURS**

Before School begins at 6:30 AM and lasts until the first school bell rings. After School starts at the time of dismissal until 6:00 PM. On Early Release Days (these days are typically once a month), programs will operate two hours early for after school students.

The following policy will be implemented for children who remain after 6:00PM:

## **LATE PICK-UPS**

1. Parents will be charged \$10.00 for each 10 minutes or portion thereof that they are late (1-10 minutes=\$10.00, 11-12 minutes=\$20.00, etc.). Charges are recorded on a form provided by Community Education, and will be turned in to the central office accounting department staff members each time a parent/designee is late, regardless of the reason. Once five (5) late pickups have accumulated, childcare services may be discontinued for your child.
2. For the purpose of recording pick up times, the time showing on the clock in the Before and After school office or cafeteria will be utilized. The Before and After School Manager will verify the clock time by calling the time & temperature number on a regular basis. The number is 919-683-9696. Children must be signed out and exiting the building by 6:00PM.
3. Children must be picked up by 6:00PM. Beginning at 6:05PM, the site manager will attempt to contact all emergency numbers. If the site manager cannot reach an emergency contact, the administrative supervisor will be notified. The supervisor will contact Durham County Department of Social Services to file an abandonment complaint. Please make sure that the Before and After School manager has an updated list of emergency contacts and telephone numbers.

## **OPENING DELAYS/EARLY DISMISSAL**

**If there is an early dismissal from the school, the after school program will operate.** Before and After School Programs are in session when schools are in session. In case of a delay of school opening, the Before School Program will meet on the same delay schedule. For example, the Before School Program begins at 6:30AM. If Durham Public Schools announces a two-hour delay, the Before School Program will begin two hours late, at 8:30 AM. Please listen to local news programs, check the Durham Public Schools website at [www.dpsnc.net](http://www.dpsnc.net), or DPS social media posts.

## **PROGRAM PRACTICES/CHILD SUPERVISION**

Before and After School managers and staff members are responsible for supervising children at all times. A central pickup or activity schedule is established so that adult family members know where to come each day to pick up their children. Correct daily attendance is kept, and the program schedule will be posted so that the location of each child can be established at all times. Children are allowed to leave the program only with a parent/guardian or with an individual who has been granted permission in writing by the parent/guardian.

Children are never left unattended. Children are not allowed to be away from the group alone at any time, even to use the bathroom. All students are to go to the bathroom or get water accompanied by an adult staff member only. For safety reasons, children will not be used as “runners” for messages or to locate other children in the program. Staff members do not allow children to roam free in large open field areas or on playgrounds. Groups of children must always be within full view and voice range of the staff members who are supervising them. Groups should not be larger than 25 students, and a 19:1 student-staff ratio should be kept at all times (14:1 for kindergarten children).

## **FIELD TRIPS AND PLAN FOR TRANSPORTING CHILDREN**

Field trips are rarely possible due to the time constraints. Once a trip is approved by the Community Education administration office, the site manager will provide parents/guardians with all the information relating to the trip and obtain permission for the child to participate.

Students will be transported utilizing Durham Public Schools buses operated by certified drivers. There may be circumstances in which a charter company bus is utilized. All charter bus companies must meet guidelines for bus driver training and company liability.

## **CHECK-IN PROCEDURE**

To assure the safety of children, we ask that children be escorted and signed in to the Before School Program by a parent/guardian. In the afternoon, attendance will be taken as soon as the children arrive from their classroom. If your child is going to be absent for one or more days, please send a note to inform the manager so that we can account for every child on our roll sheets. Managers are required to contact parents/guardians if a child has not arrived to the program, and they have not been previously notified of the child's absence. Managers will check with the school's main office staff to see if the child was absent or released from school early. If a child is absent from the school day they can't attend afterschool that day.

## **SIGN-OUT PROCEDURE**

A sign out procedure is established for the safety of your child. Children are to be signed out each day prior to leaving the program by an adult listed on the child's application form (no one under the age of 16 is allowed to sign-out a student). Please have a picture identification card available the first few days of the program until we get to know you. Any unknown person will be asked to show identification prior to signing out a child.

## **AFTERNOON SNACKS**

Community Education, in collaboration with the Durham Public Schools Child Nutrition Department, provides a healthy snack for every child that attends the afternoon program. A snack menu will be posted at each site. All dietary concerns should be noted on the child's registration form. Managers will in turn, arrange appropriate snacks with the Child Nutrition staff person at the site to meet your child's needs. Children are welcome to bring their own afternoon snack which meets nutritional guidelines, if they desire. A monthly menu should be posted in a designated area for your review.

## **CLEANING SCHEDULE**

The Before and After School Programs are operated in Durham Public Schools facilities. The program areas are cleaned daily by the custodial staff at each school. Tables located in the snack area are cleaned by program staff each day before and after snack.

## **MEDICAL SERVICES**

Managers and assistant managers are authorized to administer medication prescribed to a student by a physician. This can only be done if the parent/guardian has completed and signed the Durham Public Schools Medication Form that must have a physician's signature and date.

