

WLFC Out of School Care Parent Handbook

Welcome to Out of School Care!

WLFC Out of School Care is a licensed program for WLFC members who are entering first grade through age 12. Our Out of School Care will have a Whole Health focus with curriculum from the new [Whole Health Institute](#) being developed here in Bentonville! We're excited to be one of the first facilities to integrate the Whole Health concepts into our programs at the WLFC. Kids will explore the various parts of Whole Health each visit through fun activities, games, crafts, and special events that teach skills to improve health and well-being!

This parent handbook is provided to every parent during the registration process. Please read the entire handbook carefully. You will be asked to verify by signature that you received the handbook and that you understand all policies. It is important that each child also understands and follows all rules, policies, and procedures. This handbook is designed for your benefit and to provide you and your child a fun, stress free, and enriching program.

Out of School Dates

Bentonville Public Schools

Oct 17,18,19

Nov 21, 22, 23

Dec 22, 23, 27, 28, 29

Jan 2, 3, 4, 16

Feb 17

Mar 20, 21, 22, 23, 24

Contact

Director: Terrie Pitts

Phone: 479-277-5840

Email: terrie.pitts@walmart.com

Drop Off and Pickup Policy

Care is available daily from 7:30 a.m. to 5:00 p.m. Drop Off/Pick Up will be in the Youth Activity Center. Drop off and pickup location will be in the Youth Activity Center of the fitness center. All children need to be picked up promptly before 5:00 p.m.; after this time, there is a \$1.00 late fee per minute/child. This fee must be paid before the child can attend the next day. After three times in violation of this policy, parents will be asked to find alternative childcare and a refund will not be issued. For safety reasons, our staff will ask for a valid cellphone number during drop off and pick up. Children will only be released to those on their approved pickup list. Any changes to the approved pickup list must be made in writing or by email to the Program Director.

Snack and Lunch Policy

A morning and afternoon snack is provided for each child every day. We also encourage children to drink water throughout the day. A reusable water bottle will be provided for each child. This should be taken home at the end of each day to be washed and sanitized. Parents will be required to provide an appropriate lunch for their children to bring to camp each day. If a child arrives without a lunch, parents will be notified immediately. Lunch is not provided or sold by the WLFC. Please let us know if your child has any dietary restrictions or food allergies. Please do not send any food that needs to be refrigerated or warmed in a microwave. Children with food allergies will also be required to bring their own snacks. Fast food, soda, and sweets are not permitted. Please do not send your child in with food or drinks for breakfast. We will ask them to throw it away. Children are not permitted to share their lunch or snacks with anyone else.

Administration

As a licensed Out of School program, we must inform you that children may be subject to interviews by licensing staff, child maltreatment investigators and/or law enforcement officials for the purpose of determining licensing compliance or for investigative purposes. Child interviews do not require parental notice or consent. All paperwork is to be available for licensing to review upon request. We will perform daily backpack/bag checks as required by Minimum Licensing Requirements.

Emergency Transportation Policy

In the case of an emergency, your child may be transported by a WLFC staff member or an emergency vehicle to provide the best care for your child.

Out of School Care Staff & Child Groups

The Director will be placing children in different groups based on age and/or school grade. Because of strict licensing ratio requirements, children will not change groups based on birthdays. It is important that children remain in the group assigned unless the program director changes the group. We will change a child's group at our discretion for: special needs, behavior concerns, and/or personality conflicts. Changing a child's group allows us to provide your child with the best and appropriate care. Please ask your child what group they are in. This will help us know where to locate your child's group if they are being dropped off late or picked up early. Please also make sure to notify the Director of any changes in emergency information (phone numbers, email addresses, emergency contacts, additional pickup, etc.)

Sample Daily Schedule:

| | |
|-------------|--------------------------------------|
| 8:00AM | Drop off/Free Play |
| 9:00-9:15 | Snack |
| 9:00-11:30 | Activity Time (craft, games, sports) |
| 11:30-12:00 | Lunch |
| 12:00-2:00 | Swim (This includes changing time) |
| 2:00-3:00 | Quiet Time/Movie |
| 3:00-3:15 | Snack |
| 3:15-4:15 | Activity Room |
| 4:15-5:30 | Free Play & Pick Up |

Pictures

Throughout the year, we take pictures of kids enjoying different activities. These pictures will be used on marketing material, such as flyers, website, and social media to promote our programs. Please indicate on the registration form whether your child may be photographed or not. We take this seriously, because we understand that sometimes it's not in the child's best interest to be photographed. We are very diligent in ensuring children are not in pictures if that is the parent's request. Additionally, if you take photos of your child during the summer program and there are other children in the photo, please ensure that their faces are not visible or that these photos are NOT shared on social media. In doing so, you will be in violation of the childcare licensing policies.

