

Child Learning Center

Parent Handbook



Child Learning Center prohibits any discrimination based on race, color, national origin, age, or disability. We do not condone or practice discrimination in admission, employment, or in access to our programs or activities as long as the guidelines of Christian Life Center of the Tri-Cities church bylaws are followed. Anyone may apply for enrollment or employment at Child Learning Center. All applicants must be interviewed and all applications are subject to the approval of child care administration.

Statement of Principles

Invite Parents to provide input in decisions, activities, goal setting, and program planning on both an individual and holistic level. We will make extended efforts to establish and maintain strong, trusting relationships with the parents and seek them out as primary resources for ideas, assistance, and support.

Be responsible care givers of children by obeying the laws and regulations, budgeting effectively, handling children and the decisions about them with high moral and ethical standard, protecting and loving every child equally.

Value Employees by realizing that they are the key to maintaining our high standards and a stable, inviting environment. We will be the employer of choice by helping committed individuals succeed. We will allow employees to perform well by ensuring the opportunity to improve, to openly challenge, to be creative, to be treated with dignity, and to fulfill personal potential in a safe workplace.

Welcome

We are pleased to welcome you to our family. We strive to maintain the highest integrity and professionalism while still making your child and your family feel loved.

First Day of Child Care

First day checklist

- Extra Change of Clothes
- Small Blanket
- One crib sheet
- Family photos
- Paperwork
- Tuition and fees owned

Infant/Toddler Supplies

You are required to provide diapers, wipes, creams, powders, and medicines for your child. All infants and toddlers must have a daily schedule filled out for them by the parents. Given the different preferences of parents and doctors in relation to the food intake of infants/toddlers, you are asked to provide all food for infants less than one year of age and for toddlers until they are eating the regular food on the menu without special exceptions.

Infants and Toddlers

- unopened package of disposable diapers
- Unopened box of wet wipes
- Two extra changes of clothes labeled with child's name
- Blanket and a crib sheet

Infants

- Feeding schedule
- Pacifier (if used) with holder and name marked
- Formula
- Baby food (commercially sealed)
- Family photos

Arrival and Departure

For your convenience, our Child Care is open from 6:00 a.m. to 6:00 p.m. We request that all children are brought in no later than 9:30 a.m. it is important that your child's day begins on a positive note. When you bring your child to the Center, make sure to let the teacher know your child has arrived. Many children enjoy it when their parents spend a few moments in the classroom when they arrive at the Center. At pick-up time, please feel free to come into the classroom and talk with our teachers about your child's day. Please remember to sign in and out. Parents are responsible for their children once the child has been taken from the classroom teacher's care.

The teacher will release a child only to the parent or someone authorized by the parent. Under no circumstances will your child be permitted to leave with anyone other than those persons designated in writing on the proper authorization form. Anyone picking up a child may be asked for photo ID. Please call if someone new is picking up your child even if he/she is already on the pick-up list. If a child's parent is not allowed to pick him/her up, we require court papers before we can enforce this request.

Parent Responsibilities

Children should be physically clean, neatly and comfortably dressed when brought into the Child Care.

Your help is needed! Child Learning Center strives to keep all areas as clean and safe as possible. Please notify us immediately to report any unsafe condition or inappropriate use of the facilities. If a staff member or other adult is not using proper conduct, please

report it to the Director immediately. Suggestions, comments, or concerns about our program and facilities are welcome and should be addressed to the Director.

Clothing

The most appropriate clothes for the school day are easy fitting, comfortable play clothes. Children should be dressed in play clothes that can get dirty and may in some instances be ruined with food/drink stains, etc. A child should be dressed appropriately for the weather conditions. Please provide warm clothes in the cold weather, cool clothing for the summer weather, and shoes that are good for running and climbing. Shoes are required for children over one year of age. Please bring an extra set of clothes that are appropriate for the season, to keep in your child's cubby.

