



The Arc of San Antonio  
Life Enrichment Program for Children  
Parent Handbook

**The Mission**

To enhance the lives of children and adults with Intellectual and/or Developmental Disabilities.



### **Program Goal**

The goal of The Arc's Life Enrichment Program for Children with Intellectual and/or Developmental Disabilities (I/DD) is to provide a safe, nurturing, and supportive learning environment that enhances quality of life.

### **Program Description**

The Life Enrichment Program for Children offers unduplicated specialized care to school-aged children (5-22) with moderate to severe Developmental Disabilities including autism, cerebral palsy, Down Syndrome and other I/DD. The staff as a team assesses each child's capabilities and develops monthly activity schedules based on the children's needs. The staff works with the children through play on increasing their independence, eye hand coordination, gross motor skills and academic skills.

The child-care program is licensed by the Texas Department of Family and Protective Services for ages 5-12 years old. The teen club is for ages 13-22 years. The Arc of San Antonio works collaboratively with local school districts for after-school drop-offs via the schools' transportation. It is the parents' responsibility to arrange transportation to the Arc's activities centers through the school districts' transportation department. Transportation to the sites is not available during the summer or on school holidays.

The Life Enrichment Program for children is offered at two locations with the following hours:

**Afterschool: M-F 2:30p.m – 6:30 p.m.**

**All Day/ Holiday Care: M-F 7:00 a.m – 6:30 p.m.**

#### **Pam Stephens Center**

6530 Wurzbach Rd  
San Antonio, Texas 78240  
Phone: 210-682-4200

#### **West Avenue**

13430 West Ave.  
San Antonio, Texas 78216  
Phone: 210-490-4300



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**ARC MANAGEMENT STAFF**

**Steve Enders**

**President/CEO**

**(210) 490-4300, x 102**

**senders@arc-sa.org**

**Susan Henderson**

**Vice President/Chief Financial Officer**

**(210) 490-4300, x 118**

**shenderson@arc-sa.org**

**Directors/Programs**

**Pam Stephens**

**Director of Outreach Services**

**(210) 490-4300 x 120**

**pstephens@arc-sa.org**

**Anna Garcia**

**Day Services Director, Pam Stephens Center**

**(210) 682-4200 x201**

**agarcia@arc-sa.org**

**Beth Green**

**Director of Development and Communications**

**(210) 490-4300 x127**

**bgreen@arc-sa.org**

**Melissa Cornelius**

**Director of Curriculum & Staff Development**

**(210) 490-4300 x135**

**mcornelius@arc-sa.org**

**Yolanda Fuentes**

**Director of Case Management**

**(210)490-4300 x112**

**yfuentes@arc-sa.org**

**Brooke Kearney**

**Director of Child Care Services—West Avenue**

**(210) 490-4300 x106**

**bkearney@arc-sa.org**

**Jennifer Tarr**

**Day Services Director, West Avenue Center**

**(210) 490-4300 x119**

**jtarr@arc-sa.org**

**Arcy Muniz**

**Director of Child Care Services—Pam Stephens**

**(210) 682-4200 x204**

**[amuniz@arc-sa.org](mailto:amuniz@arc-sa.org)**



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**The Arc of San Antonio**

**Life Enrichment for Children Fees**

**THE ARC OF SAN ANTONIO**

**RATES FOR CHILDREN'S LIFE ENRICHMENT SERVICES**

**EFFECTIVE OCTOBER 1, 2013**

| <b>AFTER-SCHOOL AND SUMMER PROGRAMS</b> |   |
|---|---|
| AFTER SCHOOL                            | \$266.00/month regardless of attendance -- See schedule on following page.  |
| SUMMER                                  | \$513.00/month regardless of attendance -- See schedule on following page. One free vacation week with notice given at beginning of summer. |

| <b>SCHOOL HOLIDAYS, SPRING BREAK, THANKSGIVING AND CHRISTMAS</b> |  |
|--|--|
| FULL DAY ONLY  | \$28/day based on number of days signed up. PREPAID. Those with AACOG, CWP or HCS funding, see note below. |

| <b>ADDITIONAL FEES:</b> |         |  |
|-------------------------|---------|--|
| Registration fee        | \$20.00 | Due upon initial registration; annually thereafter at beginning of school year. Non-refundable.            |
| Activity fee            | \$30.00 | Due upon initial registration; at beginning of summer program and at beginning of school year. Refundable. |

**NOTE:** If you have third-party funding (such as AACOG, etc), be aware that we can only bill these funders for times attended. They will not pay for "no shows", registration, activity or late pick-up fees. Therefore, you will be responsible for the following: Fees for holiday services you signed up for but did not use, registration and activity fees, and late pick-up fees.