Additional Information

The only items that are allowed are a packed lunch, water bottle, swimming suit and an extra change of clothes each day. Personal items such as toys, blankets, stuffed animals, electronics, or cell phones are not allowed. If these items are brought, they will be sent home with you. Children need to wear appropriate clothing to play and have fun. Tennis shoes are required. Water shoes can be brought and worn to the pool, but tennis shoes will be put back on after swim time.

Behavior and Conduct

The children are responsible for knowing and abiding by the rules of Out of School Program. Parents are responsible for helping their children understand the rules.

Manners:

All children need to follow basic courtesies with counselors and one another. This includes table manners, politeness, and taking care of equipment and facilities. Please make sure your child understands the importance of following rules and directions given by counselors.

Behavior:

We view discipline not as a punishment, but as a way of teaching children what is acceptable behavior. Prohibited conduct may include, but is not limited to:

- Disrespect for counselors and other children
- Disruptive behavior or inappropriate language
- Willfully and intentionally assaulting or threatening to assault or physically abusing another child or counselor
- Willfully and intentionally damaging, destroying, or stealing property
- Inappropriate public displays of affection
- Bullying

Should discipline be necessary, the children will be given 5 corrective measures:

1. Counselor will talk with child regarding the behavior.
2. Time out based on age of child.
3. Child sent to Director for correction.
4. Loss of privileges (from Director).
5. Phone call made to parents regarding the situation.
6. Suspension or removal from camp.

Health and Safety Requirements

We are required to obtain immunization records, under the direction of DHS. Even if the child is registered, admission will not be allowed without proper documentation.

Please understand these policies are in place to protect your child, rather than to create a hardship on anyone. A child sent home with any illness will not be able to return to the Out of School program until they are symptom free for 24 hours. This means that if a child is sent home during the day, he/she may not return the next morning, but must wait until the 24-hour period has passed or has a doctor's note stating that the child may return to the Out of School program and is not contagious.

Medication: If your child needs to take medication, the parent must come and give their child the medicine needed. This is for all types of medicine: prescription and over the counter.

Medical concerns: It is important for parents to bring to the Director's attention any medical problems or allergies a child may have. We may consult with the counselor and modify activities, if necessary.

Illness Policy: Parents agree to keep their child/children at home or seek alternate care arrangements for the following conditions:

- **Pain:** any complaints of unexplained or undiagnosed pain.
- **Fever:** A child cannot attend the summer program while taking Tylenol or another fever reducing medication in order to maintain a normal temperature. A child will be sent home if temperature is at or above 100 degrees auxiliary. If other symptoms exist, a child may be sent home with a lower temperature stated above.
- **Diarrhea:** Three or more watery stools in a 24-hour period
- **Vomiting:** Vomiting on two or more occasions within the past 24-hour period.
- **Pink Eye:** Pink or red eye(s) which may be swollen with white or yellow discharge; child may return when on antibiotics for 24 hours.
- **Difficult or Rapid Breathing**
- **Severe Coughing**
- **Skin Conditions:** which have not been diagnosed as non-contagious by a physician; may include ring worm, impetigo.

Parents or guardians will be notified immediately if the WLFC Staff observes symptoms of illness in your child. You or someone designated on the pick-up form is required to pick up your child as soon as possible.

Contagious Illnesses:

- Parents must notify the Director within 24 hours of a diagnosis of a serious illness or contagious disease including, but not limited to pink eye, head lice, strep throat, influenza, mono, common cold, ring worm, etc.

To help prevent these illnesses from spreading, please educate your child on good personal hygiene.

- Wash hands with soap and water.
- Cover mouth with arm when coughing or sneezing.
- Do not share food or drinks.
- Do not share hairbrushes, combs, hats, towels, or other hair accessories.

WLFC Summer Care Program

Registration will be done through the WLFC online registration, beginning March 1st at 6 am.

The WLFC offers a licensed, full day summer childcare program open to WLFC members who have completed kindergarten through age 12. The program includes a variety of activities around the WLFC including sports, games, arts & crafts, swimming, special guests and more! 2 daily snacks are included, Parents are responsible for providing a healthy sack lunch. The WLFC can only accommodate a maximum of 90 children per week for the 2023 session.

