

# Welcome to Extend-A-Care for Kids!

1

Extend-A-Care for Kids (EAC) supports families, schools, employers, and communities by providing licensed child care for elementary-school children which is enriching and affordable. We believe in creating an environment that complements the school day where children learn *and* have fun in a **program which meets or exceeds State of Texas child care licensing standards**. You may find that EAC is different from other child care programs because we operate in school buildings, have 39 years of experience, extensive resources, year-round care, quality care, licensed by the State of Texas, developmentally-appropriate curriculum projects created by EAC curriculum specialist and offer a significant amount of financial assistance.



**Field Trips  
Sports  
Free Play  
Organized Games**



**Learning Centers  
Homework  
Reading  
Games & Puzzles  
Building &  
Construction  
Dramatic Play  
Creative Expression  
Science & Math  
Music**



**Curriculum Projects  
Based on Themes  
Arts & Crafts  
Cooking Projects  
Painting  
Science & Math  
Social Studies  
Born To Run Program  
Games**

## Extend-A-Care offers--

- After-school child care on site at elementary schools
- Reduced fees for qualifying families
- Optional all-day care at selected schools during Student Holidays, Winter Break, Spring Break, and Summer
- Staff trained to work with elementary school-aged students and certified in first aid and CPR
- Group child care with a low student-to-staff ratio
- Snacks for after-school care; breakfast and snack for all-day care

## AGES

2

Extend-A-Care for Kids offers child care services for children ages 5-12 in their Austin ISD elementary schools. Four-year-old pre-K students are welcome to enroll if they are dismissed from school at 2 p.m. or later.

## HOURS OF SERVICE

### Business Office

8 a.m. to 6 p.m. Monday-Friday  
24-hour drop box

### After-School Child Care

School dismissal to 6 p.m. or  
6:30 p.m., depending on  
school (see "Ages" for pre-K)

### All-Day Child Care

7:15 a.m. to 6:30 p.m.

## TO ENROLL

### Parent 1

The parent or guardian who lists him/herself as "Parent 1" on Extend-A-Care application and signs the application is recognized by Extend-A-Care as the parent of record for enrollment and billing purposes. Parent 1 accepts sole authority and responsibility for enrollment decisions involving that child. Only Parent 1 can submit requests for information about the child's enrollment or change enrollment information, including who is authorized to pick up and sign out a child.

### To Enroll

Obtain a *2008-2009 Enrollment Application* by registering on-line, calling 512-472-9929 ext. 413 to request that one be mailed to you, or pick up the application at the Extend-A-Care business office. Extend-A-Care does not accept faxed applications. Parents are advised to submit their child's application as early as possible because enrollment is on a first-come, first-served basis. A **\$25 enrollment fee per child** is required at the time of enrollment and **upon re-enrollment each new school year**. The fee is refundable, less a \$10 processing fee, if the enrollment is cancelled and the refund is requested on or before July 25, 2008; **it is non-refundable and non-transferable after July 25, 2008**. Fill out the application completely to avoid any delays in the enrollment process. A section for indicating your child's special needs is included. Please allow several work days to process the application. If Extend-A-Care receives your application and the \$25 enrollment fee on or before July 25, 2008, the payment for the first month's child care will not be due until Monday, August 11 at 6 p.m. After July 25, the enrollment fee and full child care fee payment for the first month must accompany your application. Children who have not enrolled by August 15 at 6 p.m. may not be able to start Extend-A-Care until September 2 due to processing time during the peak period.

### All-Day Care for Holidays, Breaks, and Summer (Optional)

Applications and registration details will be mailed to Parent 1's home of record approximately one month prior to the date of each special session and two months prior to Summer Day Camp. Please call the business office if you do not receive a special session application. Registration and additional fees are required to enroll.

## Child Care for Children with Disabilities

3

Extend-A-Care for Kids is willing to make reasonable accommodations for individuals with disabilities unless taking such steps would fundamentally alter the nature of its services, programs, or activities, or would result in an undue burden or hardship on Extend-A-Care. To better serve your child, please allow extra processing time. Extend-A-Care centers are **group child care** facilities and are not in the business of providing individual one-on-one child care. (See *Non-Discrimination Policy*.)

