

**MILESTONES, PROGRAMS FOR CHILDREN
SCHOOL AGE POLICIES AND PROCEDURES
2019-20**

- I. **Statement of Purpose:** To provide a high quality child care activities program in a group setting for school age children and their families.
- II. **Admission and Registration Policies**
- A. Milestones, Programs for Children, does not discriminate in its enrollment policy on the basis of race, color, gender, sexual orientation, religion, creed, disability, political persuasion, national origin or ancestry.
- B. Online Registration- Registration must be completed individually for each child in the family applying to the program at least one week in advance of proposed start date. This process including payment is completed online
- For existing families with a portal log in at: https://connect.schoolcareworks.com/milestones_login.jsp
 - For NEW families without a family portal go to: https://www.schoolcareworks.com/reg_milestones/start_registration.jsp
- C. **Processing Fee-** A **\$45.00** processing fee is required for the 1st child and \$10.00 for each additional child in the same family. This fee covers the cost of application processing and is non-refundable. During Priority Registration periods, continuing and/or returning families may receive a discount.
- D. **Short Notice Registration-** Although new child registration requires at least one week for processing, if space permits, and resources are available there is the possibility of a Short Notice Registration. Requests must be made to the Milestones administrative offices and is at the discretion of the School Age Director. **These registrations have an additional \$20.00 per day Short Notice Registration fee.**
- E. **Wait List-** If a child cannot be placed in a program due to full enrollment; s/he will be put on a waiting list if so desired. A completed registration accompanied by the non-refundable processing fee is required for placement on the waiting list for the current school year.
- F. **Electronic Signature-** The registration process must be completed online and electronically signed by the parent(s), legal guardian(s), or custodian(s) of the child. Failure to have a proper electronic signature could result in enrollment being suspended.
- III. **Scheduling**
- A. **Days Closed-** The School Age Program will not be open on the following holidays: Labor Day, Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve Day, Christmas Day, New Year's Eve Day, New Year's Day, Good Friday, Memorial Day, and Independence Day. There is no fee reduction for these days.
- When a holiday falls on Saturday or Sunday, Milestones will be closed on an alternate day. Parents will be notified in advance.
- B. **Schedule Options-** Parents may schedule their children for a minimum of two days per week through five days per week. Note that there are no registration options for less than two days for any components. If interested in this consider our Drop-In care option. Contact us at info@milestonesprograms.org for more information related to this.

- C. **Schedule Changes-** There is a \$7.00 charge for each schedule change. Schedule changes must be received in writing at least one week in advance. Schedule Changes must be approved by Milestones and only when there is available space in the program. Milestones cannot guarantee space is available for schedule.
- D. **Cancellations:** Two weeks written notice must be received by the Milestones Office prior to the child's last day of attendance.
- E. **No School Days / School Vacation:** Milestones will provide special all day programs (from 7:00 AM to 6:00 PM). The offering will be contingent on available programming space. It will be provided at each location, or in combination with or at another program. These programs will be provided on school vacation days, teacher in-service days, conference days etc. These days will require special registration. Registrations are accepted on a first-come, first-served basis, space permitting. The per day charge will be billed in advance and is non-refundable. **Pre-Registration for these days is required at least 10 days in advance in your portal- https://connect.schoolcareworks.com/milestones_login.jsp**
- F. **Late Start and Early Dismissal Days:** There is an extra charge for the extended care that results when school starts late or dismisses early. These require a special registration and carry an additional fee. Parents will be notified in advance with all information regarding these days, space permitting. Registration for these days is required, no walk ins are accepted. **Pre-Registration for these days is required at least 10 days in advance in your portal- https://connect.schoolcareworks.com/milestones_login.jsp**
- G. **Short Notice Registration-** Although advance registration of at 10 days is required. if space permits, registrations for No School Days, Late Start and Early Dismissals **may** be accepted with less than 10 days' notice provided there is ample space and at the discretion of the School Age Director. **These registrations have an additional \$20.00 per day Short Notice Registration fee.**
- H. **Half –Day Kindergartners:** If late start or early dismissal of school results in the cancellation of AM or PM Kindergarten for that day, an all day charge will be assessed for those children who remain in our program during the time they would normally attend Kindergarten.
- H. **Inclement Weather Closings:** When your child's school is closed because of snow or extreme cold weather conditions, the School Age Program at that school will also be closed. There is no credit or fee reduction for these days. Please refer to your Parent Handbook for additional information.
- I. **Unexpected School Closings:** When your child's school is closed due to an unexpected occurrence (i.e. water main breakage, power outage, health department sanction) the School Age Program at that school will also be closed. There is no credit or fee reduction for these days. Please refer to your Parent Handbook for additional information.
- J. **Additional Hours:** The School Age Program may provide additional hours of child care on an individual basis. This may not be available at all times or at all locations. The request must be made at least one day in advance.
- K. In the event a child does not attend a regularly scheduled day for any reason, make-up or exchange of days is not allowed.