A limited number of reduced rate slots are available. Contact your site's program coordinator or The Arc's finance office for more information.



**The Arc**  
*of San Antonio*

Serving People With Developmental Disabilities  
**CHILDREN'S LIFE ENRICHMENT SERVICES**  
**TUITION PAYMENT SCHEDULE**

2013 - 2014 School Year and Summer 2014

| <b>AFTER-SCHOOL</b>       |                   |                  |
|---------------------------|-------------------|------------------|
| <b>MONTH</b>              | <b>AMOUNT DUE</b> | <b>DUE DATE</b>  |
| AUGUST 2013               | 60.00             | 8/30/2013        |
| SEPTEMBER 2013            | 280.00            | 9/13/2013        |
| <b>REVISED SCHEDULE:</b>  |                   |                  |
| OCTOBER 2013              | 266.00            | <b>10/1/2013</b> |
| NOVEMBER 2013             | 266.00            | <b>11/1/2013</b> |
| DECEMBER 2013             | 266.00            | <b>12/1/2013</b> |
| JANUARY 2014              | 266.00            | <b>1/1/2013</b>  |
| FEBRUARY 2014             | 266.00            | <b>2/1/2014</b>  |
| MARCH 2014                | 266.00            | <b>3/1/2014</b>  |
| APRIL 2014                | 266.00            | <b>4/1/2014</b>  |
| MAY 2014                  | 266.00            | <b>5/1/2014</b>  |
| JUNE 2014                 | (INCLUDED ABOVE)  |                  |
| <b>AFTER-SCHOOL TOTAL</b> | <b>2,468.00</b>   |                  |

| <b>SUMMER</b>       |                   |                 |
|---------------------|-------------------|-----------------|
| <b>MONTH</b>        | <b>AMOUNT DUE</b> | <b>DUE DATE</b> |
| JUNE 2014           | 513.00            | <b>6/1/2014</b> |
| JULY 2014           | 513.00            | <b>7/1/2014</b> |
| AUGUST 2014         | 513.00            | <b>8/1/2014</b> |
| <b>SUMMER TOTAL</b> | <b>1,539.00</b>   |                 |

(Note: This schedule does not include additional fees for early release days or holidays.)

**PLEASE NOTE: IF PAYMENT IS NOT RECEIVED BY THE 5TH BUSINESS DAY AFTER THE DUE DATE ABOVE, SERVICES WILL BE TERMINATED.**



### **Payment Policy**

Tuition payments are due in advance on the 1<sup>st</sup> of every month. If payment is not received by the 5<sup>th</sup> business day of the month, your child will be dismissed from the program. The monthly fee for the program will be a standard fee that is calculated by dividing the total number of days in the term by the number of months in the term. Please see attached financial breakdown for further explanation.

**\*\*\* Special Note \*\*\*** Any families receiving outside funding (e.g. HCS, TxHmL, Non-Educational Funds or AACOG Funds) will be responsible for any fees unpaid by the funding source. Outside funding sources will only pay for days actually attended; therefore if your child does not attend on a scheduled day you will be responsible for the fee for that day. In addition, if the daily rate paid by the funding source is not equivalent to the daily rate charged by The Life Enrichment Child Program, the family will be responsible for the difference.

### **Late Pick Up Fee**

Having children picked up after program hours is an issue that negatively impacts the program. In an effort to eliminate this issue, we will assess a fee of \$20.00 for the first 15 minutes after 6:30 p.m. and \$1.00 for every minute thereafter. We hope you understand our need for this fee. This fee is necessary to cover the cost of staff that have to stay past the end of their shifts.

In addition to the above late pick up fees, after three late pickups in one calendar year there will be a 3 day suspension from The Life Enrichment Child Program. If there is another late pickup after the suspension, the participant will be dismissed from The Life Enrichment Child Program.

### **Enrollment Procedures**

Parents or guardians must complete an application packet and return it to the Director or Site Manager. Upon enrollment, parents will be billed a registration fee. These fees are non-refundable. Children must be enrolled in school and be between the ages of 5 to 22, be successfully served in a ratio of 1:4, and have transportation to and from the program. Parents can request their school district to transport their child to our program after school.

All children must be enrolled on a full time 5 days per week basis during the After School Program and during the summer. Only children enrolled in the After School Program are eligible for holiday care. We are able to accommodate one free vacation week with notice given at beginning of summer.



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The After School Term and the summer are seen as two different terms and both require an application and registration fee in order to attend and register for any term.

Children who attend the After School Program have priority enrollment for the summer and the next After School Term. If a child attended the previous summer, they will receive priority in the order the application is received based on program availability. All other applications will be considered in the order they are received based on program availability. Completed application packets are required for a name to be placed on our waiting list.

