



Parent Handbook

**Before & After Care / School Days Out
2026-2027**

Play, Learn, and Grow... Together!

Director-Mandy Schuyler

Assistant Director-Caitlyn Bauer

Crown Care Cell 443-235-0117

Crown Sports Center 410-742-6000 ext 101

www.crownsportscenter.com

**This handbook is not all inclusive and other policies may be implemented as
new situations arise.**

Crown Care Mission Statement

Our mission at Crown Care is to foster the intellectual, social, emotional, and physical growth of our students and to inspire a lifelong commitment to learning. A caring, educational environment promotes cultural values and supports positive relationships and respectful interaction. We encourage children to learn by doing— moving from concrete, hands-on experience to more abstract concept development. Our priority is to provide a healthy balance of child-directed and counselor guided activities, as well as time for children to work individually, in small groups, and in large groups. Our program provides an integrated, comprehensive approach to learning for the children in our community.

For Parents/ Guardians

Staff

Our professional staff is dedicated to making Crown Care an exciting and safe place for your child(ren) to spend Before and After School as well as school days out. Each member of our staff is trained in child care policies, safety procedures, active and passive games, arts and crafts, and athletic activities. All staff have undergone fingerprinting and background checks, in addition to being CPR and First Aid Certified.

Hours of Operation

- Crown Care will be open from 6:30am-5:30pm
- All children must be picked up **no later than 5:30pm**

Late Pickup Fee Policy

Crown Care closes at 5:30pm. Please make arrangement to pick up your child on time.

- If you are late picking up your child, a late fee will be assessed at the rate of two dollars for each minute you are late. The fee will be assessed according to our clocks and the Procare check out time.
- Payment is due when you pick up your child or will be billed to your Procare account on file.
- We recognize that emergencies arise and request that parents call Crown Care (443-235-0117) if you are delayed for any reason. However, the late fee will still be assessed.

Holiday Closings

Crown will be open Monday-Friday during the regular Wicomico County school year. The following are paid holidays that Crown Care will be closed:

- Thanksgiving & the day after
- Christmas Eve and Christmas Day*
- December 31st– closing at 12p.m.: New Year's Eve*
- January 1st: New Year's Day*
- Good Friday
- Memorial Day

****If these days (Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day) fall on a Saturday, we will be closed on Friday, or if they fall on a Sunday, we will be closed on Monday.)**

Emergency Closing Policy

Crown Care will make every effort to be open during inclement weather provided the staff can arrive safely.

Please follow these guidelines:

- Delays and closings will be determined by the director and sent out on our Procare App.
- Delays and closings will be posted on our Facebook page
- In the event that Crown Care will close early because of inclement weather, a power outage occurs that cannot be restored within 2 hours, or other emergencies occur, an email will be sent via Procare. Phone calls will be made if necessary.

School Closing Policy

When Wicomico and/or Somerset County schools are to be closed for a half or full day, Crown Care children may attend our **SCHOOL & SNOW DAYS OFF** program at a DISCOUNTED RATE. The additional cost is:

- Before AND After Care: \$15 per full day/ \$10 per half day
- Before Care: \$25 per full day/ \$20 per half day
- After Care: \$25 per full day/ \$20 per half day

Required Forms

All forms in the registration packet need to be completed and on file in the center before the first day of care. This includes the

- Emergency Form
- Health Inventory
- Parent Contract and the 5 pages of signed authorizations
- Updated copy of Child's Immunization records including the LEAD TESTING

* Please make sure you provide the center a copy of any new immunizations that your child receives during the program year.

Sign-In/ Sign-Out Policy

Children **MUST** be **signed in** by the person dropping them off and **signed out** each day by a parent/guardian or other authorized person listed on the Emergency Form using the Procare App:

- Children will **NOT** be allowed to sign themselves in and/or out.
- Child(ren) will only be released to parents/ guardians or any person listed on the Emergency Form.
- **ALL authorized persons are required to bring a photo ID and present it on demand.**
- In the event of an emergency, when you need a person who is not on the Emergency Form to pick up you child (ren), you may call the Center, speak with the director, and give verbal authorization for release.
- If a parent/guardian or designated person arrives at the center impaired by any controlled substance, including prescription medication, the child(ren) **will NOT be released** and an alternate person will be called. Should this impaired individual become confrontational, the police will be called.

Non-Custodial Pick-up Policy

Crown Care will assume that both parents have the right to pick up a child unless the custodial parent/guardian provides a written court order stating otherwise.

- This document will be placed in child's file. *Without a court order we cannot refuse a parent.
- If a non-custodial parent arrives, we will tell them that Crown Care is not authorized to release the child(ren) to them.
 - Next, we will attempt to contact the custodial parent/guardian.
 - The child's safety is always our top priority.