Mark all clothing with a permanent ink or name labels. Please do not send heirloom or meaningful blankets, pillows, clothes, etc. We encourage children to take care of their clothing; however, Child Learning Center cannot be responsible for lost, torn, damaged, stained, or soiled clothing or other personal items, so please do not send your child in clothes that are expensive or valuable to you in any way.

Enrollment Forms

All enrollment forms, including the Emergency Information and the Physician's Report, must be completed before your child may attend the center. Please be sure to update all emergency data as needed, including address, home and work telephone numbers, and information on who is authorized to pick up your child.

Personal Belongings

We ask that you not let your child bring toys from home to Child Learning Center because they may create some tension and jealousy; however, if your child uses a special blanket or soft toy to sleep with or feel secure with, you may certainly bring that. Please make sure that any such item is labeled with your child's name and that the teacher is aware that you have brought it. Child Learning Center does not assume responsibility for items brought from home.

Communication

Open and frequent communication between parents and teachers will help your child have a positive early learning experience. We hope you will feel free to talk with the Director or your child's teachers when you drop off or pick up your child. In addition, we have many other ways to keep you informed about what is happening with your child:

1. Lesson plans that describe the planned activities for the week are posted for parental review.
2. A parent information board containing current information about Child Learning Center and other topics of general interest to parents is provided.

3. Individual conferences will be scheduled at the request of the parents or the Director.
4. A daily schedule is posted in each classroom for your convenience.

Record Updates

Please update your enrollment form immediately if any changes occur in your telephone numbers, work situations, etc. We will do a general file update every year to make sure all of the information in our files is still up-to-date.

Courtesy Calls

Please call the Child Care office and leave a message if your child will not be attending on a certain day.

Discipline Policies

Communication builds teacher/child relationships and helps children develop. We take a preventive approach to discipline that teaches children positive behaviors rather than punishing them for misbehaving. Our goal is to provide children with the opportunity and motivation to make choices, function independently, learn social skills through gentle, encouraging guidance, respect the needs of others, adapt to routines and simple rules, and become responsible group members. When intervention or discipline is necessary, the following guidelines are followed:

- Consistent positive communication is given to positive behaviors with minimal attention given to misbehavior.
- Children who refuse to listen to the teacher, hurt others, or break the rules are placed in time-out.
- Corporal punishment, physical abuse, or verbal abuses are absolutely forbidden. No child may be physical restrained in any way unless required to protect the immediate safety of the child or others.
- The Director may become involve if the child is not responding to the teacher's efforts. At this point, the parents may be contacted and suspension or expulsion may occur.

All personnel are informed that failure to follow these guidelines may result in discharge. Company policy further forbids the use of any form of verbal, physical, humiliating, or frightening punishment under any circumstance.

Discounts

If you enroll more than one child you will receive a \$10.00 discount on each child thereafter.

Late Payment

A late fee of \$10.00 will occur, per week, on your account if payment is not made by Monday at 6:00 p.m. for that week. Only one late fee will be excused with the Director's permission.

Non – Payment

There will be a two week grace period of non-payment before disenrollment.

Vacation

Upon enrollment you receive two free weeks per year. We will need a one week notice to apply this option to your account. This free week cannot be used during a week notice of leave from the Child Care. If you choose to use one or both of your vacation weeks, you must take the vacation and keep your child out of Child Care. If your child comes to Child Care at all in your vacation week you will be charged for the whole week.

Refunds

Refunds will only be made in the form of credits to your account to be used for future services.

Disenrollment

If a disenrollment is desired, we require a two week written notice. These last two weeks will need to be paid in full whether your child is in attendance or absent.

Our Center reserves the right to disenroll a child if financial obligations are not met or if a parent becomes rude or abusive to any child or staff member.

Insufficient Funds

There is an automatic fee added to your account for redeposited or returned checks. After three returned checks you will be required to make your payment in a money order or in cash.

Late pick-up

Please make every effort to pick up your child on time. If lateness is unavoidable, notify the Center immediately and arrange for your child to be picked up by another approved adult. A fee is charged for late pick-up. The fee of \$1.00 per minute is due upon arrival. **(This is Per child)**. This fee will be made payable to the teacher who stayed late with your child at the time of late arrival.

