



*Family Service has been part of the community since 1891,  
meeting the changing needs of those we serve for over  
125 years.*

# Family Handbook



501 South 7<sup>th</sup> Street

Lincoln, NE 68508

402-441-7949 ext 2

402-441-6466 FAX

[www.familyservicelincoln.org](http://www.familyservicelincoln.org)

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This Family Handbook is intended to be used by parents, children, and staff as a guide to the rules, regulations, and general information about Family Service. Each family is responsible for becoming familiar with the handbook and knowing the information contained in it. Parents are encouraged to use this handbook as a resource and to assist their child in following the rules contained in this handbook.

Although the information found in this handbook is detailed and specific on many topics, the handbook is not intended to be all encompassing, covering every situation and circumstance that may arise during any school day, or school year. This handbook does not create a "contract". The administration reserves the right to make decisions and make rule revisions at any time to implement in the program and to assure the well-being of all children. The administration will be responsible for interpreting the rules contained in the handbook. Should a situation or circumstance arise that is not specifically covered in this handbook, the administration will decide based upon all applicable Family Service policies and governing bodies. The information provided in this book is subject to change without notice. If you have any questions or concerns, please feel free to call the Program Coordinator at 402-904-5568 or the Program Support Specialist at 402-441-7949 ext 2.

Throughout this book the term "Parents" refers to both natural or adoptive parents and to legal guardians.

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## WELCOME

Welcome to Family Service, a nationally accredited agency, that seeks to provide the highest quality service to children and families. We are a non-profit organization funded through fees and grants from various governmental and community agencies. Family Service maintains a high standard of ethics to ensure that your rights as a family are respected. We encourage you to read the following information which will hopefully address any questions you might have before your child starts in the program. If you have other questions or comments, please feel free to talk with the program staff or contact us at 402-441-7949 ext 2. We are pleased that you have chosen Family Service for your family.

-Family Service Staff



### MISSION STATEMENT

*Helping Families Thrive*

## YOUTH DEVELOPMENT PROGRAM PHILOSOPHY

Youth Development Programs are family-centered. They promote and support children in their social, emotional, physical, and intellectual development.

Where the **FUN** starts & **LEARNING** never stops!



## Eligibility

Eligibility to participate in Family Service programs shall be granted regardless of children's and/or parent's race, color, creed, religion, national origin, gender, or disability. Children must be emotionally and physically able to participate in the program activities with a ratio of 1 adult to 15 children. The program is designed with the developmental needs of the school-age children in mind to best support their growth and development.

### **Youth Development Programs**

To be eligible to participate in the Youth Development Programs, children must be toilet-trained and currently be enrolled in elementary school (K-5). *For Summer Youth Development Programs children would need to have completed kindergarten up to 5<sup>th</sup> Grade and cannot be over the age of 13 years old.*

### **Special Needs**

It is the intent of Family Service to provide group child care services to children, without regard to disability. The ability to serve special needs will be considered for admission on a case by case basis. Factors include that the child will not:

- Constitute a direct threat to the health or safety of himself or herself or others in a group child care setting, or,
- Require supervision, educational services, and/or personal services beyond that reasonably expected of the existing staff, or services not provided for children without disabilities, or
- Require specialized equipment not present in or available to the program.

Reasonable accommodations will be made to include the child in the program. However, accommodations that would fundamentally alter the nature of or create an undue financial burden on the program, such as one-on-one care, cannot be made.

Parents are responsible to provide all pertinent information such as medical care plan, IEP, or other individual plan regarding the child's special needs from physician, educational specialist, therapists, etc. to assist the staff in the care of the child. Staff and parent will meet to determine if the program is the right environment for the child. While the child is enrolled in the program, staff and parents will continue to meet regularly to monitor the child's progress.



## **ENROLLMENT & REGISTRATION**

Parents and children are responsible to thoroughly read the Family Handbook. Families are welcome to visit the program any time prior to enrolling into the Youth Development Programs to ensure the procedures are a match for your family's needs. *(Arranging a visit ahead of time will ensure that the staff will be readily available to answer your questions).*

## Enrollment

All eligible children must be enrolled in the Youth Development Programs before participating in any program.

Enrollment into the Youth Development Programs is the review of the Family Handbook, completion of required forms, payment of enrollment fee, and completion of the online registration process. All forms must be completed and turned into Family Service prior to your child's first day of the program.

The online, new parent registration is where you will need to include critical information regarding your child and is where the parent will provide emergency contacts and authorized escorts. Falsification of information or failure to provide information to Family Service regarding the care of your child on registration forms and required paperwork is grounds for rejecting participation or immediate disenrollment.

Information on the parent portal is always required to be kept up-to-date. Parents are responsible for informing Family Service of changes in your child's health, custody, or personal info (address, phone number, etc) via the parent portal.

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## Registration for Programs

Registrations for programs is on the Family Service website and Parent Portal. Space is limited due to capacity regulations. Registration is accepted on a first come, first served basis.

### • **Registration for AM Only, PM Only, and AM & PM Programs:**

*Registration for Before and After School Programs is to be completed online at the time of enrollment. Please see enclosed Appendix A: Youth Development Programs Sheet for specific hours for your school's program. The child must be registered each school year.*

*\*\*\*Lincoln Public Schools PLC Days\*\*\*: Registration for the PM Only or AM & PM Programs also includes Family Service opening 80 minutes earlier in the afternoon for Lincoln Public Schools PLC days and the first week of the school year in which school releases early. There is no additional registration or charge to participate on early release days when you are registered in PM programs. AM only service does not provide a spot for your child on PLC days.*

### • **Registration for Non-School Days/Weeks Programs (days Lincoln Public Schools are closed):**

*Families enrolled in the Youth Development Programs may register for programming on Lincoln Public Schools Non-School Days/Weeks. Registration takes place prior to the non-school day for an additional cost. Please see Fees & Payment Responsibilities section in this handbook. The Non-School Day registration must be completed, along with payment, 2 weeks before the Non-School Day/Week. Programs may be held at an alternative school location.*

### • **Registration For Summer Programs:**

Registration for Youth Development Summer Programs is opened to currently enrolled families of the Before & After School Programs prior to opening to the public. Registration for Family Service programs takes place on the parent portal. Enrollment is on a weekly basis with no minimum. A \$20 weekly activity fee is also required to cover cost of major activities, swimming and field trips. The activity fee is due at the time of registration and is only refundable until specified deadline, given at time of enrollment.

## Changes in Service Types

Custodial parent of the child may change the type of care they would like to participate in by joining the new service type's waiting list on the parent portal and contacting the office.

When the change in the type of care is not available, the child will be placed on a waiting list and will be notified when said type of care becomes available. Those already enrolled in our program will go to the top of our waiting list and will be enrolled on a first come, first serve basis.

## Changes in Service Location

Custodial parent of the child may change the location of care they would like to participate in by joining the new location's waiting list on the parent portal and contacting the office.

When the change in the location of care is not available, the child will be kept on a waiting list until the desired location becomes available. Those already enrolled in our program will go to the top of our waiting list and will be enrolled on a first come, first serve basis.

## Discontinuation of Enrollment

The registration fee will not be refunded regardless if the child attends the program. Payment responsibilities are the same whether the parent or Family Service discontinue services.

Family Service requires the custodial parent to provide a full week (Monday-Friday) notice to the site supervisor or office prior to discontinuing service.

A child's enrollment may be discontinued by Family Service for the following reasons:

- Failure to pay your fee the first day of care each week.
- Failure to pick up your child by the time the program closes.
- Failure to notify Family Service if your child is going to be absent from the program.
- Falsifying information on required paperwork.
- Family Service determines that the child is unable to abide by the Family Service Conduct Expectations.
- Family Service determines that the behavior of the parent is inappropriate, or the parent is unable or unwilling to work respectfully and cordially with the staff to resolve a problem.



## Waiting List

Enrollment at each site is limited. The length of the waiting list and its movement varies from site-to-site and year-to-year. Openings are offered as space becomes available throughout the year. Family Service cannot guarantee or predict when space will become available. You may remain on our waiting list indefinitely; your placement is determined by the time stamp from when you registered.



## **FEES & PAYMENT RESPONSIBILITIES**

Fees are based on enrollment only. There is not a reduction in fees for absences, holidays, snow day, vacations, non-school days, or suspensions from the program. Absences due to illness, holidays, severe weather closings, or personal reasons will not be deducted from your scheduled weekly fee. Fees will not be pro-rated if care begins and ends during the week.