### **Lunch**

The Life Enrichment Program for Children does not provide lunch for children during the summer or on holidays when the children are in care for a full day. If a child arrives without a lunch, and the parents cannot bring a lunch, a fee of \$5.00 will be charged to allow staff to provide a lunch to the child. We provide an afternoon snack during the after school program and a morning and afternoon snack for holiday care and summer all day care.

### **Field Trips**

Field trips may be scheduled during the summer or school holidays. The child/caregiver ratio will remain 1:4. Transportation will be provided by The Arc.

For every trip that includes transportation, the child must have a written consent form from their parent and/or guardian.

### **Playground**

The West Avenue location and Pam Stephens Center location have outdoor activity spaces that meet the minimum standard guidelines set by the Texas Department of Family and Protective Services (DFPS). Both activity spaces are fenced and have written guidelines for transporting children to and from that space.

### **State Mandated Rest Period**

As a licensed day care through Texas Department of Family and Protective Services, we are mandated to provide a rest period lasting no longer than three hours on days when the children (ages 5-12) are in care for five or more hours. The children need not sleep, but quiet resting is required. The Life Enrichment Program for Children will provide an appropriate rest mat for each child, however please bring a blanket and pillow for your child. This must be taken home to be laundered at the end of each full day for holiday care or at the end the week during the summer.

### **Medical Information**

We must have on file for each child, the name, address and telephone number of his/her physician. We must also have on file authorization to obtain emergency medical care and to transport the child for emergency medical treatments. Each child should have a current immunization record (if those records are available) for the enrollment in our Life Enrichment Program for Children.

The Arc employs a full time RN and LVN. Our child-care staff at The Arc is trained in basic first aid, CPR and seizure management. If an injury or medical emergency occurs, staff will contact the nurse and an assessment will be conducted. If the nurse feels the child needs to go home, the parents/caregiver will be contacted. The child should be picked up within 1 hour of the initial phone call.

For any potentially life threatening condition, The Arc staff will contact EMS (911) and the services will be billed to the family or provider as appropriate.

Should there be additional incidents of failure to pick up the child due to healthcare needs, The Arc reserves the right to discharge the child or institute additional suspensions, based on the severity of the issue.

### **Illnesses**

If a child exhibits any of the following symptoms, the parent/caregiver will be called to pick up the child:

- An oral temperature of 99.9 degrees or greater;
- Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, two or more episodes of vomiting or diarrhea, rash with fever, mouth sores with drooling, behavior changes, or other signs that the participant may be severely ill;
- A health care professional has diagnosed that child with a communicable disease, and the participant does not have medical documentation to indicate that he/she is no longer contagious;
- An injury that warrants or may warrant further medical attention, other than basic first aid;
- Any condition that our nurse has evaluated through a physical assessment that may indicate that the participant may require further treatment, evaluation, or care that cannot be provided here at The Arc.

Children who are sent home with fever, vomiting or diarrhea may **not** return the following day AND until they have had a temperature less than 99.9 degrees for a full 24 hours and have not had vomiting or diarrhea for a full 24 hours.



Please do not send your child to The Arc if he/she is ill. This will only result in a phone call for you to immediately come and pick him/her up for the day. Every child has the right to stay at home if he/she does not feel well. It is up to the parent/caregiver to make alternative arrangements for the day. Once the initial phone call for pick up is made, the child must be picked up within 1 hour. If they are not picked up within 1 hour of the initial contact, a second call will be attempted to inquire and there will be a three (3) day suspension for the next three (3) scheduled days for that participant. If there is an additional hour delay, a third call will be made and the child will have a three day suspension and a meeting scheduled with the team at a later date, but no later than their return date.

### **Behavior Management Plan**

All applications must be submitted with a copy of the most recent IEP. If your child is currently being managed with a behavior plan, please provide a copy to the Child Care Director with the application packet. The application packet will also include a release of information, allowing the staff to gain information on techniques used in the classroom to handle behavioral issues as well as activities done in the classroom, which can be reproduced in our classroom. Lastly all children must make a mandatory pre-enrollment trial scheduled by the Child Care Director. After the pre-enrollment trial is completed, the Child Care Director will then make the decision as to if the Arc can serve the needs of the individual.

Children that have an established history or recent episodes of sexual misconduct, elopement, physical abuse to self or others, or verbal aggression (i.e.: verbal threats, vulgarity, and verbal abuse) may not be admitted to the program.