Mandated Reported Information

The Tennessee State penal Code requires that certain professional and lay persons must report suspected child abuse and/or neglect to the proper authorities. Child Learning

Center requires its staff to immediately report every situation that is described under this code. We are also required to report certain medical information to the Tennessee Board of Health.

Payment Policy

Our tuition schedule has been established to provide your child with the best possible care at the most reasonable cost to you. Your fee is due on Friday for the following week's care. Failure to keep fees current may lead to termination of child care services. Bi-weekly and bi-monthly payment plans can be established if requested, but the payment must always be in advance.

Tuition/Status Changes

Weekly Fees

Nursery – 2 Year Olds: \$150.00

3 & 4 Year Olds: \$140.00

If your child's schedule, status, or tuition will change, Child Learning Center must be given a two-week notice in writing.

Sick Policies

Children need to be in good health in order to get the most out of their day at Child Learning Center. Please do not bring your child if she/he cannot participate fully in the indoor and outdoor programs. We understand that is an inconvenience for you and your employer and we suggest that you find back up home child care for sick days. The following are basic guidelines that are strictly followed:

- **Diarrhea:** If your child has diarrhea 3 or more times in a day your child has to go home and may **NOT** return to Child Care for 48 hours.
- **Vomiting:** Sometimes we experience different types of the “stomach flu or virus”. Unfortunately, it usually consists of vomiting and diarrhea. If your child has either of these symptoms, you will be contacted to pick up your child. Your child must be completely symptom free for 48 hours and able to tolerate a **full regular diet.**
- **Drainage:** This includes ANY type of drainage from your child's eyes, ears and nose. ALL drainage MUST BE CLEAR! You will be contacted to pick up your child if she/he develops any sort of drainage that has a yellow or green tint.
- **Fever of 101 degrees F or above:** Children may return to Child Learning Center after being free of fever for **48 hours without** Tylenol or other such products.
- **Conjunctivitis or Pink eye:** Children with red, itchy, draining, or crusty eyes may have conjunctivitis. Children may return to the Center after 24 hours of successful antibiotic therapy or a doctor's release.

- **Rashes or skin conditions such as poison oak, impetigo, or contagious cold sores:** Any unusual rashes must be examined by a doctor. Children may return to the Center after any sores are crusted over and dried or a doctor's release is presented.
- **Chicken Pox:** Children with chicken pox may exhibit the symptoms of low fever, rash, blisters, scabs, and malaise. Children may return to the Center after any sores are crusted over and dried.
- **Lice/Hair Infestation:** Children may return to the Center after 3 days and receiving a specified shampoo treatment and all signs of eggs or nits are gone.
- **Respiratory Syncytial Virus (RSV):** Because of the seriousness of RSV, a child may not return to the Center for 3 days from the time of diagnosis.
- **Diagnosed strep and bronchitis:** must be treated for 48 hours before returning
- **Ear infections:** must be treated for 24 hours before returning to the center. Ear infections themselves are not contagious; however, the viruses and bacteria that cause them are...especially while your child has a fever.
- **Other Symptoms:** Any symptoms the Director or Health Department determines to be inappropriate for the child to attend Child Learning Center will be upheld. (There will be no reduction of fees for being absent for a sick day).

***A doctor's excuse with a SPECIFIC DIAGNOSIS is required when your child returns to the center!**

Medications

We know that many children may need to continue medications even after they are well enough to return to Child Care; however, in order for us to give children medicine here at Child Learning Center, the following guidelines must be followed:

- Prescribed medicine must be in the original container labeled by a pharmacist with the child's name, name of medication, expiration date, dosage, and the time of medication.
- **Non-prescription medicine:** The only over the counter medicine the center will administrate is Tylenol or Allergy medicine. Other medications will be administered if accompanied by a note from the physician indicating that the medicine may be taken.
- Parents must complete and sign a medical form and leave the medicine with the secretary in the office.
- All unclaimed medications will be disposed of after 5 consecutive days of non-use.