## Fee Schedule

- ▶ **Enrollment Fee** - \$ 35.00/child or \$60.00/family  
*(Non-refundable or transferrable fee is due at the time of initial enrollment into Family Service.)*
- ▶ **Before School Program** - (Kindergarten to 5<sup>th</sup> grade) \$ 45.00/week
- ▶ **After School Program** - (Kindergarten to 5<sup>th</sup> grade) \$ 55.00/week
- ▶ **Before & After School Program** - (Kindergarten to 5<sup>th</sup> grade) \$ 75.00/week
- ▶ **Single Non-School Day Program** - (additional fee to weekly fees) \$ 15.00/day
- ▶ **Non-School Week Program** - (Kindergarten to 5<sup>th</sup> grade) \$125.00/week
- ▶ **Summer School-Age Full Day Program** - (Kindergarten to 5<sup>th</sup> grade) \$125.00 + \$20 activity fee/week
- ▶ **Enrichment Clubs** - Fees are determined by club cost. TBA
- ▶ **Insufficient Funds Fee** - \$35.00 per check
- ▶ **Late Pick Up Charge** - \$5.00 per child for first 15 minutes late & \$1 every minute thereafter  
*(This fee will be added to your account and must be paid with the following week's fees.)*

## Payment Responsibilities

By completing Family Service's online registration, each parent is agreeing to all payment agreements referenced on page 29 of this handbook. Family Service will have one account for each biological family enrolled into a program and all charges and payments will be posted to their account (on the parent portal) on a weekly basis.

### **Checks are to be made out to: Family Service**

- **Payments are due on the first day of each week by 5:45 p.m.**
  - Non-payment of your weekly fee is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment.
  - If you anticipate difficulty with paying on time, please discuss the matter with our Family Service Accounting Office immediately (402-441-7949 ext 1).
  - Family Service does not send a weekly bill, your Parent Portal serves as your bill. You can create statements of your account in your Parent Portal on the Statements tab. If you have questions about your payments, contact the Family Service Accounting Office immediately (402-441-7949 ext 1) to clear up any confusion in your account.
  - When writing a check, always include your child's name and program location to ensure your payment is credited to the correct account.
- **Payment Options:**
  - Parents are encouraged to make payments via their Parent Portal. One-time payment and auto-pay options are available with ACH, Visa, Mastercard, American Express, or Discover.
  - Parents may make payments in the form of check or money order at their child's program location.
  - **NO CASH CAN BE ACCEPTED AT THE PROGRAM LOCATION.** Family Service is not liable for any cash dropped off at the site. Cash is **ONLY** accepted at the Family Service Main Office during regular business hours.
  - Payments can be mailed to:
    - Family Service
    - ATTN: Accounting
    - 501 South 7<sup>th</sup>
    - Lincoln NE 68508



- **Delinquent Accounts**

- All Parent(s) listed on the Parent Portal will be responsible for any outstanding balance on the account.
- Families who leave the program with a balance will be unable to re-enroll their children until balances are paid in full.
- We will make every attempt to work with families to reconcile outstanding balances. Failure to pay at this time shall result in denial of child care services and the account will be turned over to a collections agency.
- Accounts turned over to a collection's agency may be reported to the credit bureau.



## **FAMILY SERVICE FINANCIAL ASSISTANCE**

Family Service recognizes that many of the children and families throughout our community would benefit from Family Service programs and services but cannot afford to participate. Family Service's commitment to our community assures that financial assistance is available to those who qualify. Our financial assistance is based on the federal poverty guideline which factors in household size and income.

Through the generosity of Family Service contributors, our goal is to have sufficient funds to ensure Family Service remains available to all. Thanks to generous donors to our agency, we are able to make Family Service accessible through our Financial Assistance Program.

Family Service requires that individuals provide all the requested information on the application regarding income and family size. The assistance is awarded on a first come, first served basis and is subject to the availability of funds. Family Service also requires that individuals **RENEW THE APPLICATION ANNUALLY** or when requested, to keep information on their application up-to-date. Completing an application does not guarantee a fee reduction.

Family Service believes that a strong sense of ownership and pride is developed if the financial assistance recipient contributes to the cost of their involvement Family Service. Therefore, all applicants will be required to pay a portion of the program fees.

The following guidelines must be followed to received financial assistance from Family Service:

- Once awarded financial assistance participation in the program is mandatory. Daily attendance at the program is important to ensure your child is receiving the full benefit of the program and also to ensure the financial assistance is serving the families with the highest need for service.
- Payments must be paid in full and on time.
- The applicant is responsible to reapply reach year in the summer for the next school year.
- Falsifying or failure to provide change in any information on the Financial Assistance Application could jeopardize financial assistance.

**How To Apply:** All steps below MUST be completed to process your application. Financial assistance will NOT begin until required items are completed by the applicant and returned to Family Service.

Step #1: Complete ALL of the Financial Assistance Application. This application can also be found on the Parent Portal in the Communication tab or given upon request.

Step #2: Attach a copy of verification of any of the following household income:

- Employment Pay Stub
- Tax Information
- Social Security/Disability/SSI
- Retirement/Pension/IRA or Trust Fund Income
- Other Income: (School Loans, Unemployment, Child Support Statement, DHHS Statement of Aid, etc.)

Step #3: If you feel there are special circumstances that may be a factor in this decision, please provide in writing your explanation along with supporting documentation.

Step #4: Return to your Site Supervisor, fax to office (402-441-6466; Attn: Accounting) or mail to:

Family Service  
Attn: Accounting  
501 South 7th  
Lincoln, NE 68508



## DEPARTMENT OF HEALTH & HUMAN SERVICES FINANCIAL ASSISTANCE

Family Service has a contract with the Department of Health and Human Services (DHHS) to accept child care subsidy payments (Title XX) for qualifying families.

Family Service requires children to be authorized and request the child(ren) attend the following:

- Child authorized and attend for 5 days of the week.
- Child authorized and requested attendance:
  - AM Only Programs 1.25 hours a day
  - PM Only Programs 2.0 hours a day
  - AM & PM Programs 3.0 hours a day
  - Full Day Programs (*Non-School Days/Summer*) at least 5.75 hours a day

Department of Health and Human Service contract does not allow Family Service to bill the State of Nebraska when your child is absent from the program or if you pick your child up late. **You are be responsible for paying for days your child is absent or when you pick up your child late from the program.**

### **How To Set-Up DHHS Paying Your Child Care At Family Service:**

All steps below MUST be completed prior to DHHS paying for your child care at Family Service. Family Service will work with Department of Human Services (DHHS) to provide child care services to families in need of Title XX funds.

1. The parent or guardian must contact DHHS [www.ACCESSNebraska.ne.gov](http://www.ACCESSNebraska.ne.gov) or 1-800-383-4278 to determine if you qualify for child care assistance.
2. The parent must request a DHHS Authorization for the Enrollment Fee and Child Care to be sent to Family Service.
3. Confirmation of eligibility notice from DHHS must be provided to Family Service prior to attendance. This could take up to 30 days. You may contact the Family Service Accounting Office 402-441-7949 ext 1 if you have any questions.
4. Registration on the Parent Portal constitutes the agreement referenced on page 30: Title XX Payment Agreement, which outlines the details of your DHHS Authorization and your payment responsibilities to Family Service.
5. Parents will be responsible for any fees if DHHS discontinues your authorization for child care or denies payment for fees you accrue while enrolled in Family Service.



### **STAFF**

The essential component of our programs is our staff. We hire, train, and retain high quality staff. Staff will interact with children by focusing on their strengths, supporting their ideas, and helping them resolve conflicts. A minimum ratio of one staff member to fifteen children (1:15) for school-age children will be followed.

All staff are experienced and trained in basic child growth and development and use age-appropriate teaching methods. All staff, prior to hire, and then annually, are required to have a criminal, child abuse, and neglect background check. Each program location will have:

**Site Supervisor(s):** Each Family Service location will be under the direct supervision of the Site Supervisor (Director). Site Supervisors will have a degree in the field of education or related field and/or experience in the field. In addition, they are required to have CPR, First-Aid, Health & Safety Training, Child Abuse & Neglect Prevention, and are required to have 20+ hours professional development every year.

**Teacher Assistant(s):** Teacher Assistants are required to have Health & Safety Training, CPR, First-Aid, and Child Abuse & Neglect Prevention and the opportunity to receive 6+ hours of professional development in child development. Assistants are supervised by the on-site Site Supervisor (Director).

We treat our staff as professionals and value professional boundaries; we ask that you not approach our staff to care for your child after hours. However, if a teacher makes the decision to care for your child after working hours, please understand that Family Service cannot be held responsible for what staff do outside of their working hours.



## DAILY SCHEDULE & ACTIVITIES

Youth Development Programs are based on "active learning," direct, hands-on experiences with people, objects, events, and ideas. Children are encouraged to "construct their own knowledge" by pursuing their personal interests and goals, guided by staff members who understand the important learning areas for children.