Attendance Policy

- There will be NO financial credit of tuition for emergency closings, weather related closings, illness, holidays, suspensions/expulsions, unexpected withdrawal (for any reason), and/or family vacations or holidays.
- If your child is out of the center for an extended time (more than 2 weeks) due to illness/ hospitalization, each case will be addressed individually by the Center Director, you will need a doctors note to return. If you receive Child-care Subsidy then you will have to provide a doctors note for us to submit because we are required to send a no longer in care form once your child misses more than 10 open days of care.
- In the event of a no-call/ no-show for a period of 2 weeks, a child's space will be considered abandoned and another child will be given that space and the collection process will begin for your remaining balance.
- Attendance will be taken every day.
- A 30 day written notice is required to withdraw from the program.

Dress Code

Children must have appropriate clothing and shoes for physical activities and daily weather conditions.

- Sandals and flip flops are not acceptable footwear, for safety reasons we ask that all children come to the center in shoes and socks.
- When weather is good, the children may go outside.

Personal Belongings

- All items should be clearly labeled with first and last name.
- Children should not bring toys or personal items.
- Crown Care will not be held responsible for lost, stolen, or damaged items (for example: MP3 players, Ipods, handheld video games, cell phones, clothing, toys, blankets, lunch, drink containers, etc.).

Snacks

- An afternoon snack will be offered daily by our facility to school age children.
- Children are not required to eat the snack offered.
- Please notify the staff of **any food allergies**.

Screen Time Policy

General Restriction: Children are not permitted to watch television, play on computers, or use electronic devices during regular program hours unless it is part of a homework assignment.

Exceptions: On designated School Days Out or Holidays, children may be allowed to watch a movie or engage in screen time activities.

By adhering to this policy, we aim to foster a healthy, active, and engaging environment for all children at Crown.

Medications

- Crown Care has a certified staff member trained for distributing medication.
- Administered medication must be prescribed by a physician and come in the original packaging from the pharmacy.
- A physician's signature is required on the Medication Authorization Form for both prescription and non-prescription medication along with a parent's signature.
- All medication, including over the counter medication, must be in the original manufacturers container and labeled with the child's first and last name.
- All medications will be stored in a locked box in the Crown Care Admin office.
- Children and/or staff may not carry medication on their person, or keep it in backpacks, cubbies, and/or lunch boxes.
- All medications must be given directly to a staff member by the parent/guardian upon arrival at Crown Care.
- Parents must provide proper measuring device for medication if needed.
- At least one dose of any medication must be given at home before the child arrives at the Center.

Health Policy

We strive to provide an environment that supports good health. In an effort to prevent the spread of disease and infection, Crown Care will adhere to the following policies:

- Staff and children are asked to follow established guidelines for when and how to wash hands.
- Toys, equipment, materials, and furniture will be sanitized on a regular basis.
- Children are NOT permitted to attend if they have had any of the following symptoms
 - *Fever of 100.4° or above
 - *Diarrhea and/or vomiting
 - *Any skin rash that has not been identified by a phone call or note from a physician
 - *Evidence of head lice or other parasites
 - *Conjunctivitis
 - *Evidence of infection
 - *A moist or open cold sore
 - *Anything that interferes with a child's participation in regular activities, including outdoor play

SPECIAL PRECAUTIONS

- ⇒ **Fever**— child must be fever free, without medication, for 24 hours before returning to Crown Care
- ⇒ **Diarrhea or Vomiting**— child must be free from these symptoms, without medication, for 24 hours before returning to Crown Care
- ⇒ **Eye Infections**—physician's note will be required for the child to return to Crown Care
- ⇒ **Head Lice/ Parasites**—no evidence
- ⇒ **Strep Throat**—exclusion period is a minimum of 24 hours after the child has started an antibiotic
- ⇒ **Chicken Pox**—exclusion period is at least 6 days from rash onset and all wounds must be scabbed over
- *If you know your child is sick, please do not bring them to Crown Care.
- *Make firm arrangements with a relative or friend for backup when your child is ill.
- *When you are called to pick up a sick child, you or your back-up care provider must pick-up within 1 hour.

Payment Policy

- Full tuition payments are expected regardless of your child's attendance. There will be no financial credit of tuition for emergency closings, weather related closings, illness, holidays, suspensions/expulsions, unexpected withdrawal (for any reason), and/or family vacations. If your child is out of the center for an extended time (more than 2 weeks) due to illness/hospitalization, those cases will be addressed individually by the Center Director.
- Parents/guardians are required to participate in an automatic payment program which will automatically withdraw the tuition from your bank account or credit card on Mondays.
- Payment on your tuition can be made by the following: **MasterCard, Visa, Discover, checking, or savings account.**
- Payments returned for uncollected and/or insufficient funds will be assessed a \$35 fee; in addition to your bank charges. Returned payments must be satisfied by a cash payment, including fee, before your child may return to care.
- If early contract termination and/or a change to the contract is required, parent/guardian must provide a written statement to Crown Care giving a 30 day notice.
- The advance notice will begin the date the WRITTEN STATEMENT IS SUBMITTED to the Crown Care Director.
- **If no early notice is given, parent/guardian will be responsible for payment for the next 30 days.**
- Contract will remain in effect for the entire Before & After Care calendar year.