### **Discipline and Guidance**

The Life Enrichment Program for Children is licensed for a ratio of 1:20. We often operate within a ratio as low as 1:4 depending on the needs of the children. If a child is exhibiting challenging behaviors, which require additional staff and disrupt the ratio, The Child Care Director will notify the family, case workers and any other necessary parties. When an incident or behavior occurs, the staff will write up an incident report, and submit the report to the Director. The Director will notify necessary parties, and determine appropriate steps for staff to take in order to keep the behavior from occurring again. If the incident occurs again, the child may be suspended for three days. During this time period, a meeting between The Director and parents/caregiver will be held in an effort to discuss the incident and develop a new strategy to improve the behaviors. In the case of continuous inappropriate behavior the participant may be discharged from the program and a case worker from The Arc will assist you in researching a more suitable environment for your child. The Arc will



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make every effort to work out behavior problems, while at the same time ensuring your child's and everyone else's safety.

The Arc will use the positive methods of discipline and guidance that encourage self esteem, self control, and self direction, which includes the following:

- Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
- Reminding a child of behavior expectations daily by using clear, positive statements;
- Redirecting behavior using positive statements; and
- Using brief supervised separation or time out from the group, when appropriate for the child's age and development.

In order to provide a safe and successful environment for all of our children, incidents of physical aggression, sexual misconduct, verbal abuse, vulgarity, and elopement, etc., will be reviewed and is cause for expulsion from the program.

The Arc reserves the right to discharge a child at anytime without prior notice for safety issues. The following are examples only and reasons are not limited to this list:

- Elopement
- Physical Harm to self or others
- Physical Aggression
- Threatening behavior including verbal threats
- Sexual Aggression

### **Drop off and Pick up Procedures**

During the school year, children may be transported by school bus to The Arc. The Arc of San Antonio works collaboratively with local school districts for after-school drop-offs via the schools transportation. It is the parents' responsibility to arrange transportation to the Arc's Activity centers through the school districts.

However, the transportation to and from the program on holidays and during the summer is not provided by the school district and it is the responsibility of the family. Parents must accompany their child for drop offs and picks ups. Parents can designate an alternate person to drop-off and/or pick up their child as long as the person is listed on the participant's application. Children must be signed out at the end of each day.

**Children will only be released to the parents or authorized persons on record.**



### **Inclement Weather**

In the event of severe weather, rather than phoning each family to announce closure we will follow the school district closures. If your school district closes, we will also be closed.

### **Evacuation Plan**

In the event of an emergency requiring the evacuation of our building, the children will be moved to the locations listed below.

**(PSC) La Petite Academy**  
6522 Wurzbach Rd. 78240  
Tel: (210) 684-5088

**(WEST) First Assembly of God Church**  
13435 West Ave. 78216  
Tel: (210) 496-9977

### **Health Checks**

The Arc of San Antonio Life Enrichment Program for Children does not currently complete health checks. Our staff document all incidents and accidents on the appropriate incident/accident report form. Staff will provide a copy of any incident report written regarding your child and ask that you sign indicating receipt.

### **Additional Information**

If at any point a concern arises regarding the policies and procedures of the child care center they can be addressed by contacting the Child Care Director Brooke Kearney at 210-490-4300 ext. 106 for West Avenue or Arcy Muniz at 210-682-4200 ext.204 for Wurzbach PSC.

Please feel free to visit our classrooms at any time. We are always available to parents and appreciate any input into our program.

If at any time a parent would like to review a copy of Minimum Standards for Childcare Licensing, a copy is available in either the classroom or in the office of the Childcare Director.

It is our responsibility to report any suspicions of child abuse to the appropriate authorities. We have your child's best interest at heart at all times.

Parents can contact the local licensing office by calling (210)337-3062, the child abuse hotline by calling 1-800-252-5400 or visit the Texas Department of Family & Protective Services website at [www.dfps.state.tx.us](http://www.dfps.state.tx.us)



**THE ARC OF SAN ANTONIO  
HOLIDAYS FOR 2013-2014**

(Facilities closed)

Labor Day – Monday, September 02, 2013

Thanksgiving Day – Thursday, November 28, 2013

Day after Thanksgiving – Friday, November 29, 2013

Christmas Eve – Tuesday, December 24, 2013

Christmas Day – Wednesday, December 25, 2013

New Year's Eve – Tuesday, December 31, 2013

New Year's Day- Wednesday, January 1, 2014

Martin Luther King Day – Monday, January 20, 2014

Good Friday – Friday, April 18, 2014

Memorial Day – Monday, May 26, 2014

Independence Day – Friday, July 4, 2014



**Acknowledgment of Receipt of Child Care Handbook:**

By signing, I acknowledge I have read and agree to the above stated operational policies for The Life Enrichment Program for Children at The Arc of San Antonio A Caring Choice.

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date