### Daily Schedules

The daily schedule is flexible and offers enough security, independence and stimulation to meet the needs of the children. The daily schedule will be posted on site in the parent area. Daily schedules may vary depending on events and activities and always subject to change. The main components you will see in all daily schedules are:

- Open and Closing Times
- Bathroom Breaks
- Drink Breaks
- Reading Time
- Washing Hands
- Outdoor Time
- Organized Recreation
- Center Time
- Individual/Group Activity Time
- Meal Time

### Curriculum & Activities

Our goal for children participating in all Family Service programs is to meet their individual needs by enriching their experiences. We give children time to develop relationships, pursue interests, practice new skills, or just curl up with a book. We provide a unique opportunity, within an informal learning environment, for children of varying ages to learn together. Many activities will align with the school day at Lincoln Public Schools.

### Homework Time

Family Service staff will help, remind, and encourage children to complete their homework. Staff will not force children to do homework. We will provide approximately 20 to 30 minutes in the daily schedule for homework to be completed. If individual children request longer, we will make accommodations. If your child does not have homework or chooses to do their homework at home, other quiet, academic, skill building activities will be provided.

### Outdoor Time

Outdoor Time is considered an essential part of Family Service. All children will be expected to go outside daily, weather permitting. It is assumed that if your child is well enough to attend the program, they are well enough to go outside. Please ensure your child is dressed appropriately for the weather. Staff will remind children to dress appropriately. Staff will not force children to dress appropriately or let them stay inside.

### Center Time

Children will be able to choose from a variety of areas such as art, reading, math, science, building, and imaginary play. Centers include child-initiated activities and children can select their activities within the center.

### Screen Time:

Media, computers, video games, and other technology will only be used to supplement, as opposed to replacing program curriculum and activities. Staff will ensure that content and language is appropriate for all students. Screen time should never be more than 30 minutes a day. Staff will notify parents 1 week in advance of any media viewing. If you choose, or the child chooses not to participate, an alternative activity will be provided for the children.

### Pets

At times, small pets may become a part of the program. Prior to pets visiting the program, staff will check children's medical information on the child's portal to ensure all children in the program are free from reported allergies to the pet in question. If any of the enrolled children are allergic to the visiting pet, the pet will not visit. In addition, when animals visit, all families will be given one-week written notification of the upcoming animal visitor, therefore spontaneous visits from family pets are not allowed.

### Field Trips

Field trips occur most often in the summer. The field trips may include walking, public transportation, or transportation with Family Service vans. Parents will receive a two-week notice of field trips prior to the children going on the field trip. Parents will be responsible for providing a car seat or booster seat if their child requires one by Nebraska State Law. Arrival and departure times will be posted before field trips; it is the parent's responsibility to have the child at the program in time for departure. When a child does not arrive before departure time, it is the parent's responsibility to find alternative care for that time.



## SAFETY & SECURITY PROCEDURES

The Youth Development staff will not unduly expose children, youth, families, or other staff to a preventable security concern or injuries.

### Absences

Parents are required to inform Family Service when their child will be absent from the program prior to being absent. All Family Service locations have voicemail, so you may leave a message at any time. Absences without prior notification may be mistaken for a missing child and cause unnecessary concern. If your child will not be attending Family Service because of appointments, vacations or other absences, please notify the Site Supervisor in advance. Confirmation to ensure the message of the absence is received is the responsibility of the parent.

Parents are responsible to:

- Notify the school and Family Service separately, of any changes in their child's schedule as soon as possible.
- Provide Family Service with a calendar of the child's schedule, if the schedule will be changing frequently.

If a child does not arrive at Family Service as intended, the Site Supervisor will contact the parents. When we are unable to contact the parent, we will contact the next authorized contact listed on the child's Portal. If we are unable to contact an authorized contact and secure the location of the child within 30 minutes of school dismissal or expected arrival time, the police will be contacted.

### Arrival Procedures

Parents are required to accompany their child to the Parent Family Service Area at AM drop-off and sign them in each day with their assigned PIN number. Families may have older siblings drop-off with **written approval from the parent**. Parents are encouraged to share needs of the child for the day with the staff and assist in transition from home to program.

The check-in system is for your child's safety. Children are not to sign themselves in. Failure to comply with the sign-in system may result in dismissal from the program.

### Departure & Release Procedures

Parents are required to pick up their child and sign them out each day. The parent is required to use their assigned PIN number when signing out their child.

No child will be released to a person not in the child's portal with their own assigned PIN number, PRIOR to the person picking up. When someone different will be picking up your child, please contact the Site Supervisor prior to pick-up to help with a smooth transition for your child and to help the staff to be prepared when they arrive to assist them with the sign out procedure.

Staff will check photo identifications. No child will be released to leave with someone who refuses to show photo identification when asked or is under the age of 19. Parents will be asked for identification if a staff does not recognize them or has not seen them before. Please communicate with anyone picking up your child to bring photo identification with them to sign out your child. This is for your child's safety. Your patience is appreciated.

The check-out system is for your child's safety. Children are not to sign themselves out. Failure to comply with the sign-out system may result in dismissal from the program.

Parents are responsible to notify the Site Supervisor in writing prior to releasing their children to participate in extra-curricular activities after school. Parents are encouraged to provide Family Service with a calendar of the child's club schedule of days and release times, if the schedule will be changing frequently.

Family Service staff will keep a child at the program if instructions are not clear and/or staff members are in doubt about releasing the child.

## **First Aid Kits**

First aid kits are in each room. When leaving the building staff is required to carry first aid kits.

## **Accidents & Injuries**

Staff is trained and certified in CPR and First-Aid annually. If a child is hurt while in our care, appropriate first aid is applied. With minor accidents, Family Service will verbally communicate with the parent/guardian and give an Accident Report Form at the time of pick up. Staff will contact parents for all head injuries and will use their best judgment to immediately notify parents of minor injuries.

## **Medical Emergencies**

In the event of a medical emergency requiring a doctor's treatment, Family Service will contact you immediately, and we may call 911. If we are unable to reach you, we will contact your child's emergency contacts. Responding emergency medical personnel will determine if the child should be transported to a hospital. We will provide them with the information from your child's records for hospital and physician. If this information is not specified, the child will be transported to the nearest available hospital. If a child needs to go to the hospital via ambulance, and the parent is not immediately available, a staff member will stay with the child until the parent arrives at the hospital.

## **Emergency Preparedness**

Family Service will follow the same emergency response system, "Standard Response Protocol", as Lincoln Public Schools. All rooms have emergency routes and procedures posted, and drill procedures are practiced monthly. During emergency drills or a real emergency, parents may not sign children into the program. Parents must wait until the drill or emergency is complete and children have returned to the building to sign their child into the program.

## **Photos/Media**

A parent may take photos of his/her child or children at Family Service-sponsored events. However, parents may not post any photos from Family Service events on the internet or on social media if they include other children (children for whom you are not the parent or legal guardian). Many parents do not wish their child's photo to be on the internet or on social media, and Family Service respects their wishes.



## **PARENT INVOLVEMENT**

Parents are welcome to visit and be involved in our program. We have volunteer opportunities for parents to participate in the program. Staff members may ask for active involvement of both parents at all levels of the program. Parents are encouraged to participate in program activities by sharing family traditions, skills, and hobbies as well as attending child's performances, field trips, and picnics.

Family involvement is very important to the children and the staff of the Youth Development programs. The children and staff will plan and implement annual events to involve the whole family at your program location. In addition to helping parents get to know staff, family social events provide an opportunity for parents to get to know each other and other children in the program, in a relaxed atmosphere. We encourage all families' participation so you may see the children's accomplishments. Some events to look forward to annually are: Lights On Afterschool, National Family Week, and School Appreciation Event. The events may include potlucks, talent shows, educational speakers or festivals.

## **Parent/Visitor Area**

Please check daily for posted notices, newsletters, volunteer opportunities, fliers or other information about program activities.

## **Custody Arrangements**

Family Service recognizes many families have unique custody arrangements. We encourage families to find solutions to custody issues without putting children and/or staff in a difficult position. Youth Development Programs are not designed to mediate custodial issues or parenting time between parents.

When a difficult position presents itself, staff will discuss the issue with both parties to find a solution which minimizes the stress for the child. Official court orders will need to be provided to Family Service and uploaded on the Parent Portal to deny access to a parent.



## Parental Conduct

Parents are required to conduct themselves in a positive manner within the program facilities. Dismissal may occur if an adult uses threatening communications or conduct towards any participant, staff member or others associated with Family Service that creates an unsafe or hostile environment. Parents must be responsible for, and in control of, their behavior always. If, at any time, your behavior is viewed as inappropriate, staff will tell you to leave the facility immediately. For your child to continue to participate in the program, you may need to make arrangements for an authorized escort to drop off and pick up your child.



