

WonderCare

PARENT HANDBOOK



*Compassionately Connected, Joyfully Engaged,
Always Learning*

WonderCare Program Office: wondercare@webstercsd.org (585) 216-0019

WonderCare Billing and Registration: Patti_Coffaro@webstercsd.org (585) 216-0023

Updated 10/21/2020

WonderCare Contact Information

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Main Office Contacts: websterschool.org (hover over "schools" to access main office)

Welcome to Webster Central School District's (WCSD's) before and after school program, WonderCare. Before and after school hours are a very important part of your child's day. WonderCare ensures that your child participates in a developmentally appropriate and enjoyable program that balances and complements the academic experience.

WonderCare is available to students in grades kindergarten through six and is offered at each of Webster's seven elementary schools. In addition to before and after school programs, WonderCare is open on half-days of school, superintendent's days, and school breaks (with the **exception** of summer) for an additional fee.

WonderCare staff are skilled professionals dedicated to providing high quality programs for children. Each school has an on-site coordinator who plans and supervises activities.

Morning Hours and Program

6:30 a.m. - 7:45 a.m.: breakfast, quiet socialization, indoor play

Afternoon Hours and Program

Dismissal - 6:00 p.m.: snack, homework, enrichment opportunities, special guests, recreation, indoor and outdoor play.

WONDERCARE PROGRAM

WonderCare opens at 6:30 a.m. and provides care and breakfast until school begins. After school hours are at dismissal until 6:00 p.m. An afternoon snack is provided.

Each morning, elementary students are dismissed from WonderCare to their classrooms. Middle school students (6th grade) board buses to Spry/Willink. Each afternoon, elementary students are dismissed from their classroom to the WonderCare program, and sixth grade students are bussed from Spry/Willink and dropped off at a door designated for WonderCare. All after school WonderCare participants are signed in by staff.

Your child is greeted daily by caring and experienced staff, ready to embrace a morning, afternoon, or day of exploration and fun. Each site has an on-site coordinator and consistent staff, with a staff-to-child ratio of 1:10. Children settle in by putting their belongings away, washing up, and having a nutritious breakfast and/or afternoon snack. Your child may also bring a snack that is to be eaten at snack time. The program fee will not be adjusted if your child does not eat the provided snack. All meals and snacks comply with USDA regulations. You may access after school snack and breakfast [menus](#) on our website.

After school, homework support or reading time is then followed by supervised physical activity, artistic expression, games, themed activities, and programming that supports the WCSD core values and curriculum. Each WonderCare site is visited by specialists and has special events throughout the year.

MISSION AND VISION

WonderCare is a program of WCSD. As such, we share the [district's mission, vision, Essential Skills](#), and [C.A.R.E. \(Cooperation, Accountability, Respect, Excellence\) acronym](#) to teach students about our expectations. WonderCare follows the same guidelines WCSD does regarding [Positive Behavioral Intervention Support \(PBIS\)](#).

REGISTRATION

A non-refundable, yearly, registration fee of \$20 per child, or \$25 for two (2) or more children, is required at the time of registration. Early registration is encouraged to guarantee a spot in the program. Registration is ongoing throughout the school year, pending capacity. If you register to start after the first day of school, there is a two-business-day wait period before your child(ren) is able to attend WonderCare. This allows us to communicate with the staff of the WonderCare team. Parent(s) are responsible for notifying transportation and the school of changes in their child(ren)'s schedule if registering for WonderCare after the school year begins.

Registration is required every year. Any current WonderCare participant will have a one week priority registration period. Your spot is guaranteed, as long as you register within the one week period. After one week, registration will open to the community and your space is no longer guaranteed. A special link will be emailed to you. Registration opens on the 2nd Saturday of March for the following year.

WAITLIST/ CAPACITY

Due to limitations in school building space accessible to WonderCare for after school use, enrollment is limited for the safety of students and staff members. Each school varies in available space for WonderCare, therefore, capacities may be different at each school. If at capacity, waitlists are available to register for at each school and are first-come first-served. Waitlisted families will be contacted via email if space becomes available in WonderCare and, once notified, have two days to accept or decline a spot in the program.