IV. **Fee Policies (Rates and Billing)**

- A. **Portal-** A personal detailed financial ledger of all charges and payments is in your family portal.
https://connect.schoolcareworks.com/milestones_login.jsp
- B. **Billing Email-** A billing email will go out announcing the new items that are posted in your portal one week prior to the due date. The email will detail weeks of care and applicable due dates. Generally, it will cover four week periods of time, and hence will be sent out every four weeks.
- C. **Due Date-** Unless otherwise noted, payments are due on the first day of the tuition period. These dates are also posted in your portal.

D. Payments-

1. Credit*, Debit Card*, ACH or E-check payments are facilitated through your Family Portal either automatically or per your individual authorization. The Portal offers many variations on payment including setting up Auto Pay. Please be sure to keep all credit card information up to date in your portal.

Log in to portal: https://connect.schoolcareworks.com/milestones_login.jsp

2. Checks or money orders (*no cash please*) must be made payable and mailed to:
Milestones, Programs for Children
2214 East Capitol Drive Milwaukee, Wisconsin 53211
c/o MANAGER OF ADMINISTRATIVE SERVICES

***Credit Card and Debit Card payments incur a 2.5% convenience fee**

E. Requesting Mailed Statement: To receive mailed, paper billing statements, one must request in writing to:

Milestones, Programs for Children
2214 East Capitol Drive Milwaukee, Wisconsin 53211
c/o MANAGER OF ADMINISTRATIVE SERVICES

- D. In the case where parents are divorced or separated, Milestones expectation is that parents cooperate to ensure that all charges owed to Milestones are paid in a timely manner.

- F. Payment cannot be accepted at any program location.

G. Other Fees-

- **Late Payment Fee:** Tuition and fees not paid in full within 10 days of its due date are subject to **\$25.00** late payment charge. Late payment charges will be assessed 10 days past the due date and then again 24 days past the due date if the balance remains due. Each item charged is subject to late payment fees. Any past due charges greater than 24 days overdue are subject to a child's enrollment being suspended or terminated
- **Late Pick-up Fee:** A \$2.00 late pick up charge is assessed for **each minute** that a child stays past program closing time of 6:00 PM **OR** the child's scheduled time of departure. Chronic lateness will result in my child's enrollment being terminated.
- **No Call/ No Show Fee:** Parents must call their child's Milestones classroom **prior** to school dismissal time if for any reason the child will not be attending on a regularly scheduled day. There is a **\$10.00 "No Call/No Show"** charge if the child is absent and the parent fails to properly inform Milestones of this absence. Chronic failure to report absences will result in the termination of the child's enrollment.
- **NSF Fee:** **\$50.00** charge is assessed for each Non-Sufficient Funds (NSF) check received.
- **Payment Rejection Fee:** **\$15.00** charge is assessed for each Auto Pay Rejection, or Unsuccessful Credit or Debit Card payment made through the portal.
- **Short Notice Registration Fee:** \$20.00 charge for rushing the processing of any registration less than days required.

V. Health Policies

- A. All children must have Health Records and Immunization Records. Prior to entrance into the program, these forms must be completed by the parent/guardian and returned to the Milestones Main Office.
- B. Written permission from a parent to call the family physician or to refer the child for medical care in case of accident or emergency must be on file at the Milestones Main Office. This permission shall be used only when the parent or guardian cannot be reached and with this permission the nearest hospital to the program will administer medical care in a life-threatening situation.
- C. Prescriptive or over-the-counter medication may be given to a child ONLY under the following conditions:
 - 1. A written, signed and dated authorization from the parent is received by the Head Teacher.
 - 2. Prescriptive medication is in the original container and is labeled with the child's name, name of the drug, dosage, directions for administering, the date, and the physician's name.
 - 3. Over-the-counter medication is in its original container and is labeled with the child's name, and the request, signed by the parents, includes dosage and directions for administration.
- D. Children who become ill while at the program will be isolated from the group within sight and hearing of an adult. Parents will be notified to come and take the child home as soon as possible or make arrangements with the emergency contact person to do so. The emergency contact must live or work within twenty minutes of the program site.
- E. If a child is sent home or suspended from school for health (or behavioral reasons), the child may not attend Milestones on that day(s) also.
- F. First aid supplies are on hand at each program site at all times. First aid kits are brought along on every field trip.