## COMMUNICATION

Parents are treated as partners in the program. Staff and family members are expected to share information to support the well-being of children, families, and program.

## Daily Communication

Daily verbal communication between parents and staff may occur at arrival and departure so we ask that you finish your cell phone conversations before entering the building. Written information will be located in your family folder, sent via email, or posted in the Parent Portal. Parents will be responsible to check their folder, email, and portal daily.

## Monthly Communication

The program will provide regular communication via the bulletin board located in the Parent/Visitor Area and send a copy via email. Monthly communication for parents will include, but is not limited to, reminders, menus, new staff information, emergency routes, monthly newsletters, etc. Newsletters are posted in the Parent Area, sent via email, and available on the Parent Portal in the Communication tab.

## Individual Family Conferences

Conference opportunities are available at any point. Staff and parents hold conferences upon request, or when specific issues arise, in order to support the child's overall development.

## Concerns

If, for any reason, you are having a difficult situation with the program, we encourage you to speak directly to the on-site Site Supervisor. If you and the Site Supervisor are unable to resolve the situation, please feel free to call and talk to our Program Coordinator at 402-904-5568.



## HEALTH & HYGIENE

Family Service children are expected to arrive to the program clean and with a properly maintained personal appearance. To ensure the health of all children in our programs, staff will do a quick visual health child check at arrival to make sure your child is ready to participate in the day's events. Staff are trained on how to care for children/youth with illnesses, how to administer medication, and are certified in CPR, First Aid, and Blood & Air Borne Pathogens.

## Hand Washing

The Youth Development Programs expect staff, children, and visitors at a program to wash hands to help stop the spread of illness. Hand washing breaks for staff and children are scheduled frequently throughout the day.

## Immunizations

All children are required to have up-to-date immunizations and be prepared to provide a copy when requested by Family Service. If your child cannot be immunized, you will need to complete an immunization waiver. In the event of a communicable disease, unimmunized children will be excluded from the program.

## Chronic Health Conditions

Family Service staff must be alerted of children who have chronic (long-term) health problems such as diabetes, epilepsy, allergies, and asthma. Parents must provide detailed information about specific health issues at the time of enrollment. Information about any special health conditions that the child has, such as allergies or asthma, must be recorded on the child's profile in the Parent Portal.

Parents will be required to complete an Action Plan for staff to follow during the time the child is attending the program. Action Plans are available from your Site Supervisor upon request. Parents will be required to ensure the appropriate medication is always accessible to the staff during the program. A child will not be able to attend the program if identified medication is not logged into the medication log and accessible to the staff at all times during the program.



## **ILLNESS**

The Youth Development Programs have an obligation to protect all enrolled children and adults from unnecessary exposure to illness or disease. Family Service follows expectations of the Lincoln/Lancaster County Health Department in order to be consistent and fair when deciding if a child is ill.

If your child becomes ill while at the program, you will be called to take your child home. You will need to pick your child up within an hour of the phone call. Illness Exclusion Guidelines will guide staff to determine if a child should be in attendance. Staff will immediately exclude children in the following situations:

### **ILLNESS EXCLUSION GUIDELINES**

Exclusion is required from program until free from symptom for 24 hours without medication and/or health provider's written approval.

- **FEVER:** Fever is defined as having a temperature of 101°F or higher. All temperatures are to be taken orally or under the arm.
- **POSSIBILITY OF SEVERE ILLNESS:** Unusually tired, irritability, uncontrolled coughing, persistent crying, difficult breathing wheezing, seizures, and/or severe stomach pain.
- **VOMITING:** Vomiting is defined as two or more episodes in the previous 24 hours.
- **HEADACHE COMBINED WITH STIFF NECK**
- **UNCONTAINED DIARRHEA:** Uncontained diarrhea is defined as one loose stool that cannot be contained by the use of the toilet.
- **UNCONTROLLED DIARRHEA:** Uncontrolled diarrhea is defined as five or more stools in an eight hour period, an increased number of stools for the child, or watery or bloody stools.
- **MOUTH SORES WITH DROOLING**
- **UNDIAGNOSED RASH**
- **HEAD LICE (applies to Summer Program only):** No nits. No live bugs for 24 hours.
- **SORE THROAT/TROUBLE SWALLOWING**
- **EYE DRAINAGE:** Eye drainage is defined as pink or red eyes with white or yellow discharge that causes matting of the eyelids; pain or redness of eyelids.
- **UNUSUAL COLOR:** Unusual color is defined as yellow eyes or skin; gray or white stool; black or blood colored stool; dark, tea or cola-colored urine.

Parents must have an alternate plan of action for child care to cover these situations.

- The child does not feel well enough to participate comfortably in the routine activities. Child will be excluded until the child is able to participate comfortably.
- The staff cannot provide quality care for the child without interfering with the delivery of programming to the other children. Child will be excluded until the child feels well enough to participate with the group.





## Medications

Administering medication during program hours is strongly discouraged; parents should be encouraged to work with their physician to have medications given at home. The first dose of any medicine is required to be given at home. This is important so that any side effects or allergic reactions that occur in the child due to the medication will be identified and recognized by the parent.

When the parent is unable to give medication at home, Family Service staff will administer the medication. Medications must be given to staff upon arrival at the program. Children are not allowed to carry any medications into the program, nor should medication be left unattended.

The parent is required to provide the medication and all needed supplies and fully complete the **Medication Log** prior to administration of any medications. In the event the directions indicate, "Consult Your Physician or directions differ from package directions" we require a signed authorization from your doctor before administering the medication.

Staff will not disclose information about a child's medication without written consent from the legal guardian and then information will be shared only on a need-to-know basis.

All medications, whether prescription or over the counter, are kept in a locked box or cabinet, out of children's reach. All refrigerated medication will be in a locked box in the refrigerator. Medication must pass a Safety Check by staff before accepting the medication.

Asthma or Allergy Action Plan: If your child needs an Epi-Pen or inhaler, Family Service is required to have an Asthma or Allergy Action Plan from your child's doctor. The Action Plan along with Medication Log must be completed for the staff to accept the medication.

## SAFETY CHECK

*NOTE: Staff will not accept any medication not in the original container.  
The parent must get an extra-labeled medicine bottle from the pharmacist.  
Most pharmacies will gladly "split" the prescription at no extra charge.*

- ✓ The child's name and date of issue is on the container of medication.
- ✓ The medication is in the original child-resistant container.
- ✓ Parent has provided the dropper, oral syringe, medicine cup or measuring spoon.
- ✓ Prescription label or manufacturer label includes a date of expiration.
- ✓ Name and phone number of physician and issuing pharmacy is on prescription.
- ✓ The original prescription or manufacturer's label includes:
  - Product Name
  - Dosage Recommendations
  - Strength
  - Administration Directions
  - Possible Side Effects/Reactions
- ✓ The specifics of the medication bottle/package match what is recorded on medication log.
- ✓ The medication and instrument (*i.e.: medicine cup, etc.*) are in a plastic bag and labeled with child's name.



## **GUIDANCE/DISCIPLINE/BEHAVIOR**

The purpose of discipline is to teach appropriate behavior, not punish behavior. Youth Development Programs' staff will positively guide and direct the child toward acceptable behavior while promoting self-esteem, encouraging self-regulation and respect for others.

### **Positive Recognition**

Staff will support and encourage positive behavior in programs. We will do our best to recognize and acknowledge positive choices being made by our children in many ways but not limited to:

- Verbal/written praise
- High-Fives/pats on the back
- Award coupons
- Stamps/Stickers Positive Behavior Chart

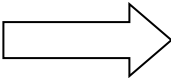
Staff will set clear, consistent limits with realistic expectations for child and follow through with understandable, age appropriate and fair consequences when a child behaves outside of the limits. Consequences will never include corporal punishment or any form of adverse stimuli (i.e. denying necessities, lock-up, chemical or mechanical restraints, hitting, yelling, screaming or threats).

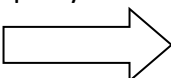
### **Family Service Challenging Behavior Guidelines & Procedures**

Challenging behaviors can be a very frustrating, although normal, part of a child's development. While such behaviors are not acceptable, they are going to happen whenever there are children together. These issues are ones that all persons caring for children in a group setting experience. Family Service Youth Development programs have each child's interest in mind and will work together with the school and families to try to minimize issues and help children learn appropriate behaviors.

Family Service programs provide a structured, active learning environment. We partner with Lincoln Public Schools and will implement LPS Student Supports as our behavior model, although there may be modifications based on the difference in environment. When ongoing challenging behavior occurs, it is disruptive and distracting. Family Service programs will define and respond to challenging behaviors according to the guidelines and procedures outlined below.