ANNUAL FEES

WonderCare is a fee-based program that operates on tuition paid by parents. Fees are based on the number of regular school days your child(ren) attends the program. Children may be enrolled part-time in the program two to three (2-3) days per week, or full-time at least four (4) days per week. Payments are calculated by the total number of regular school days in the school year WonderCare is provided, divided by 10 months that school is in session. Days when school is not in session are not included in this calculation. Payments can be made monthly or a one time yearly payment.

	MONTHLY Rates per Student Number of days of WonderCare divided into 10 equal payments		Discounted YEARLY Rates per Student <i>Reflects 5% discount when paid in full by 8/1/20</i>	
	Single Child	2 or More Children Each	Single Child	2 or More Children Each
Part-time AM	\$96	\$88	\$912	\$836
Part-time PM	\$160	\$147	\$1,520	\$1,397
Part-time AM & PM	\$253	\$233	\$2,404	\$2,214
Full-time AM	\$160	\$147	\$1,520	\$1,397
Full-time PM	\$266	\$245	\$2,527	\$2,573
Full-time AM & PM	\$422	\$388	\$4,009	\$4,074
Part-time 4pm pick up	\$117	\$107	\$1,112	\$1,017
Full-time 4pm pick up	\$195	\$180	\$1,853	\$1,710

RECEIPTS AND STATEMENTS

Receipts are available to parents/guardians via the WonderCare Parent Payment Portal to download. After each EFT draft, an emailed receipt is sent to you.

SPLIT PAYMENTS

If more than one payment is coming from two different sources (two households) please email wondercare@webstercsd.org. A split payment authorization form needs to be completed and signed by both parties before the family's enrollment begins. Payments from both parties are required for the child(ren) to be in good standing and continue in WonderCare. [Please download the form here.](#)

SIBLING DISCOUNT

A sibling discount is available to siblings residing in the same household. Please see the fee structure above.

INSUFFICIENT FUNDS FEE

There is a \$20 charge for a credit card or bank account that has insufficient funds.

LATE PICK-UP

WonderCare closes at 6:00 p.m. daily. A \$10.00 per child late charge fee is assessed after 6:10 p.m., and every 10 minutes thereafter. (i.e. 4:10 / 6:10 p.m.: \$10, 4:20 p.m. / 6:20 p.m.: \$20, 4:30 p.m. / 6:30 p.m.: \$30) Parents/guardians are instructed to call the on-site WonderCare phone number if they expect to be late. Chronic offenders of the 10 minute late pick-up leeway may be charged the \$10 fee prior to 6:10 p.m., or asked to leave the program. **If WonderCare staff cannot successfully contact a parent/legal guardian or authorized/emergency contact by 4:30 p.m. / 6:30 p.m., 911 will be called.**

LATE PAYMENT PENALTY

Monthly payments **MUST** be received by the 15th of every month that your child is enrolled. A late fee of \$25 will be charged after 7 days of non payment past the 15th of the month. After 14 days of non payment, past the 15th of the month, your child's enrollment will be discontinued. Should you request re-enrollment and space is available, a new registration fee will be incurred. **WCSD reserves the right to discontinue services to any family that is in arrears.**

**** New for 2020-21 School year:***

With the ever changing world of Covid-19, we have moved our due date/EFT to be the 1st of the month, for that months service (ie. October 1st your payment is due October care). We will continue to post your invoice one week prior to the 1st, on the [EZCare Portal](#) (not infinite campus parent portal). This will allow you to see your balance due, pay now or [enroll for EFT](#). After 5 days of non payment, we will send an email reminder that your payment is past due. On the 7th day of non payment, another email will be sent informing you that care will be suspended in two days. Finally, a hard copy will be handed to you at the time of pick up as official notice that your care is suspended effective immediately.

REFUND POLICIES

There are no credits or refunds for personal/family vacation days, sick days, or other unused days.

In the event of enrollment cancellation, payments are refunded for future months paid in advance, but not for the remainder of the month already in progress. To receive a refund, cancellations must be made in writing with a two-week notice.