All of the Before and After school management team and staff are required to be certified in CPR and Standard First Aid. They are authorized to give emergency health care when reasonably apparent circumstances indicate that a delay would seriously worsen the physical condition or endanger the life of a student.



## **SICK CHILDREN**

If a child becomes sick during Before and After School Programs, a family member will be contacted. If the child is not feeling better after having the opportunity to rest, the family member or emergency contact will be asked to pick up the child. Children who are feeling sick will have a place to rest that is isolated from the other children.

## **VOLUNTEERS**

Site managers may recruit volunteers for their Before and After School Programs. All volunteers who are 18 and older must have a completed criminal background check through the DPS Human Resources Department. Because all of our sites are licensed school age care programs, the NC Department of Health and Human Services requires that volunteers at licensed programs must also complete a health questionnaire and receive a TB test. Volunteers assist staff members, but are not allowed to be alone with students.

## **SPECIAL NEEDS**

All children are important in Durham Public Schools. The Before and After School Programs are not designed to be therapeutic or treatment programs, and do not provide 1:1 ratios. The staff members will work with children and families to assure a positive experience in before and after school in accordance with the Americans with Disabilities Act (ADA). We ask parents/guardians to inform site managers of any special needs or conditions that require special attention or observation. Please write any needs or conditions on the application. You may also speak with the site manager directly.

## **ACCIDENT REPORTS**

All injuries requiring any kind of attention will be documented and the information shared with parents/guardians and kept on file. An accident report will be completed for any injury requiring more than a simple Band-Aid.

## **EMERGENCY PROCEDURES**

All Before and After School Programs are required to hold a monthly fire drill during the hours of the program. Maps are posted in all areas of the school to ensure safe exit. In addition, a quarterly tornado drill must be held following the safety guidelines established by Durham Public Schools. A safety and emergency procedures notebook is available in the school office.

## **COMMUNICATION**

The Before and After School manager provides information and updates about your school's program through monthly newsletters, bulletin board postings, flyers and handouts. If you need to contact the manager for any reason, please call their office number or send them an email.

## **BEHAVIOR MANAGEMENT**

All Community Education employees are required to adhere to a specific policy on behavior management. Managers and assistant managers are the site staff members responsible for assuring a positive environment. Effective communication between family members, children, and staff is crucial in avoiding misunderstandings about behavior management.

The Before and After School Programs comply with all the Durham Public Schools' policies and procedures and with the rules and student code of conduct developed by your child's elementary school.

## **SUSPENSION OF STUDENTS**

Students may be suspended if their behavior is creating a barrier to quality programming, or if a safety concern develops for the students or staff. Behavior challenges of a persistent nature will be documented and reviewed with the child's parent/guardian. A behavior contract **may be** implemented to assist with guiding a child's behavior. Student suspensions are reviewed and approved by a supervisor in the Community Education office prior to implementation.

If you have concerns or questions about the Before and After School Program, we encourage you to speak with the manager. If you feel that your concern has not been addressed, please contact the Community Education Department to speak with a program supervisor. The program supervisor can be reached at 919-560-3816.

# **Summary of the North Carolina Child Care Law for Child Care Centers**

## **What is Child Care?**

The law defines child care as:

- three or more children under 13 years of age
- receiving care from a non-relative
- on a regular basis - at least once a week
- for more than four hours per day but less than 24 hours.

It is only when all of these conditions exist that regulation is required. The North Carolina Department of Health and Human Services is responsible for regulating child care. This is done through the Division of Child Development and Early Education (DCDEE). The purpose of the regulation is to protect the well-being of children while they are away from their parents. The law defining child care is the North Carolina General Statutes, Article 7, Chapter 110.

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The North Carolina Child Care Commission is responsible for adopting rules to carry out the law. Some counties and cities in North Carolina also have local zoning requirements for child care programs.

## **Star Rated Licenses**

Centers that meet the minimum licensing requirements will receive a one star license. Programs that choose to voluntarily meet higher standards can apply for two through five star licenses. The number of stars a program earns is based upon the education levels their staff meets, program standards met by the program and one quality point.

## **Child Care Centers**

Licensing is required at a center when six or more children are cared for in a residence or when three or more children are in care in a building other than a residence.

Religious-sponsored programs are exempt from some of the regulations described below if they choose not to be licensed. Programs that operate for less than four consecutive months, such as summer camps, are exempt from licensing. Child care centers may voluntarily meet higher standards and receive a license with a higher rating. Centers will be visited at least annually to make sure they are following the law to receive technical assistance from child care consultants.

## **Child Abuse, Neglect or Maltreatment**

Every citizen has a responsibility to report suspected child abuse, neglect or maltreatment. This occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. Abuse may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. Neglect occurs when a child does not receive proper care, supervision, or discipline, or when a child is abandoned. **North Carolina law requires any person who suspects child abuse or neglect to report the case to the county department of social services.** In addition, any person can call the Division of Child Development and Early Education at 919-527-6335 or 1-800-859-0829 and make a report of suspected child abuse or neglect in a child care operation. Reports can be made anonymously. A person cannot be held liable for a report made in good faith. The operator of the program must notify parents of children currently enrolled in writing of the substantiation of any abuse, neglect or maltreatment complaint or the issuance of any administrative action against the child care facility. North Carolina law requires any person who suspects child abuse or neglect in a family to report the case to the county department of social services.