## FEE INFORMATION

### Reduced Fees

Extend-A-Care for Kids helps qualifying families pay child care fees. Parents are charged on a sliding-fee scale based on income and family size. For additional information, request a *Child Care Reduced Fees Fact Sheet* from the business office. To apply for reduced fees when completing the *2008-2009 Enrollment Application*, check YES next to the statement, "I would like to apply for reduced fees (fee assistance)." An enrollment representative will call you to schedule an appointment to determine if you qualify. Applicants must provide verification of income. Parents who receive fee assistance may receive government funded subsidies and payment and must give accurate, complete, and full information at all times for child care services to begin or to continue. Suspected fraud will be investigated, and necessary actions will be taken, including possible criminal prosecution.

The deadline to apply for reduced fees and to have them begin on the first day of school is 6 p.m. Friday, July 25, 2008. For applications received after July 25, reduced fee appointments will be scheduled after the first day of school, and reduced fees will not begin until the first full month after your appointment. Funding is limited, so please apply early.

### Payment of Monthly Child Care Fees

Payments are due in Extend-A-Care's business office on the due dates on the insert page and will not be accepted by Extend-A-Care staff working at the school. Payment deadlines continue in effect when the business office is closed. If payments are made after the due dates published, a \$30 late fee will be assessed to the account. Payments can be made in the following manners: 1) Set up a monthly automatic bank draft or credit card plan using the form in your confirmation packet or available at [www.eackids.org](http://www.eackids.org) or by calling (512) 472-9402; 2) Pay on-line at [www.eackids.org](http://www.eackids.org); 3) Fax your credit card information to (512) 472-5849; 4) Use payment coupons and address labels from your confirmation packet and mail your check or money order made payable to Extend-A-Care for Kids, P.O. Box 6340, Austin, TX 78762-6340; 5) Utilize our payment line by calling (512) 472-9929 ext. 423 (ext. 424 for Spanish) and follow the instructions; 6) E-mail Extend-A-Care your payment information at [acctreceivable@eackids.org](mailto:acctreceivable@eackids.org); and 7) Bring your payment to Extend-A-Care's business office at 55 North IH 35 in Austin to pay in person Monday-Friday, 8 a.m. - 6 p.m., or use our 24-hour drop box (no cash please). A \$25 fee will be charged for a check returned because of insufficient funds.

### Payment Receipts/History

For a payment receipt, include a stamped, self-addressed envelope with each monthly payment. For tax return purposes, Extend-A-Care will mail one complimentary copy of your 2008 payment history by the beginning of February 2009. For more information, call the Payment History Line at 472-9929 x 401. **Extend-A-Care for Kids' Tax ID# is 74-1646824.**

## TO CANCEL CHILD CARE SERVICES

4

To cancel child care services and avoid additional charges, a written cancellation must be received in the business office at least **five school days** prior to your child's last day at Extend-A-Care. A cancellation is effective on the sixth day after the date your notice is received in the business office. Written cancellations may be delivered, mailed, faxed, e-mail or placed in the drop box at the business office main entrance. Drop Notice forms are available at your child's center. If Extend-A-Care does not receive a refund request within 30 days of cancellation, any unused credits will be transferred to the Extend-A-Care Scholarship Fund.

### Payment of Late Pickup Fees

A \$5 base fee plus \$2 for every 5 minutes (or portion of five minutes) will be charged to your account when you are late picking up your child. Students not picked up within 30 minutes after closing time may be transported to the business office. Your child care services may be terminated for excessive late pickups and/or for non-payment of late pickup fees.

## OTHER POLICIES

**Attendance, Absence** Please notify your child's teacher that your child is to attend Extend-A-Care after school. It is important for your child's safety that you notify Extend-A-Care when your child will be absent from Extend-A-Care, especially if your child will attend school but not attend Extend-A-Care. Call in absences to your enrollment representative in Extend-A-Care's business office before 2 p.m., or call the center supervisor at your child's school after 2 p.m. Extend-A-Care is not responsible for students until they check in with staff. There may be an additional charge for neglecting to notify the business office of your child's absence. Extend-A-Care reserves the right to terminate services if a student has five or more non-notified absences.

**Sign In and Sign Out** Your child must be SIGNED OUT at the center when leaving after-school care and SIGNED IN and SIGNED OUT for all-day care. Your child will be released only to persons named as having permission to pick up. If a person unfamiliar to the staff arrives for pick up, photo identification must be presented. "Parent 1" must authorize any substitute pick-up person.