CHANGE(S) TO ENROLLMENT / CHANGE FORM

Please use the on line change form for permanent changes or additions to your registration. [Please click here to fill out Change Form](#)

For single day changes (going home on bus, special person picking up) please contact your site coordinator via email along with notifying your school office.

TRANSPORTATION

A transportation form needs to be filled out upon enrollment every year. This form is found on WCSD's website, or follow this link: [Childcare Transportation Form](#). Although they remain at the school at dismissal time, the transportation department still needs to be able to account for the child's destination.

HOLIDAYS

WonderCare is closed on the following holidays in the 2020-2021 school year: New Year's Eve, New Year's Day, Memorial Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, Christmas Day.

HALF-DAYS AT SCHOOL

When school is not in session due to half-days of school, care is provided for current WonderCare participants only who normally attend that day, at your child's home school. **Additional registration is required for each child in order to attend half-day care.** An on-line registration form will be sent via email prior to the half-day(s), and an additional fee of \$20/child may be charged. Drop-in care is not available on half-days of school.

WONDERDAYS (NON-SCHOOL DAYS)

On superintendent's days, school recesses, and most school holidays when care is offered, care is provided at **Klem North and Plank North** elementary schools. WonderDays are **not** included in your monthly program fee, and all students must register separately on our website. The WonderDay day program is open from 6:30 a.m.-6:00 p.m. Breakfast, lunch, and an afternoon snack are provided.

A minimum number of participants must be registered for the program to run at both schools. If enrollment is low, registered participants may be moved to a combined program at Klem North elementary school. A two week notice will be given if the program will not run.

DROP-IN CARE

Drop-in care is offered (pending availability). A drop-in enrollment form is required, as well as payment; \$10 for AM care / \$25 for PM care. The form is located on the *WonderCare* website or by clicking [here](#). Requests must be submitted with 2 weeks prior notice. Drop-in care is not available on half-days of school.

STAFF

Two WonderCare directors oversee the entire program. They are designated to oversee the WCSD population that falls in either the Webster Thomas or Webster Schroeder catchments. Each site has a site coordinator and staff to maintain a student-to-staff ratio of 10:1.

<p>Erin Berns at erin_berns@webstercsd.org</p>	<p>Kristin Fenton at kristin_fenton@webstercsd.org</p>
<p>Webster Schroeder catchment elementary schools (Plank North, Plank South, and State Road)</p>	<p>Webster Thomas catchment elementary schools (Klem North, DeWitt, Klem South and Schlegel Road)</p>
<p>Patti Coffaro, Administrative Assistant/Finance patti_coffaro@webstercsd.org</p>	

COMMUNICATION

Communication between parents and WonderCare staff is encouraged. Sharing of information begins when parents/guardians fill out the participant form, that gives parents/guardians the opportunity to tell staff about their child(ren).

On-site coordinators are the main point of contact for parents/guardians. Monthly newsletters are emailed to each family to share days of operation, upcoming events, and other necessary and exciting information.

When communicating with us, please always refer to your student’s first and last names, along with their school. This expedites our response time.

PIKMYKID/AUTHORIZED PICK-UP LIST

WonderCare will be using the same PikMyKid app as WCSD. Please remember to pick "After School" WonderCare. At this time most of you should have WonderCare as a default option on the days they attend WonderCare.

When you come to pick up, you should hit ANNOUNCE when you are in the school parking lot. Please refer to your Site Coordinator on what door pick up is located.

If you are having someone else pick up your child, PLEASE DO NOT designate them on the PikMyKid app. If you do, the school will think they are getting picked up from at the end of the day and not coming to WonderCare. If someone else is picking up your child, email your site coordinator and/or call the site phone to leave a message.

Children are only released to adults (must be at least 16 years of age) who are listed on the authorized pick-up list or listed in the PikMyKid app. In the case that wifi is down or a technical issue arises a WonderCare staff member will request proper photo identification before releasing a child. Please note that staff may not continue to request identification once they recognize the adults picking up your child(ren). If you need to make arrangements in an emergency situation for someone different to pick up your child, you must make the request in writing to the WonderCare site coordinator or administrative assistant.