Confidentiality Policy

Children's records containing identifiable information will be stored in a locked file cabinet, accessible to authorized persons and provided to them on a "need to know" basis.

- Parents of enrolled children have the right to review their children's and family records, and to request an explanation for information in those records, as well as how the information will be used.
- Children's names might be visible at the Center (cubbies, cots, artwork, etc.). Only the first name and last initial will be used.

Parents Right To Know

Parents are entitled to inspect, at any time, the active complaint files of any licensed child care facility under Maryland law. To review a child care facility, contact:

Suzanne Ruark
Regional Manager
Division of Early Childhood Development
Office of Child Care 410-713-3430

Teresa Handy
Licensing Specialist
Division of Early Childhood Development
Office of Child Care 410-713-3430

Safety

- We ask that parents/guardians closely supervise their children in the driveway, parking lot, and elsewhere at Crown Center.
- Our responsibility begins when you leave your child in the care of a Crown Care staff member and ends when you arrive back at our facility for pick-up.
- We will notify a parent/guardian immediately should your child become injured or sick. If we are unable to contact the parent/guardian, we will notify the individual listed as the emergency contact on the Emergency Form.
- Parents will need to complete an authorization form before sunscreen can be applied.
- Special needs requests should be in writing.

Incidents/Injury Policy

- Staff members have First Aid, AED, and CPR Certifications. All incidents/accidents other than minor bumps and/or scrapes will be reported to parents and an injury and/or incident report will be completed.
- If any injury serious enough to require a doctor's attention, the parent/guardian will be called and either the Crown Care director, or a Crown Sports Center staff member will accompany the child to the hospital via medical transport.

Conduct and Discipline

The word discipline is derived from the word disciple, which means to guide or teach. Positive guidance is meant to help the child develop self-control, self direction, social competence, and good self esteem.

- Crown Sports Center and Crown Care are committed to providing a safe and positive environment for all children. To ensure this, children and parents are expected to immediately report any personally offenses or threatening situations to the Crown Care Director or Crown Sports Center office.

Code of Conduct

The code of conduct is included in this packet so that children and their families are informed of the behavior of all participants for the safety, health, and happiness of the children and staff.

- Children are to be respectful to others
- Children are expected to conduct themselves in a manner which does not jeopardize themselves, other children, staff, or the facility.

Disciplinary measures may include:

- *Time out
- *Loss of privilege
- *Phone call to parent
- *Parent conference
- *Suspension
- *15 day probation period after suspension
- *Immediate dismissal without a refund

Crown Care and Crown Sports Center will use the following procedures to address disciplinary problems for children who fail to abide by the rules and regulation on a continual basis, or commit a very serious infraction.

- **1st Infraction:** Verbal warning by staff. Parent/ guardian will receive verbal and written notification of the incident.
- **2nd Infraction:** Verbal and written warning to parent/guardian of the incident. Child may be denied right to participate in special event (i.e. arcade, trip attendance, etc.).
- **3rd Infraction:** Parent/guardian conference will be scheduled immediately to identify problem and discuss solutions. Suspension or expulsion from care may result immediately or after several days if no improvement in behavior is shown.
- No refund will be issued if your child is suspended/ expelled from care due to behavior.
- Note: serious infractions may warrant immediate suspension or expulsion from program.
- A child may be suspended from the program at any time that their behavior is deemed aggressive or hurtful to others.

Appropriate Positive Guidance Techniques

At Crown Care, we believe the focus of the guidance should be on the behavior, not the child. Behaviors are good or bad, not children. The following positive guidance techniques will be utilized within Crown Care's programs:

- Staff will be accepting and understanding to age appropriate behavior (crying, messiness, resistance, and/or assertiveness).
- Crown Care's environment is designed to encourage self discipline, thus eliminating potential problems (shelves will be labeled with descriptions and/ or pictures of toys to encourage children to put toys and items where they belong).
- Staff will present themselves as a positive role model by using appropriate language in an appropriate tone, as well as, behavior and proper use of materials (children imitate what they see and hear).
- Staff will acknowledge children for appropriate behaviors, thus sending a clear message that correct behaviors are worthy of praise (this helps the child distinguish between right and wrong).