<u>Level 1 Behaviors:</u>	<u>Level 1 Interventions:</u>
<ul style="list-style-type: none"> <li>▪ Being disruptive</li> <li>▪ Being disrespectful</li> <li>▪ Not following directions</li> <li>▪ Running or loud voices inside</li> <li>▪ Inappropriate language</li> <li>▪ Leaving supervision without permission, but returning</li> <li>▪ Not maintaining personal space or keeping hands and feet to self</li> </ul>	<p>Staff will use LPS Student Supports and apply the following continuum as needed:</p> <ol style="list-style-type: none"> <li>1. Child receives a verbal redirect.</li> <li>2. Child is asked to move to an alternate location. If a child is unable to move, a 5 minute timer will be set. If a child is able to move: <ul style="list-style-type: none"> <li>✓ Child is given time to calm down.</li> <li>✓ Child will process with a staff.</li> <li>✓ Child can rejoin his/her group.</li> </ul> </li> <li>3. If a child is not able to follow adult instructions before the 5 minute timer is done, group leader will notify the Site Supervisor, who will contact the parents to make them aware of the situation. The child will have 10 minutes to follow Site Supervisor instructions before they will be moved to Level 2.</li> </ol>

<p><b><u>Level 2 Behaviors:</u></b></p> <ul style="list-style-type: none"> <li>▪ Refusal to participate in Level 1 interventions (child has surpassed 10 minutes following parent phone call)</li> <li>▪ Destruction of property</li> <li>▪ Stealing</li> <li>▪ Racial slurs</li> <li>▪ Threat of harm</li> </ul> 	<p><b><u>Level 2 Interventions:</u></b></p> <ol style="list-style-type: none"> <li>1. Parent will be contacted and child will be sent home immediately. Parent has 15 minutes to have a reasonable plan of pick-up in place.</li> <li>2. Child will sit with the Site Supervisor until departure and will begin with the Site Supervisor upon returning to program.</li> <li>3. Program Coordinator/Site Supervisor will determine if student can return the next day or following a one-day suspension. If pickup happens after 5:00pm, the suspension will be served the following day.</li> </ol>
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<p><b><u>Level 3 Behaviors:</u></b></p> <ul style="list-style-type: none"> <li>▪ Physical endangerment or assault</li> <li>▪ Leaving program area/property without permission</li> <li>▪ Inappropriate touching</li> <li>▪ Possession of weapons, Examples- lighters, pocket knives, or matches</li> <li>▪ Possession of alcohol, drugs, or tobacco</li> <li>▪ Intentional vandalism</li> <li>▪ Continued aggressive behavior despite prior suspensions</li> <li>▪ 2 Level 2 suspensions in one week</li> </ul> 	<p><b><u>Level 3 Interventions:</u></b></p> <ol style="list-style-type: none"> <li>1. Parent will be contacted and the child will be sent home immediately. Parent has 15 minutes to have a reasonable plan of pick-up in place.</li> <li>2. Child will sit with Site Supervisor until departure.</li> <li>3. Child will be suspended from the program until parents have met with the Site Supervisor/Program Coordinator to determine a plan for safe return. A longer suspension may be assessed at the discretion of the Family Service Site Supervisor or Program Coordinator.</li> <li>4. Upon returning, child will begin with the Site Supervisor to process.</li> </ol>
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Note: Behaviors at this level may require further action, such as...

- ✓ Contact with school administrators
- ✓ Police contact
- ✓ Referral for additional supports
- ✓ Behavior plans
- ✓ Dismissal from program

**Parent Responsibility**

- 1) Parents will be involved in their children's problem-solving process. This could include actively participating in problem solving over the phone if needed or assisting with behaviors upon arrival for pickup.
- 2) For the safety of the child, other children, and the staff, when a child has demonstrated a Level 2 or Level 3 Behavior, parent or authorized escort must pick up the child as soon as possible.
- 3) Parents will be expected to take an active role in the development and implementation of a behavior plan if needed.

**Family Service Responsibility**

- 1) Staff will consistently implement LPS Student Supports.
- 2) If staff determine the behaviors are severe enough to warrant a behavior plan, the Program Coordinator and/or Site Supervisor will meet with the child's parent to discuss the behavior.
- 3) After meeting with parents, a plan will be devised and routinely implemented by staff.
- 4) The Program Coordinator and/or Site Supervisor will observe the child during program hours and will make suggestions to the staff to aid in the prevention of the behavior.
- 5) Staff will make non-aggressive behavior teachings part of their curriculum and will work specifically with the child on redirection and alternative choices.
- 6) The behavior plan will be evaluated regularly and revised as necessary.

**In the case that all options have been exhausted and the behavior continues, results in other children being seriously injured (lacerations, severe bruising), or parent input and cooperation are not present, we reserve the right to terminate care immediately.**



## NUTRITION & MEALS

Family Service provides an afternoon snack in the after school program. Breakfast, lunch, and afternoon snack are provided during full day programming.

All children will be offered the provided meal or snack. Our programs participate in the Child and Adult Care Food Program (CACFP) to ensure meals and snacks are nutritious and support healthy eating habits. Staff, parents, and volunteers model social skills, proper table manners, and positive eating habits during the program. Children are also guided in cleaning up after snack is served. Children's appetites vary, and we do not push children to eat their food.

Families may send a nutritious sack lunch/snack to enhance or replace the provided meal or snack. We ask the sack lunch/snack to be nutritious: no gum, candy, soda, energy drinks, etc. We discourage snack/treats from home for group serving, i.e. birthdays.

Special dietary requirement must be documented by a physician for health reasons or by a minister/chaplain for religious reasons. We will accommodate these specific food needs. However, parents will be asked to provide some or all of their child's food when it is based on personal preference. To request special accommodations, see your site supervisor for a Medical Statement Form to Request Special Meals and/or Accommodations. A general snack/meal calendar is posted at each program site on the "Information Board". To request a copy please contact the site supervisor.



## GENERAL INFORMATION

### Confidentiality of Records

Family Service maintains a strong commitment to the right to privacy of all children and families we serve. All information the program receives regarding children and families participating in the Youth Development Programs are viewed as confidential information. Staff will protect and maintain an individual's or family's right to have information held in strictest confidence by not disclosing confidential information. Confidential information will be released for the following reasons:

1. Legally we are required to release information to the proper authorities to protect you or others. If staff has a reason to believe that someone's welfare is at risk or to protect others, information will be released to the proper authorities. This includes but is not limited to the threat or imminent risk to an individual's safety, the safety of others, or suspected child abuse.
2. For a subpoena or court order. Staff will disclose only specific information identified in the subpoena or court order.
3. For the purposes of quality assurance, audits, and accreditation reviews. To provide the best quality of service to our families, information will also be shared with other agency staff for the purposes of quality assurance review and program improvement. We are required to involve client records to respond to audits and accreditation reviews.
4. Legal guardians complete an Authorization to Release Information. Family Service shall not release information to any other party, including other participating families, unless you give permission for information to be shared outside of the agency by completing and signing a consent form.

### Child Protection Laws

All Family Service staff has a responsibility to children, and it is also mandated by Nebraska Law to report any suspected incidents of child abuse or neglect. If abuse is witnessed while it occurs, the police will be contacted immediately. Staff, parents, volunteers and any adult are **NOT** permitted to do the following:

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>a. NO physical punishment of a child (ie: dragging, slapping, hitting, punching, pinching, pulling, squeezing, hair pulling, pushing, spanking or striking a child with an object)</li> </ol> | <ol style="list-style-type: none"> <li>b. NO isolation or child being left alone or unaccompanied by an adult</li> <li>c. NO denial of bathroom privileges</li> <li>d. NO withholding of food, sleep or bathroom use</li> </ol> |
|--|---|

- e. NO punishment for toileting accidents or accidental spills at meal times
- f. NO restraints on a child's body
- g. NO sarcasm or insulting a child
- h. NO retaliation techniques of control
- i. NO wrestling with a child
- j. NO yelling or harsh tone towards a child
- k. NO force feeding
- l. NO sitting a child down extremely hard
- m. NO threatening of a child
- n. NO embarrassing a child in front of his/her peers
- o. NO indiscriminate deprivation

### **Personal Belongings**

Family Service is not responsible for any personal belongings that may become lost, stolen, or damaged while participating in our programs. The following items are not allowed in our Family Service Programs and should not be brought to the program. If any of these items are brought, they will be collected and returned to the child's parent at the end of the day: electronics, weapons (real or toys), violent items (video games, guns, swords, aggressive figures, etc.), candy or gum, toys from home, or money. Each program may have designated days for children to bring items from home. It is important for children to label their personal belongings. If an item is lost it will be placed in the Lost and Found. Items are kept for two weeks and then donated to charity.