VI. Program Accountability/Parent Accountability

- A. Milestones, Programs for Children, will assume responsibility for a child from the time s/he arrives and signs in at the program site until the time when s/he signs out (if written permission to walk home has been received by the program staff) or is signed out by a parent or authorized person.
 - 1. All people listed in your portal under Parent/Guardian, Contacts will be allowed to pick up the child unless designated otherwise.
 - 2. Any person not listed on the child's registration as being authorized to pick up the child, may not visit the program unless s/he has made prior written arrangements with the custodial parent and the School Age Director.
 - 3. New authorized contacts must be added in your portal **at least 24 hours in advance:**
https://connect.schoolcareworks.com/milestones_login.jsp

4. In families where the parents are separated or divorced, Milestones must recognize and defer to the parental rights of both parents. A court order must be on file at our administrative office and the program if the need arises to prohibit release to a parent or guardian. Unless there is a court order on file stating otherwise, the following applies:
 - If a parent is listed on a child's form, then that parent has a legal right to sign their child out of the program. Milestones must release the child to the parent.
 - If a parent is not listed on a child's form, but is able to show legal evidence of their paternity/maternity, then that parent has a legal right to sign their child out of the program. Milestones must release the child to the parent.

5. Milestones staff members will not be involved in custody related litigation.

- B. Parents whose children are escorted between neighboring schools by Milestones teachers must provide permission for this walk on the child's registration.
- C. If a child is given written permission by the parent to leave the School Age Program to participate in another activity and return upon the activity's completion, the program staff are not responsible for the child during his/her absence. If the child does not return to the program upon completion of the activity, staff members will contact the parents.
- D. Child care employees are legally mandated to report known or suspected cases of child abuse or neglect.
- E. When necessary, Milestones will make appropriate professional referrals, assisting and guiding parents through the steps involved in obtaining community services (i.e.: vision, speech, hearing, and other developmental screening) and child guidance programs.
- F. Milestones does not endorse or recommend staff to parents or parents to staff for private care arrangements and is not liable for the conduct of the parent or the staff who enter into such a private care arrangement.

VII. Insurance

Milestones, Programs for Children, carries Liability and Property Damage insurance and Non-owned and Owned Vehicle insurance. We do not provide student medical or accident insurance.

VIII. Policies for Enrollment Cancellations

- A. A family's participation in the program will be terminated if there is non-payment or late payment of any tuition and fees. Once terminated for non-payment or late payment reasons, there will be no re-admittance into the program.
- B. Upon the discretion of the School Age Director and after reasonable effort on the part of the program staff to integrate a child/family into the program, a child's participation in the program may be terminated if that child requires a disproportionate amount of one-to-one attention. The teaching staff, in consultation with the School Age Administrative staff, will confer with the parent(s) and give notification of termination. Once a child has been terminated, they may not be readmitted to the program.

- C. Consistent early arrival (before 7:00 AM) or late pick up (after 6:00 PM) on the part of the parents is grounds for termination. Milestones licenses and contracts with the schools and churches are not earlier than 7:00 AM and do not exceed 6:00 PM.
- D. Physical or verbal abuse of children or staff by a parent is grounds for termination from the program.
- E. Failure of a parent to complete and sign all required forms, or follow Milestones rules and policies is grounds for termination from the program.

IX. **Procedures**

- A. Parents are welcome to visit the program during hours of operation.
- B. Parents are welcome to participate in program activities and field trips. The School Age staff welcomes parent involvement in their children's experiences.
- C. The records of children enrolled in Milestones are confidential and available to the child's parents upon written request.
- D. Nutritious snacks, including milk, will be provided at the programs daily.
- E. Lunches must be brought from home on any day children are in the program during the lunch hour. If your failure to provide a lunch necessitates Milestones providing a lunch for your child, you will be billed a **\$10.00 "No Lunch" fee**. A chronic failure to provide lunch will result in a child's enrollment being terminated. The program provides milk.
- F. Although staff members will do their best to keep track of personal belongings, Milestones is not responsible for lost articles. All clothing and personal belongings should be labeled including boots, mittens, coats, etc.

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