**Personal Belongings, Electronic Communication Devices and Clothing** Extend-A-Care is not responsible for lost or damaged personal belongings, electronic communication devices or clothing. Do not send expensive personal items or money with your child. EAC does not allow children to carry any electronic communication devices, such as cell phones, Gameboys, Playstation Portable Devices, during operational hours. These items must remain in your child's backpack at all times and cannot be used during EAC hours. Children should wear casual clothing appropriate for Extend-A-Care activities. Appropriate shoes are required at all times. Any type of shoes that have small removable skate wheels inside the heel, normally know as "Heelys," must be taken out upon arrival and placed in your child's backpack. This will help ensure your child's safety at EAC.

**Mandatory Reporting of Child Abuse** The Department of Family and Protective Services requires Extend-A-Care staff to report suspected cases of child abuse. This includes the reporting of parents who appear to be impaired by drugs or alcohol. To report child abuse and/or neglect, call the Texas Abuse/Neglect hotline at **1-800-252-5400**.

**Discipline and Guidance** Behavior consistent with school rules will be enforced. Staff will guide students' behavior by modeling appropriate behavior, teaching students how to resolve conflicts, and keeping students active and involved. Rules will be posted at each school. A "time-out" place is designated where a student may be temporarily separated from the group. Sometimes it is necessary to have a written agreement between a student and staff for improvement of behavior. You will be consulted about such agreements involving your child. Children on such agreements may not be able to enroll in special sessions. A parent may be responsible for a loss caused by his/her child. A child suspended from school may not attend Extend-A-Care for the duration of the suspension. Discipline must be: 1) individualized and consistent for each child; 2) appropriate to the child's level of understanding; and 3) directed toward teaching the child acceptable behavior and self-control. A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following: 1) using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior; 2) reminding a child of behavioral expectations daily by using clear, positive statements; 3) redirecting behavior using positive statements; and 4) using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age. There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited: 1) corporal punishment or threats of corporal punishment; 2) punishment associated with food, naps, or toilet training; 3) pinching, shaking, or biting a child; 4) hitting a child with a hand or instrument; 5) putting anything in or on a child's mouth; 6) humiliating, ridiculing, rejecting, or yelling at a child; 7) subjecting a child to harsh, abusive, or profane language; 8) placing a child in a locked or dark room, bathroom, or closet with the door closed; and 9) requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

**Parental Notifications** Parents are notified if their child: 1) is injured and the injury requires medical attention by a health-care professional; 2) has signs or symptoms requiring exclusion from the program (see Health and Safety); 3) is involved in any situation that placed the child at risk; 4) is involved in any situation that renders the child-care center unsafe; 5) if an employee or child in the program has contracted a communicable disease (Notified in writing within 48 hours); 6) if a child in their group has an outbreak of lice or other infestations in the group (a notice will be posted or individually given to parents of all children in that group); and 7) if a field trip is provided by Extend-A-Care (Field trips occur approximately twice a semester to an off-site location approved by Extend-A-Care. Parents will receive at least a 48-hour notice.) Parents will be notified at pick-up time of any less serious injuries that include minor cuts and scratches. In case of any policy changes, Extend-A-Care will distribute copies to parents at the centers when they pick up their child and at that time require one copy of the updated policies to be signed and dated for each family. Extend-A-Care reserves the right to amend, modify or change the *2008-2009 Policies* at any time.

**Health and Safety** The purposes of the health policy are to ensure that each student is healthy enough to participate in activities and to protect other students from illnesses. It is necessary to exclude students with the following symptoms: 1) Fever of 100.4° F and above. May return 24 hours after fever subsides. 2) Diarrhea and vomiting. May return 12 hours after symptoms subside. 3) Sore and/or strep throat. May return 24 hours after antibiotic treatment begins. 4) Head lice. May return after medicated treatment begins and nits have been removed. 5) Pink eye. May return with written permission from physician. 6) Chicken pox. May return when blisters have crusted. 7) Other contagious diseases. If your child has a medical condition of which we should be aware, include the information on your enrollment application. Extend-A-Care will notify you in case of **serious** injuries.

**Medical Emergencies** If a serious accident occurs, Extend-A-Care staff will notify the parent immediately to find out whether to take the child to a medical facility or wait for the parent to pick-up the child. If the injury is critical and the child should not be moved, Extend-A-Care will call EMS for transportation and accompany the child to the hospital until the parent arrives.