**Clothing:** Please be sure your child wears comfortable, washable, clothing at all times. Although staff will take precautions to protect the child's clothing from staining, we cannot assume responsibility for any damaged or stained clothing. For this reason, we suggest not sending children in any clothing that you do not want damaged or stained. Please be sure your child's outdoor clothing is season-appropriate. Parents of children dressed inappropriately may be called to bring a change of clothing for their child. Children will be expected to uphold school dress code.

**Cell Phone:** All Family Service programs have a phone on site. For the safety and privacy of the students in our programs, Family Service strongly discourages the use of personal cell phones during program hours and encourages parents and students to utilize the program phone when they need to communicate with one another. Students may only use their cell phones with permission from the program staff. If the cell phone is used improperly and/or inappropriately or if the use of the cell phone becomes a distraction during the program and/or conflicts with program activities the program staff reserve the right to confiscate the cell phone and hold it until the end of the program day. Additional and specific cell phone rules vary from site-to-site. Please contact the site director with any questions you have.

### **Holidays and Closings**

Fees are based on enrollment. Families are responsible for paying the FULL weekly fee regardless of absences, holidays, non-school days, vacations, suspensions, etc. Family Service will close in observance of the below holidays/closures. Family Service will close the Friday prior to or the following Monday for holidays that fall on Saturday or Sunday.

- ★ New Year's Eve/New Year's Day
- ★ Martin Luther King Day
- ★ Memorial Day
- ★ 2 Working Days After Lincoln Public Schools Ends
- ★ Labor Day
- ★ Thanksgiving & the Friday after Thanksgiving
- ★ Christmas Eve/Christmas Day
- ★ Independence Day

Please be aware that additional closings may be announced based on the LPS schedule. If the district staff have a vacation day, Family Service will also need to be closed that day.

### **Inclement Weather/Natural Disaster**

In the case that Lincoln Public Schools (LPS) are closed for emergency or weather, our Youth Development programs (before/after/non-school day programs/CLC Clubs) will also be closed. In the case that LPS closes in the middle of the school day for emergency or weather, the Youth Development Programs will not be open, and parents will need to check their children out of school with the school personnel.

If LPS announces a cancellation for all evening activities, Family Service will provide after school care. We ask that parents monitor the weather closely and pick up their children as early as possible so that families and staff can get home safely.

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Parents are responsible to make alternate arrangements for days when Family Service is closed or closes early for an emergency. Parents will be notified in these ways: a message concerning closings will be sent out via email through School Care Works; an announcement will be posted on the Parent Portal of School Care Works; an announcement will be posted on our Facebook page; we will put a notice on 10/11 news.

### **Late Pick Up**

To ensure the safety of your child, we must enforce a strict late pick-up policy. Failure to pick up your child by closure will result in a charge of late pick-up fee of \$5.00 per child for the first 15 minutes & \$1.00 for every minute thereafter. This fee MUST be paid before your child may return to the program. Excessive violations (3) of the pick-up policy may result in dismissal from the program.

If a child is still at the program after site closure the staff will take the following steps:

1. Contact parent phone numbers.
2. Contact authorized pick-up persons on the child's enrollment form.
3. If we have not heard from a parent or emergency contact within a half hour of the program closing, we will contact the Lincoln Police Department.

### **Collaborations**

To provide the best programming for your child, our program works collaboratively with the Lincoln Public Schools, Lincoln Community Learning Centers, Department of Health & Human Services, and other community agencies. We will assist and encourage families to utilize all resources that are available within our community. Please see your Site Supervisor for additional details.

### **Open Visitation & Visitors**

Parents and other community members are encouraged to visit schools and our programs as long as such visits do not disrupt the program operations or interfere with the environment. All visitors sign the visitor's log and shall be prepared to provide photo identification to staff upon request. If, in the judgment of the Site Supervisor or designee, a visitor is disruptive, the visitor may be denied access to the program, restricted as to time or place, and/or directed to leave the program premises.

### **Volunteers**

Family Service actively seeks and supports participation by approved adults with a variety of interests and abilities in educational and recreational programs or services to volunteer in our programs. All volunteers are treated like staff and required to complete a volunteer application and submit to a background check prior to volunteering in our programs. Volunteers are never left alone with children. Volunteers must follow check-in procedures at each site location and wear Visitor's Identification.

## Appendix



### Youth Development Programs

## GOALS

Youth Development Programs have specific goals outlined for children, families, and staff. These goals are the foundation our programs.

### Goals for Our Children

- To respect and care for themselves and others.
- To work with others productively and cooperatively.
- To understand and appreciate diversity.
- To understand important ideas from the arts, humanities, sciences, and mathematics.
- To acquire the skills to think critically and creatively; using higher order thinking skills to make decisions, solve problems, and create new possibilities.
- To practice reading, writing, speaking, and listening skills.
- To learn through active involvement with people, materials, events, and ideas.
- To become independent, responsible, and confident—ready for school and ready for life.
- To learn to plan many of their own activities, carry them out, and talk with others about what they have done and what they have learned.
- To gain knowledge and skills in important social, academic, and physical areas.

### Goals for Working with Families

- To build a partnership with families.
- To support families in the parenting role.
- To support families in their role as primary educators of their child.
- To respect the home cultures of our children and their families.

### Goals for Our Staff

- To build responsive relationships with children and their families.
- To plan and manage a developmentally appropriate program.
- To promote development and learning of children.
- To continue learning about children, families, and youth development.
- To maintain professional standards and ethics.
- To be an advocate in support of children and families.





## Youth Development Programs

### **RIGHTS & RESPONSIBILITIES**

The staff of the Youth Development Programs will respect the rights and dignity of all individuals, families, and groups we serve.

#### *Your Rights as a Child*

- Family Service staff will treat children with respect.
- Family Service staff will be prepared and provide instruction in age-appropriate activities.
- Family Service staff will provide a clean, comfortable, safe environment and be equipped for scheduled program activities.
- Family Service staff will have a framework for children to participate in decision-making.
- Family Service staff will allow each child to express himself/herself as long as the rights of others are not violated, or the design of the program is compromised.
- Family Service will provide space for personal belongings.
- Family Service will ensure children will have the right of due process in discipline matters.

#### *Your Responsibilities as a Child*

- Child will fully obey any reasonable written or oral request of a Family Service staff.
- Child will not use violence, force, coercion, threats, intimidation, bullying, harassment, or similar conduct in a manner that constitutes as substantial interference with program operations.
- Child will not cause or attempt to cause damage to or misuse property and will not steal or attempt to steal property.
- Child will not cause or attempt to cause personal injury to any person.
- Child will not knowingly possess, handle, or transmit any object or material that is ordinarily or generally considered a weapon or illegal.
- Child will not use language written or oral or conduct gestures, which are profane, abusive, racist, discriminatory, or derogatory to others.

#### *Your Rights as a Family*

- Family Service will provide a program for each child as they grow and change in a safe, healthy, and nurturing environment.
- Family Service will provide a stimulating, child-centered model of physical, emotional, social, and intellectual activities for children.
- Family Service will respect and appreciate the diversity of all families and children we serve.
- Family Service will make every effort to meet the needs of and strengthen families within the agency. We will assist families in finding alternative services if our agency is unable to meet your family's needs.
- If a misunderstanding occurs, families are encouraged to talk to the person involved to resolve the concern. If you feel the issue is still unresolved, contact the Program Coordinator.
- Family Service will protect a family's right to have family information held in the strictest of confidence.

#### *Your Responsibilities as a Family*

- Families will respect children, adults, and staff.
- Families will be responsible for becoming familiar with the Family Handbook and knowing the information contained in it.
- Families will complete and update all necessary paperwork/online registration to participate.
- Families will notify the program if their child will not be in attendance that day or you will be late in arrival or departure from the program.
- Families will pay weekly fees each Monday.
- Families will notify Family Service of any changes regarding payment, pay sources, or enrollment status.
- Families, authorized escorts, and emergency contacts will show identification and sign their child in/out at the time of arrival/departure.
- Families will work as a partner with staff to ensure children are successful in the program.
- Families will join Family Service in taking seriously any report of the use of racist or derogatory language, acts of discrimination, aggression, or violence and report it to agency staff members immediately.