CONCERNS WITH RELEASING CHILD(REN)

If there are concerns with the physical or mental health of the person picking up the child(ren), or concerns of impairment are observed, the on-site coordinator will use their best judgement in determining if the person is in a condition which may prevent the child(ren) from getting home safely.

If a concern exists, our staff makes alternate arrangements by contacting persons on the designated pick-up list. If the person picking up the child(ren) disputes this assessment, 911 is called to assist in determining impairment and to assist with an intervention for all to leave safely.

EMERGENCY CLOSINGS AND SNOW DAYS

WonderCare provides families with reliable, safe, and enriching before and after school programs. If WCSD after school activities are canceled, WonderCare will remain open until 6:00 p.m., unless otherwise notified. If school is canceled for the day, WonderCare is also canceled for the day, no refund or credits will be issued.

When school is not in session (i.e. non-school day) and there is an event such as a travel ban for Monroe County or a state of emergency is declared, a decision will be

made with the safety of all in mind. Closings will be announced on all local media outlets, WCSD's website (websterschools.org), and WCSD's social media platforms (Facebook.com/WebsterCentralSchools, Twitter @WCSDProud and @superwebstercsd, Superintendent Gumina's feed). WonderCare will give a credit for weather-related closings for registered non-school days only.

ABSENT OR SICK FROM SCHOOL

A child who is absent from school for any reason may not attend WonderCare on that day. You must notify your child's attendance line and email your coordinator any time your child will be absent from the program. There are no refunds/credits for absences due to illness or vacation on regular school days. The main line of WonderCare will not take absences.

SCHEDULED ABSENT FROM WONDERCARE

If your child is scheduled to be absent from WonderCare (attended school that day), you will need to notify the school for a bus pass, and the site coordinator via email or the site phone number, prior to or no later than 1:00 p.m. on the day of the child's planned absence. The main line of WonderCare will not take absences.

SPECIAL NEEDS

Please be aware that children in the WonderCare program must be able to function independently within our structure and be able to transition in and out of activities several times during program hours. Children must be able to follow directions, adhere to the behavior policy, eat, and use the bathroom independently. WonderCare is not able to accommodate children who require one-to-one support, attention, or need a small, contained environment. If your child is enrolled in WonderCare and these issues arise, you will be advised to make other arrangements for your child's care.

MEDICATION DURING WONDERCARE

Per NYS Education Law, students may receive medication at WonderCare if it is emergency medication, only. Sharing of medications between the school health office and WonderCare is prohibited, parents must provide separate medications. An additional Medication Consent Form (separate from school) must be completed. See link below.

MEDICATION DURING WONDERDAYS

Daily medications that are required on WonderDays (non-school days and holidays) have to be given by parents. WonderCare staff can give daily medication with parental consent. A separate medication needs to be provided for these days as we CANNOT share medications with the school's health office. Emergency medications CANNOT be transported between schools. It will be the family's responsibility to pick up emergency medication on the last day, before a school holiday/day off, to bring to WonderDay(s).

Because sharing of medications between the school health office and WonderCare is prohibited, parents must provide separate medications on WonderDays and doctor's medical orders for WonderCare. [Download Form Here](#)

HEALTH/EMERGENCY INFORMATION

WonderCare staff has access to any medical alerts documented by the school nurse on WCSD's Infinite Campus for teachers and staff. Even though staff may be communicating with your child's school nurse, you are responsible for assuring that WonderCare staff are aware of your child's health needs and have the necessary paperwork and forms. If your child has special health needs, medication in school, and/or an Individual Health or Action Plan, you are required to meet with Wondercare directors and your child's on site coordinator two weeks before enrollment begins.

SICKNESS OR INJURY DURING PROGRAM HOURS

If a child becomes ill or gets injured during WonderCare hours, a parent/guardian is contacted first. If a parent/guardian does not return the call within 15 minutes, staff will begin to call authorized persons on the designated pick-up list and emergency contact list. Children who become ill during program hours are made comfortable until their authorized pick up arrives.