## **How to Report a Problem**

North Carolina law requires staff from the Division of Child Development to investigate a child care center when there has been a complaint. Child Care providers who violate the law or rules may be fined up to \$1,000 and may have their license suspended or revoked. If you believe that a child care provider fails to meet the requirements here, or if you have questions, please call the Division of Child Development and Early Education at 919-527-6500 or 1-800-859-0829.

## **Reviewing Files**

A public file is maintained in the Division's mail office in Raleigh for every regulated center. These files can be

- reviewed during work hours ( 8am-5pm)
- requested via the Division's website at [www.ncchildcare.net](http://www.ncchildcare.net) or
- requested by contacting the Division at 1-800-859-0829 or 919-527-6335

Centers must at minimum meet requirements in the following areas.

- **Staff**
  - The administrator of a child care center must be at least 21, and have at least a North Carolina Early Childhood Administration Credential or its equivalent. Lead teachers in a child care center must be at least 18 and have at least a North Carolina Early Childhood Credential or its equivalent. If administrators and lead teachers do not meet this requirement, they must begin credential coursework within six months of being hired. Staff younger than 18 years of

age must work under the supervision of staff 21 years of age or older. All staff must have training in First Aid and CPR. All staff must undergo a criminal background check every 5 years thereafter. One staff must complete the Emergency Preparedness and Response in Child Care training and plan.

- **Ratios**

- Ratios are the number of staff required to supervise a certain number of children. Group size is the maximum number of children in one group. Ratios and group sizes for licensure are shown below.

Age	Teacher: Child ratio	Maximum Group Size
0-12 months	1:5	10
12-24 months	1:6	12
2 years	1:10	20
3 years	1:15	25
4 years	1:20	25
School age	1:25	25

- Small centers in a residence that are licensed for six to twelve children may keep up to three additional school-age children, depending on the ages of the other children in their care. When the group has children of different ages, staff-child ratios and group size must be met for the youngest child in the group.

- **Space and Equipment**

- To meet licensing requirements, there must be at least 25 square feet per child indoors and 75 square feet per child outdoors. Outdoor play space must be fenced. Indoor equipment and furnishings must be clean, safe and well-maintained and developmentally appropriate. Outdoor equipment and furnishings must be child size, sturdy, and free of hazards that could injure children.

- **Program Records**

- Centers must keep accurate records such as children’s attendance, immunizations, and emergency phone numbers. A record of monthly fire drills practiced with safe evaluation of children must also be maintained.

- **Curriculum**
  - The Division of Child Development does not promote or require any specific curriculum over another. Child care programs choose the type of curriculum appropriate for the ages of the children enrolled. Activity plans must be available to parents and must show a balance of active and quiet activities. Rooms must be arranged to encourage children to explore and use materials on their own.
  
- **Health and Safety**
  - Children must be immunized on schedule. Each licensed center must ensure the health and safety of children by sanitizing the area and equipment used by children. Meals and snacks must be nutritious, and children must have portions large enough to satisfy their hunger. Food must be offered at least once every four hours. Local health, building and fire inspectors visit licensed programs to make sure standards are met. All children must be allowed to play outdoors each day (weather permitting) for at least 30 minutes a day and must have space and time provided for rest.
  
- **Transportation**
  - Child care centers providing transportation for children must meet all motor vehicle laws, including inspection, insurance, license, and restraint requirements. Children may never be left alone in a vehicle and child-staff ratios must be maintained.
  
- **Discipline and Behavior Management**
  - Each program must have a written policy on discipline, must discuss it with parents and must give parents a copy when the child is enrolled. Changes in discipline policy must be shared with parents in writing before going into effect. Corporal punishment (spanking, slapping, or other physical discipline) is prohibited in all centers. Religious-sponsored programs which notify the Division of Child Development and Early Education that corporal punishment is part of their religious training are exempt from that part of the law.
  
- **Parental Rights**
  - Parents have the right to enter a family child care home or center at any time while their child is present
  - Parents have the right to see the license displayed in a prominent place
  - Parents have the right to know how their child will be disciplined.

The law and rules developed are to establish minimum requirements. Most parents would like more than minimum care. Child care resources and referral agencies can provide help in choosing quality care. Check the telephone directory or talk with a child care provider to see if there is a child care resource and referral agency in your community. For more information about quality child care, parents can call 1-800-CHOOSE-1 or visit the Resources in Child Care website at [www.ncchildcare.net](http://www.ncchildcare.net). For more information on the law and rules, contact the Division of Child Development at 919-814-6300 or 1-800-859-0829, or visit our homepage at [www.ncchildcare.net](http://www.ncchildcare.net).

Division of Child Development & Early Education  
NC Department of Health and Human Services  
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