<b>Program Name</b>	<b>Phone #</b>	<b>Location</b>	<b>Hours</b>
Family Service Main Office	402-441-7949	501 South 7 <sup>th</sup> Lincoln, NE	8:00 AM – 4:30 PM
Adams	402-580-4073	7401 Jacobs Creek Drive AM Staff-Door4; PM-Door2	AM 7:00 -8:15 & PM 2:53 -5:45
Beattie	402-580-4233	1901 Calvert Street Door 8; AM Staff-Door 10	AM 7:00 -8:15 & PM 2:53 -5:45
Cavett	402-217-6010	7701 South 36 <sup>th</sup> Street Door 6	AM 7:00 -8:15 & PM 2:53 -5:45
Eastridge	402-580-0879	6245 "L" Street Door 12	AM 7:00 -9:00 & PM 3:38 -5:45
Fredstrom	402-560-4315	5700 N.W. 10 <sup>th</sup> Street Door 1	AM 7:00 -8:15 & PM 2:53 -5:45
Hill	402-580-2532	5230 Tipperary Trail Door 14	AM 7:00 -8:15 & PM 2:53 -5:45
Holmes Community School	402-580-2168	5230 Sumner Street Door 5	AM 7:00 -8:15 & PM 2:53 -5:45
Humann	402-314-2519	6720 Rockwood Lane Door 1	AM 7:00 -9:00 & PM 3:38 -5:45
Huntington Community School	402-580-3571	2900 North 46 <sup>th</sup> Street Door 4	AM 7:00 -8:15 & PM 2:53 -5:45
Kloefkorn	402-314-2158	6601 Glass Ridge Drive Door 5 – Call site upon arrival	AM 7:00 -8:15 & PM 2:53 -5:45
Maxey	402-580-3570	5200 South 75 <sup>th</sup> Street Door 6	AM 7:00 -9:00 & PM 3:38 -5:45
Meadow Lane	402-580-2528	7200 Vine Street Door 19	AM 7:00 -9:00 & PM 3:38 -5:45
Morley	402-217-4726	6800 Monterey Drive AM-Door 1; PM-Door 8	AM 7:00 -9:00 & PM 3:38 -5:45
Prescott Community School	402-580-2167	1930 South 20 <sup>th</sup> Street Door 1	AM 7:00 -9:00 & PM 3:38 -5:45
Riley Community School	402-580-2173	5021 Orchard Street Door 13/1	AM 7:00 -9:00 & PM 3:38 -5:45
Rousseau	402-217-6012	3701 South 33 <sup>rd</sup> Street Door13	AM 7:00 -9:00 & PM 3:38 -5:45
Saratoga Community School	402-217-6027	2215 South 13 <sup>th</sup> Street AM-Door 7; 3-5-Door 4; 5-6-Door 7	AM 7:00 -8:15 & PM 2:53 -5:45
Sheridan	402-540-1295	3100 Plymouth Avenue Door 8	AM 7:00 -9:00 & PM 3:38 -5:45
West Lincoln Community School	402-580-1246	630 West Dawes Avenue Door 9	AM 7:00 -9:00 & PM 3:38 -5:45
Dawes Junior High	402-560-4314	5130 Colfax Ave Door 1	PM 2:58 – 5:30

- NOTE: Non-School Days are 7:00 a.m. – 5:45 p.m. and Summer Program hours are 7:00 a.m. – 5: 45 p.m.
- Locations at the Lincoln Public Schools may vary due to enrollment and space availability within the school.
- PROGRAM HOLIDAYS/CLOSURES - Family Service will close in observance of the below holidays/closures. Family Service will close the prior Friday or following Monday for holidays that fall on a Saturday or Sunday.

- ★New Year's Eve/New Year's Day
- ★Martin Luther King Day
- ★Memorial Day

- ★ Labor Day
- ★ Thanksgiving & the Friday after Thanksgiving
- ★ Christmas Eve/Christmas Day
- ★ Independence Day

## ALL CAREGIVERS ARE WELCOME.

We talk a lot about moms. But we offer support to anyone—working or not—who cares for a child including:

- Moms
- Single fathers
- Grandparents
- Foster parents
- Step-parents
- Guardians

## WE'RE HERE FOR YOU.

We're here for more moms and caregivers than you might think—in fact, we serve over half of all infants born in the US. To get WIC assistance, participants:

- Should be pregnant or have infants or children under 5 years old
- May be in need of income assistance
- Can be receiving other benefits like foster care, medical assistance, or SNAP

*This institution is an equal opportunity provider.*

## INCOME GUIDELINES

Effective June 2018

Family Size	Annual	Monthly	Twice Monthly	Bi-Weekly	Weekly
1	\$22,459	\$1,872	\$ 936	\$ 854	\$ 432
2	\$30,451	\$2,538	\$1,269	\$1,172	\$ 586
3	\$38,443	\$3,204	\$1,602	\$1,479	\$ 740
4	\$46,435	\$3,870	\$1,935	\$1,786	\$ 893
5	\$54,427	\$4,536	\$2,268	\$2,094	\$1,047
6	\$62,419	\$5,202	\$2,601	\$2,401	\$1,201
7	\$70,411	\$5,868	\$2,934	\$2,709	\$1,355

## FIND WIC NEAR YOU.

WIC is here to serve moms across the U.S. With over 10,000 clinic sites, there's almost always a WIC center nearby.

Find contact information for your local WIC office at:

[SIGNUPWIC.COM](http://SIGNUPWIC.COM)

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

## NUTRITION, SUPPORT, AND THE POWER OF MOMS.



# WE HELP MOMS BE MOMS.

WIC is the nation's most successful and cost-effective public health nutrition program. We provide wholesome food, nutrition education and community support for income-eligible women who are pregnant, breastfeeding, or post-partum, and for infants and children up to five years old.

## FOOD. EDUCATION. SUPPORT. YOU GOT THIS.

We give moms the resources, knowledge and tools they need to be the moms they want to be.

### HEALTHY FOOD

WIC provides monthly benefits for healthy food, such as:

#### Food with calcium for strong bones and teeth:

- Milk
- Yogurt
- Cheese
- Soy Beverages

#### Grains with iron for energy, and folic acid for healthy growth:

- Cereal
- Brown rice
- Corn or whole wheat tortillas
- Whole Wheat bread & pasta

#### Fruits and vegetables to keep your heart and weight healthy:

- Fruit or vegetable juice
- Fresh fruits & vegetables

#### Foods with protein for strong muscles and healthy skin:

- Dried or canned beans, peas, lentils
- Eggs
- Canned tuna or salmon
- Peanut butter

#### Iron fortified foods for infants who need it:

- Baby foods
- Infant cereal
- Infant formula

### NUTRITION EDUCATION

We support and educate moms to help them breastfeed successfully. We offer guidance on how to shop for healthy food, how to prepare it and how to entice children to eat it. We provide access to information including:

- Prenatal nutrition
- Breastfeeding tips
- Eating tips for your child
- Parenting tips
- Healthy recipes

### A COMMUNITY OF SUPPORT

We're a network built for moms. We connect them, we educate them and we learn from them. Our community consists of:

- Nutritionists
- Lactation specialists
- Breastfeeding peer counselors

### REFERRALS

We can introduce moms to resources outside of WIC including:

- Healthcare professionals, OBGYNs, and dentists
- Immunization services
- Substance abuse counseling
- Social services



# Helping Nebraska Home Child Care Providers for over 30 years!

Find out how you can participate in the Child Care Food Program!



*"In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer."*



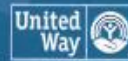
**Child Care Food Program**

501 South 7th Street, Lincoln, NE 68508-2920  
(402) 441-7924 (800) 642-6481  
[www.familyservicelincoln.org](http://www.familyservicelincoln.org)



Child Care Food Program

## A healthy way to help your business grow.



[www.familyservicelincoln.org](http://www.familyservicelincoln.org)

# 1.800.642.6481

## Are you a licensed or approved Child Care Provider caring for children in your home?

If the answer is yes, you may be eligible to participate with the Child and Adult Care Food Program (CACFP). This program, which is funded by the United States Department of Agriculture (USDA), reimburses licensed or approved Child Care Providers for the partial cost of the nutritious food they feed the children in their care.

Family Service, a non-profit organization, is the oldest sponsor of the CACFP in Nebraska. There is no cost to participate! In fact, when you join the Family Service CACFP, you will receive the following benefits FREE of charge:

- **Monetary Reimbursement**

You may be reimbursed for serving two meals and one snack or one meal and two snacks per child per day. The USDA sets the reimbursement rates. There are two levels of reimbursement.

- **Quick, Easy Forms and Internet Claiming for those who are interested**

You simply record the meals and snacks you serve to children and their attendance. After submitting a monthly claim, we'll send you a check. Direct deposit is also available.

- **Child Care Outreach Newsletter**

Each month the Child Care Outreach newsletter will be mailed to your home free of charge. This newsletter contains CACFP updates and reminders, as well as information about nutrition, child development, health and safety, business practices, recipes, activities, and more!



- **Recordkeeping Calendar**

Before the start of each year you will be given a calendar to help you track and organize your business income and expenses and other important information. In addition, this calendar is full of activities and recipes to use in your child care.

- **Cookbooks and other Nutrition Materials**

Your consultant will bring you a cookbook and many other materials such as nutrition fact sheets, recipes and activities at each visit.