In the event of a serious medical emergency 911 is contacted first, and the parent/guardian is informed immediately following. Please note that parents/guardians are responsible for all medical treatment and care that your child receives in the event of a medical emergency.

FIRE DRILLS, LOCKOUT AND LOCKDOWN DRILLS, AND PROCEDURES

WCSD's response guide and protocol for emergencies are adhered to in the WonderCare program. Fire, lockout, and lockdown drills are conducted to familiarize children and staff with the protocol.

EVACUATION

In the event it is necessary for participants and staff to evacuate from the school building, a sign is posted on the entrance door, a parent alert is posted on the district website and social media pages, and parents/guardians are contacted.

SUSPECTED CHILD ABUSE

WonderCare employees are mandated to report any and all suspected child abuse or neglect to Monroe County Office of Children and Family Services.

PERSONAL ITEMS

All children have a designated spot to keep their belongings. Personal toys, weapons, toy weapons, electronic devices, and/or computing devices are not permitted in the program. WCSD is not responsible for lost, stolen, damaged, or broken items.

DISCIPLINE GUIDELINES

WonderCare staff uses skilled techniques and approaches to help the child solve any problems. These techniques include:

- Redirect the child to an alternate activity
- Reward positive behavior
- Encourage the child to communicate his/her feelings
- Provide an example for the child by using positive language and interactions

DISCIPLINE PROCESS

1. First offense: A warning is issued and the child may be removed from an activity for a designated length of time. During this time the child is supervised by a staff member. The reason(s) for the child being separated from the group is explained to the child.
2. Second offense: A warning is issued and the child may be removed from an activity, and a parent is notified.
3. If behavior persists, the child may be suspended from the program for one day OR one week OR the remainder of the program depending on the behavior. Any behavior needs that are frequent, intense, and require prolonged 1 on 1 from an adult that continually persists after interventions have been in place are suspended or potentially withdrawn from the program. For further information [please see a copy of our Behavior Contract.](#)

DISCUSSING CONCERNS

Parents/guardians are encouraged to thoroughly and thoughtfully update their WonderCare Site Coordinator. Concerns such as changes in the household, health concerns, special or behavior needs, and other situations that may impact your child's wellness. We encourage you to share that information as soon as possible. WonderCare staff is available to meet to discuss the changes or concerns in person. Information is kept confidential and is only shared on a need-to-know basis.

CODE OF CONDUCT

Children participating in the WonderCare program are expected to follow WCSD's Code of Conduct. Children are expected to follow the directions of program staff at all times in a respectful, positive manner; use appropriate language; avoid physical and verbal harassment and bullying behaviors; and refrain from any conduct that endangers the safety, physical or mental health, or welfare of others.

More information regarding the district's Code of Conduct may be found by visiting [WCSD's Code of Conduct](#). Families and children failing to follow expectations/policies/procedures as outlined in this handbook may be dismissed. The program has the right to dismiss your child immediately under severe circumstances.

WCSD MISSION

We are a community of learners who nurture and inspire personal excellence, foster creativity, explore diverse opportunities, celebrate achievements and overcome challenges, and contribute locally and globally for positive change.

WCSD VISION

Compassionately Connected, Joyfully Engaged, Always Learning

COVID AMENDMENT (2020-21 School Year)

New York State has now given WonderCare permission to operate wrap care during the school day for up to 20 children at each elementary school's cafeterias. We understand that this may not help everyone who may be experiencing child care challenges.

Breakfast, lunch and afternoon snacks will be provided. We will follow the same regulations as WCSD on cleaning, sanitation, social distancing and mask wearing. We will provide distance learning assistance for students, schedule time for outside/inside recess, and socially distanced activities. After dismissal your child will begin their "normal WonderCare day". Children will attend their home school. This program is for children entering kindergarten through 6th grade.

Billing will be based on the number of days families are registered for each month. There will be **no** refunds or credits for absences from the program. If school is closed due to COVID, you will receive a refund. **This payment is in lieu of your previous monthly charge.**

FYI - Total number of days care will be offered each month:

September = 16 days	October = 20 days	November= 17 days	December = 16 days
January= 18 days	February = 15 days	March = 20 days	April = 20 days
May= 18 days	June= 15 days		

Payment will be due on the **first of the month**, for that month's tuition.