**Accident Claims** Extend-A-Care for Kids carries accident insurance which supplements a student's major medical insurance, except for deductibles. If a student does not have major medical insurance, Extend-A-Care's insurance provides primary coverage while the student is participating in Extend-A-Care activities. If your child is involved in an accident at an Extend-A-Care center, you must contact Extend-A-Care for Kids within 60 days of the date of the accident to file a claim. If your child seeks medical attention by a doctor for an injury which occurred at an Extend-A-Care center, you must contact the appropriate Center Director within 24 hours of the accident.

**Dispensing Medications** Parents must sign an authorization form and include times for child-care center employees to administer each medication according to label directions. The medication must be in the original container labeled with the child's full name and the date brought to the child-care center. The medication is only administered to the child it is intended for and in amounts according to the label directions or as amended by a physician. Medication cannot be administered after its expiration date. If a child has a periodic and recurring medical problem, the parent may sign a medication authorization form allowing center staff to administer the medication when symptoms occur for up to a six-month period, and parents must include what signs to watch for. When dealing with recurring medical problems, staff will notify the parent immediately after administering medication. Documentation of administered medication is kept for three months which includes the child's full name, name of medication, date, time, amount of medication given and full name of the employee administering the medication. Medication will be disposed of or given back to the parent when the child withdraws from the program or when the medication is expired or is no longer required for the child.

**Meals and Food Service** Extend-A-Care serves an afternoon snack in the after-school program and both breakfast and a snack during all-day care. Menus meet U.S. Department of Agriculture Child and Adult Care Food Program nutrition guidelines administered by the Texas Health and Human Services Commission. A supply of drinking water or other type of drink is always available to each child. Extend-A-Care never uses food as a reward or punishment. During all-day care, Extend-A-Care will ensure that lunches provided by parents are not shared with other children and that there is safe and proper storage for all food. Written approval from a physician or licensed dietician must be provided in order to serve a child a therapeutic or special diet. Extend-A-Care can only encourage children to eat their daily snack.

**Parents Visiting the Center or Participating in Activities** Parents listed on Extend-A-Care's Record Print Outs are welcome to visit the center at any time during programming. If a parent would like to join the children in an organized activity, volunteers are always welcome and encouraged. In addition, parents are allowed to participate in field trips as long as they provide their own transportation and pay their own expenses.

**Transportation** During field trips or when transporting children from one elementary to another, Extend-A-Care generally uses Extend-A-Care-owned buses which are operated by licensed bus drivers employed by Extend-A-Care.

**Water Activities** Water activities are provided only during the summer. Children will participate in swim trips to local pools twice a week during Summer Day Camp, weather permitting. More information will be provided in the Summer 2009 Policies.

**Playground Equipment** The outdoor equipment used both at and away from the child care center must meet the licensing standards of the Texas Department of Family and Protective Services. The public school equipment used by children during the day at school may not meet the licensing standards for child-care centers; therefore, be aware that all of outdoor equipment used during the Extend-A-Care program may not meet licensing standards. Extend-A-Care places this equipment off limits to the children in the after-school program. Please feel free to contact the Center Director of your school with any questions.

**Refusal of Service** Extend-A-Care reserves the right to interrupt or terminate child care services without notice for customers who falsify information; fail to provide current and accurate contact information (address, home and work phone numbers, emergency contact information, etc.); violate Extend-A-Care policies (absence, late pickup, late payment, sexual harassment, etc.); fail to pay child care fees; are disrespectful or abusive toward our customers, employees, children, other parents or adults; discipline or confront other children and/or confront other parents; or whose behavior is disruptive to the program or does not conform with school policy.

**Conferences; Complaints or Grievances** Customers are encouraged to have conferences with staff member as needed and to bring complaints or grievances first to the staff member closest to the concern and then to work up the chain of command. If the staff member closest to your concern does not address your concern to your satisfaction, ask for that person's supervisor. If there is still not a satisfactory resolution, ask for a manager to investigate the matter. If you are still not satisfied, you may make a final appeal to the Executive Director. All parties are encouraged to discuss concerns in private and in a courteous manner.

**Non-Discrimination Policy** Extend-A-Care does not discriminate against individuals on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any of Extend-A-Care's facilities. Extend-A-Care does not discriminate in its employment, enrollment, or food program on the basis of race, sex, national origin, color, age, religion, political beliefs, disability, or sexual orientation. If you believe you have been discriminated against in the food program, write: USDA Director, Office of Civil Rights Division, Room 326-W Whitten Building, 1400 Independence Ave. SW, Washington, DC 20250-9410.