- **Nutrition Educator**

A Nutrition Educator is just a phone call away to help you with those special feeding issues.

- **Nutrition Workshops and Home Study Lessons**

Each year your consultant will present a nutrition workshop in your area. We also have home study lessons available for in-home training.

- **Building Tomorrow Resource Library and Warm Line**

A wealth of support is available to you...story bags, child care information handouts, and a knowledgeable Child Development Specialist to talk to about child care issues.

**...AND MUCH, MUCH MORE!**

If you want to provide nutritious meals to the children in your care and have more disposable income at the end of the year, the Child Care Food Program is for YOU! The Child Care and Adult Food Program has been reimbursing family child care providers for a portion of their nutrition costs since 1968.

- **Cash reimbursement**

- **Nutrition and early childhood education and support**

- **Caring and professional Consultants**

- **Providing services in 84 counties in Nebraska**



x 8.50 in



## Parent Information Brochure For Licensed Child Care

Nebraska Child Care Licensing Website:

<http://dhhs.ne.gov/publichealth/pages/crlChildCareLicensingIndex.aspx>

### Expectations of Child Care Consumers

**Read** thoroughly all the information your provider gives you.

**Complete** your Child's Record Forms and return to your provider before your child begins care. Review and update these records as needed.

**Supply** your provider with your child's immunization records and keep them updated as needed.

**Sign and date** the receipt of this Parent Information Brochure for Licensed Child Care and return it to your provider before your child begins care.

**Talk** to your Child Care provider regularly to address needs and concerns for your children in care and as a parent.

**Contact** Child Care Licensing with any questions or concerns you may have.

Email: [DHHS.ChildCareLicensing@nebraska.gov](mailto:DHHS.ChildCareLicensing@nebraska.gov)

Phone: 800-600-1289 OR 402-471-6564

Mail: Nebraska Child Care Licensing  
Department of Health and Human Services  
PO Box 94986  
Lincoln, NE 68509-4986

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## Licensed Child Care

You have chosen to use a licensed Child Care provider for the care of your child or children. Nebraska Law requires anyone providing care to four or more children from different families, for compensation, to be licensed. The Types of Licensed Child Care in Nebraska are:



- Family Child Care Home I
- Family Child Care Home II
- Preschool
- Child Care Center
- School-Age Only Center



## Responsibilities of Child Care Licensing

The roles and responsibilities of DHHS Child Care Licensing staff are to ensure that programs are providing proper care for and treatment of the children they serve, and that the care and treatment are consistent with the child's physical well-being, safety, and protection.

Licensed Child Care programs are encouraged to involve you. We urge you to let your Child Care providers and/or staff know of any concerns. There may be situations where you believe that the program is not responding to your concerns or may not be meeting state licensing standards. This brochure, which Child Care providers are required to share with you, provides information that might be helpful in those situations.

Please complete the receipt section and return it to your Child Care provider. This will be kept with your child's records.

## Responsibilities of Licensed Child Care Provider

**Comply** with child care regulations for their license type at all times.

**Obtain and maintain** accurate records for children they have in care, such as Enrollment Forms, Parent Information Brochure Receipts, Immunization Records and Medication Administration records.

**Keep** accurate and up-to-date records for their license on themselves and staff members. Report changes to Child Care Licensing and complete required paperwork to reflect changes.

**Allow** access to their licensed facility when children are in care at all times to parents, Child Care Licensing representatives and the Fire Marshal.

**Develop** policies and procedures for their programs.

**Communicate** with families their needs and concerns for the children in care.

**Contact** Child Care Licensing with any questions or concerns they may have.





# PAYMENT AGREEMENT

I ACCEPT RESPONSIBILITY FOR PAYING THE FOLLOWING WEEKLY FEES:

- AM Only- \$45.00
- PM Only- \$55.00
- AM & PM-\$75.00

I understand *WHEN* I register for a single Non-School Day, my additional fee will be: \$15.00.

I understand *WHEN* I register for Full Day Weekly Programs, my weekly fee will be: \$125.00.

**I understand fees are based on enrollment only. There is not a reduction in fees for absences, holidays, snow day, vacations, non-school days, OR suspensions from the program.**

- I understand payments are due on the first day of each week by 5:45 p.m.
- I understand a non-refundable or transferable enrollment fee is due at the time of initial registration. The cost is \$35.00 per child or \$60.00 per family. This fee is valid for as long as the child is enrolled in our program.
- I understand if I need financial assistance with program fees, I may request a Financial Assistance Application.
- I understand there will be a \$35.00 fee on all returned checks. Upon notification I am required to make arrangements for payment within 5 business days. Failure to make payment on returned checks by the date stated will result in immediate termination of services.
- I understand a late pick-up charge of \$5.00 per child for the first 15 minutes and \$1.00 for every additional minute thereafter will occur after the site closes.
- I understand failure to pay may result in services being terminated, unless special arrangements are made with Family Service.
- I understand credit card and auto-pay payment are available on my Parent Portal
- I understand check or money order payments may be made at the location of the program.
- I understand cash payments are accepted only at the business office located at 501 South 7<sup>th</sup>.

- I understand when there is a change in my need for services; I will notify the office (402-441-7949) on the Friday before I would like the change to occur. I am financially responsible for the above weekly fee until I have notified the office and a new payment agreement is signed. (Enrollment status can only be changed once per spring and fall semester when the type of service is available).
- Credit balances will be refunded upon request of the parent/legal guardian.
- I understand the individual(s) identified as the Custodial Parent(s) on the parent portal will be responsible for any outstanding balance on the account.
- I understand if I leave the program with a balance my child will be unable to re-enroll or any other children in my family until balance is paid.
- I understand that delinquent accounts will be sent to a collection agency.

\_\_\_\_\_  
Parent & Guardian Signature  
Date

**\*Please check the box on the registration page to accept Payment Agreement.**



## TITLE XX PAYMENT AGREEMENT

I ACCEPT RESPONSIBILITY FOR PAYING THE FOLLOWING WEEKLY FEES:

- AM Only (Absence Cost \$9.00 per day)
- PM Only (Absence Cost \$11.00 per day)
- AM & PM (Absence Cost \$15.00 per day)

My Monthly Fee is required to be paid to Family Service unless proof is provided that payment was made to another center/program. I understand my monthly Family Fee is due on the first day of every month, PRIOR to program being provided.

- **I understand fees are based on enrollment only. I am responsible to pay for absences, suspensions, snow days, vacations, days my child does not attend required hours for level of care I have registered my child or unauthorized days of service.**
- I understand it is my responsibility to know when my State of Nebraska Child Care Authorization ends, and it is my responsibility to contact Access Nebraska for a new authorization.
- I understand when my authorization is discontinued or expires I will be responsible for the weekly fee of:
  - AM Only- \$45.00
  - PM Only- \$55.00
  - AM & PM-\$75.00
- I understand if I don't have a current State of Nebraska Department of Health and Human Service Child Care Authorization on file with Family Service accounting office or failure to pay fees may result in termination of services.
- I understand my child must attend at least 6\* hours a day for Full Day Programs, 1.25\* hours a day for AM or 2.0\* PM school programs, 3.0\* hours a day for AM & PM Programs.
- I understand I am responsible for all fees not paid by Nebraska Department of Health and Human Services.
- I understand my cost if I register for Non-School Day and my child does not attend is: \$25.00.
- I understand a non-refundable or transferable enrollment fee is due at the time of initial registration. The cost is \$35.00 per child or

\$60.00 per family. This fee is valid for as long as the child is enrolled in our program.

- I understand when there is a change in my need for services I will notify the office (402-441-7949) on the Friday before I would like the change to occur. I am financially responsible all fees accrued. Until I have notified the office. *(Enrollment status can only be changed once per spring and fall semester).*
- I understand Department of Health & Human Services will be notified if I fail to meet my financial obligation and/or my child is absent for 5 or more consecutive days.
- I understand if my authorization for child care expires and I need financial assistance with program fees, I may request a Financial Assistance Application.
- I understand there will be a \$35.00 fee on all returned checks. Upon notification, you are required to make arrangements for payment within 5 business days. Failure to make payment on returned checks by the date stated will result in immediate termination of services.
- I understand a late pick-up charge of \$5.00 per child for the first 15 minutes and \$1.00 for every additional minute thereafter will occur after the site closes.
- I understand the individual(s) identified as the Custodial Parent(s) on the parent portal will be responsible for any outstanding balance on the account.
- Upon request credit balances will be refunded parent/legal guardian.
- I understand if I leave the program with a balance my child will be unable to re-enroll or any other children in my family until balance is paid.
- I understand that delinquent accounts will be sent to a collection agency.

\_\_\_\_\_  
Parent & Guardian Signature  
Date

**\*Please check the box on the registration page to accept Payment Agreement.**