For questions, concerns or to file a complaint contact your Regional Office

Regional Offices	Phone
Anne Arundel	410-573-9522
Baltimore City	667-354-5178
Baltimore County	410-583-6200
Prince George's	301-333-6940
Montgomery	240-314-1400
Howard	410-750-8771
Western Maryland, Allegany, Garrett & Washington	301-791-4585
Upper Shore, Kent, Dorchester, Talbot, Queen Anne's & Caroline	410-819-5801
Lower Shore, Wicomico, Somerset & Worcester	410-713-3430
Southern Maryland, Calvert, Charles & St. Mary's	301-475-3770
Harford & Cecil	410-569-2879
Frederick	301-696-9766
Carroll	410-549-6489

The Regional Offices investigate complaints to determine if child care licensing regulations have been violated. All confirmed complaints against child care providers may be viewed at [CheckCCMD.org](https://www.checkccmd.org).

For additional help, you may contact the Licensing Branch Chief at 410-767-0120.

Resources

Child Care Scholarship (CCS) - Assists eligible parents and families with child care expenses
1-877-227-0125 [money4childcare.com](https://www.money4childcare.com)

Maryland EXCELS - Maryland's Quality Rating System for child care programs
[marylandexcels.org](https://www.marylandexcels.org)

Maryland Developmental Disabilities Council - Assistance with ADA issues
[md-council.org](https://www.md-council.org)

Maryland Infants and Toddlers Program - Early intervention services for young children with developmental delays and disabilities and their families
[referral.mditp.org](https://www.referral.mditp.org)

Maryland Family Network - Assists parents in locating child care
1-877-261-0060 [marylandfamilynetwork.org](https://www.marylandfamilynetwork.org)

Maryland Child - Information about child development, parenting, community resources, mental health, nutrition, literacy, and more.
[Marylandchild.org](https://www.Marylandchild.org)

Maryland State Department of Education
Division of Early Childhood
200 West Baltimore Street
10th Floor
Baltimore, MD 21201
[earlychildhood.marylandpublicschools.org](https://www.earlychildhood.marylandpublicschools.org)

Wes Moore, Governor

Mohammed Choudhury,
State Superintendent of Schools

Parent's Guide to Regulated/ Licensed Child Care



Information About Child Care Facilities



Who Regulates Child Care?

All child care in Maryland is regulated by the Maryland State Department of Education, Office of Child Care's (OCC), Licensing Branch.

The Licensing Branch's thirteen Regional Offices are responsible for all regulatory activities, including:

- Issuing child care licenses and registrations to child care facilities that meet state standards;
- Inspecting child care facilities annually;
- Providing technical assistance to child care providers;
- Investigating complaints against regulated child care facilities;
- Investigating reports of unlicensed (illegal) child care;
- Taking enforcement action when necessary; and
- Partnering with community organizations and consumers to keep all children in care safe and healthy.

Regulations governing the Maryland State Department of Education (MSDE) fall under COMAR Title 13A. Regulations that govern child care facilities and other information about the Office of Child Care may be found at:

[earlychildhood.marylandpublicschools.org/child-care-providers/licensing](https://www.earlychildhood.marylandpublicschools.org/child-care-providers/licensing)

What are the types of Child Care Facilities?

Family Child Care – care in a provider's home for up to eight (8) children with no more than two under the age of two.

Large Family Child Care – care in a provider's home for 9-12 children.

Child Care Center – non-parental care in a group setting for part of a 24 hour day.

Letter of Compliance (LOC) – care in a child care center operated by a religious organization for children who attend their school.

All facilities must meet the following requirements:

- Must obtain the approval of OCC, fire department, and local agencies;
- Must have qualified staff who have received criminal background checks, child abuse and neglect clearances, and are not on the sex offender registry;
- Must maintain certification in First Aid and CPR;
- Must maintain approved staff and student ratio and provide ACTIVE supervision all times when children are in care;
- Must offer a daily program of indoor and outdoor activities;
- Must maintain a file with all required documentation for each enrolled child;
- Must post approved evacuation plans, conduct fire drills, and emergency preparedness drills; and
- Must report suspected abuse and neglect, and may not subject children to abuse, neglect, mental injury, or injurious treatment.

Did You Know?

- The provider's license or registration must be posted in a conspicuous place in the facility;
- A child care provider must enter into a written agreement, with a parent, that specifies fees, discipline policy, presence of animals, the use of volunteers, and sleeping arrangements for overnight care;
- Parents/guardians may visit the facility without prior notification any time their children are present;
- Written permission from parents/guardians is required for children to participate in any and all off property activities;
- All child care facilities must make reasonable accommodations for children with special needs;
- A qualified teacher must be assigned to each group of children in a child care center;
- Staff:child ratios must be maintained at all times in child care centers;
- Parents/guardian must be immediately notified if children are injured or have an accident in care;
- Parents/guardians may review the public portion of a licensing file; and
- Check Child Care Maryland, [CheckCCMD.org](https://www.checkccmd.org), is a resource for parents and families to use to review child care provider's license status, verified complaints, compliance history, and inspection results.