Cost:

6:30am-6:00pm: \$40/day

6:30am-4:00pm: \$32/day

6:30-11:35/11:45am: \$25/ day (Before school care if student has PM school)

10/10:10- 6pm: \$32/day (After school care if student has AM school)

10/10:10-4pm: \$25/ day (After school care if student has AM school)

DISTANCE LEARNING

Every effort will be made to ensure your child completes any asynchronous learning they may have during the WonderCare program. However, we cannot offer 1:1 support for any online synchronous learning.

SICKNESS DURING COVID YEAR

WonderCare will follow the same protocol and procedures set forth by the district.

COMMUNICATION ON SAVED SPOT

The following communications were sent to currently enrolled students in WonderCare. Please see the below section on clarification on “your space is saved”

On Fri, Jul 24, 2020 at 11:54 AM wondercare@webstercsd.org <wondercare@webstercsd.org> wrote:
Good afternoon,

We want to update you on WonderCare for Fall 2020. We are busy working through many options while we await the district’s and government’s official announcement regarding the reopening of schools. Currently, we are investigating waivers through the Department of Education to offer care outside of our typical hours of operation. We are not legally able to run a program during “normal” academic hours. Therefore, we are looking into a waiver, as this is not a “normal” school year. However, the reasoning for hybrid models is to lessen density during the school day, and WonderCare could increase the density with our presence in the schools.

As working parents ourselves, we understand how important childcare is for families and our children. At this point, we plan to operate during normal hours for the day or time your child is in school, 6:30am-school start and dismissal-6:00pm. We will be releasing our plan as soon as we know what the approved reopening plan is, and can adapt it to our program.

We understand child care is essential and tough choices will need to be made. If you choose to investigate other day cares or the YMCA who will be able to offer full day care, your spot will be saved when we return to a normal school day.

At this point, please hold off on any payments (full year or monthly) until we have any more information. Thank you for your patience and understanding during these unprecedented times.

On Thu, Jul 30, 2020 at 10:35 AM wondercare@webstercsd.org <wondercare@webstercsd.org> wrote:
Good morning,

Following the release of the district's announcement of the hybrid learning model, we want to communicate that at this time we are not able to offer wrap-around care in the schools during the school day. We plan to operate during WonderCare normal hours; 6:30am-school start and dismissal-6:00pm.

We are currently experiencing a large volume of requests and changes. To enable keeping them in the order they are received, we are requiring the change form to be completed:

https://docs.google.com/forms/d/e/1FAIpQLSdz0C12aJeVqYYW-AVD9KvP4jnwLxlzk_TovW8tJOuoHfnjEg/viewform

We will process changes/requests in the order we receive them. With anticipated registration withdrawals, changes and additional registrations, priority will go to currently registered WonderCare participants. We will email you when your change request is completed.

Child care is essential and tough choices will need to be made. If you choose to investigate other day cares or the YMCA, who will be able to offer full-day care, your spot will be saved when we return to a normal school day.

Thank you in advance for your patience during these stressful times!

Change Form and Pending Availability

Although we stated “your spot will be saved when we return to a normal day”, you will notice the change form states “pending availability”. Please note, that as long as social distancing and max ratios in a square feet are still in order, we will need to abide by these guidelines. If you are choosing to return to in person learning from remote learning in January or would like to rejoin WonderCare after putting a temporary hold request in, we may not have space available. All requests need a two week notice.

Families who are temporarily suspended for the school year will receive priority registration when registration opens in March.

Please change: *

- Change my enrollment (Full time to part time or 6:00pm to 4:00pm or 4:00pm to 6:00pm pick up)
- Days attending
- Authorized pick up
- email and/or phone number
- Cancel from program
- Temporarily suspend enrollment (intent to return, pending availability)
- Change method of payment (auto draft to parent portal payment)

Those that chose “cancel from program” will need to wait for registration to open to the community and will not be considered priority registration.