**Review of Procedures and Standards** A copy of the minimum standards for licensed child care centers and Extend-A-Care policies is available for parents to review at each center and at the business office upon request. In addition to the policies, a copy of the most recent licensing inspection report is posted at the center for parents to read.

**Local Licensing Office** The contact number for the local Child Care Licensing office of the Texas Department of Family and Protective Services is 512 834-3195. Further information also is available on the internet at <[www.dfps.state.tx.us](http://www.dfps.state.tx.us)>.

### **Extend-A-Care for Kids**

55 North IH 35, Austin - Business Office  
P. O. Box 6340, Austin, TX 78762-6340  
512 472-9402 Fax 472-2164

EAC center phone numbers are listed in the business pages under Extend-A-Care for Kids.

*For quick reference, post on your refrigerator.*



## **Extend-A-Care for Kids**

55 North IH 35 - Business Office  
P. O. Box 6340, Austin, TX 78762-6340  
512/472-9402 Fax 472-2164

### **Austin ISD After-School Child Care Due Dates & Fees**

<b>Due Date*</b>	<b>Monthly Fees</b>	
<i>August 15</i>	<i>\$0 - 75</i>	
<i>September 1</i>	<i>0 - 216</i>	
<i>October 1</i>	<i>0 - 216</i>	<b>Reduced</b>
<i>November 1</i>	<i>0 - 190</i>	<b>fees</b>
<i>December 1</i>	<i>0 - 190</i>	<b>available</b>
<i>January 1</i>	<i>0 - 216</i>	<b>for</b>
<i>February 1</i>	<i>0 - 216</i>	<b>qualifying</b>
<i>March 1</i>	<i>0 - 190</i>	<b>students!</b>
<i>April 1</i>	<i>0 - 216</i>	<b>(see page 3)</b>
<i>May 1</i>	<i>0 - 216</i>	

*\* Families paying reduced fees pay according to their contracts.*

### **Fees for Additional Children in Family**

Each additional child from the same family receives a  
\$15 discount for full months and a  
\$7 discount for August, December, January, and March.

### **Fees for All-Day Child Care**

Student Holidays, \$26

Winter Break Camp, \$26 per day for sessions of varying lengths

Spring Break Camp, \$130 for the five-day session

*Pay your fees in advance for the semester to take advantage of free  
Student Holidays (see back for Calendar) during the paid period.*

Summer Day Camp 2009 fees will be announced in the spring.

# 2008-2009 School Year Calendar, Austin ISD\*

## Extend-A-Care will provide child care:

- On regular school days for after-school care
- On Student Holidays at selected schools; **separate registration and fees required:** October 13, November 10, and February 13 & 16
- For Winter Break, December 19-January 5; for Spring Break, March 16-20; and for Summer 2009 (at selected schools; **separate registration and fees required**)
- Early on days when the school calendar indicates an early release for children released at 12:30 p.m.

## Extend-A-Care will not provide child care:

- When schools are closed/close early due to weather or emergencies
- On Labor Day, Thanksgiving (November 26-28), Christmas Eve and Day, New Year's Eve and Day, MLK Day, April 10, Memorial Day, and July 4th
- Several days in June prior to the beginning of Summer Day Camp
- Approximately 1-2 weeks prior to the first day of the school year for cleaning of school buildings, by request of the school district

\*Dates are subject to change by the school district.

## *Austin ISD Schools with Extend-A-Care\**

Allison	Galindo	Oak Hill	Summitt
Andrews	Govalle	Oak Springs	Sunset Valley
Barton Hills	Graham	Ortega	Travis Heights
Barrington	Hart	Overton	Walnut Creek
Becker	Houston	Palm	Widen
Blanton	Jordan	Patton	Winn
Brentwood	Joslin	Pecan Springs	Wooldridge
Bryker Woods	Kocurek	Perez	Wooten
Campbell	Langford	Pillow	Zilker
Casey	Linder	Pleasant Hill	
Casis	McBee	Reilly	
Cunningham	Menchaca	Sanchez	
Dawson	Norman	Sims	

\*Extend-A-Care only serves children who attend school during the day at one of the schools listed above. List of schools is complete as of March 2008.