Summer Registration

Full Summer: Registration Opens March 1 at 6:00AM

- Enrolled for all 9 weeks of summer care
- Weekly rate: \$150
- Non-refundable enrollment fee of \$150
- Registration for full summer closes March 31. Starting April 1, remaining spots are available on an individual week basis
- Once your registration is complete you will receive an email at a later date directing you to complete the required paperwork.
- We must have a current email and phone number on file with the WLFC. Please login and update your account

Individual Weeks: Registration Opens April 1 at 6 am

- Flexibility to choose only the weeks you need
- Weekly rate: \$175
- Non-refundable enrollment fee of \$25 per week enrolled that is applied towards the weekly rate.
- Registration will remain open until full throughout the summer.
- Payments should be made online when registering. Please make sure you know your weeks before registering. The cart will time out and weeks will be lost if not prompt
- Once your registration is complete you will receive an email at a later date directing you to complete the required paperwork.
- We must have a current email and phone number on file with the WLFC. Please login and update your account

Program Dates: June 7 – August 13

(No Summer Care July 3 - 7)

| | |
|--------------|-----------------|
| June 5 – 9 | July 17 - 21 |
| June 12 – 16 | July 24 - 28 |
| June 19 - 23 | July 31 - Aug 4 |
| June 26 - 30 | Aug 7 - 11 |
| July 10 - 14 | |

Payment, Cancellation & Refund Policy

Payment

Out of School Care fee is \$25 per day, per child. This includes all programming, arts & crafts, and two daily snacks. Out of School Care is **nonrefundable**. If the WLFC cancels Out of School Care due to weather or registration requirements not being met, you will be credited the amount you paid.

Summer Care fees are \$175 per week, per child. This includes all programming, arts & crafts, and two daily snacks. A deposit of \$25 per week is paid in advance to hold your registration and is **nonrefundable**.

The remaining \$150 balance per week is due the Friday prior to the week your child will be attending. Payments made after the deadline will be considered late and a \$20.00 late fee will be assessed. You are welcome to pay for the full summer at any time.

Payments made by check can be made out to the Walton Life Fitness Center. **Please write your child's name and the week you are paying for on the check.** If the proper cancellation process is not followed (see below) you are required to pay for unattended time and your child will not be permitted to return to the summer care program until fees are paid.

Summer Payment Due Dates

Week 1: June 5-9 needs to be paid by June 2

Week 2: June 12-16 needs to be paid by June 9

Week 3: June 19-23 needs to be paid by June 16

Week 4: June 26- 30 needs to be paid by June 23

Week 5: July 10-14 needs to be paid by July 7

Week 6: July 17-21 needs to be paid by July 14

Week 7: July 24-28 needs to be paid by July 21

Week 8: July 31-Aug 4 needs to be paid by July 28

Week 9: August 7-11 needs to be paid by August 4

Cancellations

All cancellations must be turned in using the cancellation form via paper copy or email to terrie.pitts@walmart.com. If your child will not attend a week that he/she is signed up for, you need to cancel that week, a full week in advance. Cancellations cannot be made over the phone or via a counselor. Cancellations made in time will result in a full refund of weekly fees of \$150. If the cancellation policy is not followed, parents are still responsible for 50% payment for that week.

Example of Cancellation:

Your child is signed up for the week of June 12-16, but now your plans have changed; you must cancel by Monday, June 5, for a full refund. Tuesday, June 6 will be too late, and you will be responsible for a 50% payment of weekly fees. Your child will not be able to return to the summer program until the weekly fee is paid. In case of an emergency, contact the Program Director.

Summer Care Cancellation Dates for Full Refund

Week 1: June 5-9 needs to be cancelled by May 31 (WLFC is closed Monday, May 30)

Week 2: June 12-16 needs to be cancelled by June 6

Week 3: June 19-23 needs to be cancelled by June 12

Week 4: June 26- 30 needs to be cancelled by June 19

Week 5: July 10-14 needs to be cancelled by June 26

Week 6: July 17-21 needs to be cancelled by July 10

Week 7: July 24-28 needs to be cancelled by July 17

Week 8: July 31-Aug 4 needs to be cancelled by July 24

Week 9: August 7-11 needs to be cancelled by July 31

Summer Care Refunds

Should your plans change during the summer, complete the weekly cancellation form(On next page), and submit by the specified date for the week(s) you plan to cancel. Cancellations following this process will be eligible for full refunds of weekly fees.



Weekly Cancellations Form

To receive a refund, forms must be received 1 full week prior to the week being cancelled.

Name of child(ren): _____

Circle or highlight the weeks you wish to cancel:

Cancellations

June 5 – 9

June 12 – 16

June 19 - 23

June 26 - 30

July 10 - 14

July 17 - 21

July 24 - 28

July 31 - Aug 4

Aug 7 - 11

Comments: _____

Parent Signature: _____ Date: _____

Parent Phone Number: _____