Incident Reports

Although many precautions are taken to ensure a safe environment, occasional incidents or accidents do occur. If an incident or injury occurs, first aid is administered and a report is filled out and is to be signed by the parent or guardian and kept in the child's file. A copy can be obtained upon request of the parent. The parents will be notified via telephone, per our discretion, unless otherwise specified by the parents. In case of emergencies, when the child requires immediate medical care, the parents must assume the responsibilities for all cost and transportation to a medical facility. Children will be transported to the closest hospital. An ambulance will be called for transportation.

Biting Policy

If a child is biting, the parents will be called into the office for a conference and an Individualized Discipline Plan that is agreed upon by the teacher, administration and parent will be completed. Biting is developmentally appropriate for some ages, but it must be stopped for the safety of the other children.

Toilet Training

A team approach is used in toilet training children. Parents, staff, and the child work together to promote the child's independent toileting. Toilet training usually begins around 2 years of age. Each child will begin and progress at a different rate. The staff will document your child's progress on the daily sheet. The director and staff are available as a resource to answer any questions about your child's toilet training process. Several complete changes of clothes should be kept in your child's cubby during this process.

Program

Curriculum

Child Learning Center uses a developmentally appropriate curriculum. Our curriculum can be individualized for each student's success. We take into consideration the strengths and weaknesses listed on the child's information sheet in the enrollment packet.

The Value of Play

Play has been called the work of children. Some adults consider play as something frivolous and a complete waste of time. "Free Play" sounds as if anything goes! But to the young child, play is very serious business requiring deep concentration. Play is a time to be absorbed in painting a picture, building with blocks or being grandmother in the house area. The feelings are earnest and intense. A young child engrossed in play is much like a person at work. He/She loves play like an artist is enthralled in his/her creation. Free play allows the child to select what he/she does, how long he/she does it, how he/she does it and with whom he/she does it. It is "free" play because the involvement comes from deep within the child. Free play is also a learning time. The

child is learning to think, use language, solve problems, investigate and organize ideas. It is a time to use the mind and body and the social skills he/she possesses to respond to an idea or situation. Social play, occurs when children play with each other in groups, allows practice in language while children interact with each other, and helps children learn impulses control, how to share, get along with other, taking turns, and generally learn how to live in a community. Following are the classifications of children's play. Commonly a child will go through these stages as they mature developmentally, although all types of play can be seen in any classroom of any age preschool children.

- **Unoccupied Play** – the child does not play with anything or anyone; he merely stands or sits, without doing anything observable.

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- **Solitary Play** – although involved in play, the child plays alone, seemingly unaware of other children.

- **On-looker Play** – the child watches and observes the play of other children; the center of interest is other's play

- **Associative Play** – children interact with each other, perhaps by asking questions or sharing materials, but do not play together.

- **Cooperative Play** – children actively play together, often as a result of organization of the teacher (the least frequently witnessed play in preschools).

("The Value of Play" excerpted from Early Childhood Education Today, 5th Edition, MacMillan Publishing Company, 222-224.)

Inclusion

Children, who learn together, learn to live together.

We believe in making every possible and reasonable accommodation for children with special needs. We do require a doctor's note and instruction for any child that has been diagnosed with disabilities. If possible, the parents should arrange for a family care giver, doctor, therapist, etc. to attend one of our staff meetings to give us specific training on any issues that accompany their child's condition. We will love and treat every child as if he/she is our own. Please let us know if we can help to make your child's experience at our Child Care better in any way.

Parent/Teacher Conferences

Conferences are available with your child's teacher or the director by appointment or availability. We welcome conferences with you, but please do not expect this during class time.

Combining Age Levels

As the day opens and as it narrows towards close, we will let teachers combine classes in order to clean their room, get ready for the up coming activities, etc. Age groups of close proximity will be combined, and safe activities for all ages will be used.

Transition Plan

The transition plan allows flexibility in order for us to best meet the developmental needs of each child. Children in our program are considered for transition according to their developmental abilities and maturation levels as well as upon space availability in the next classroom. Teachers help provide a consistent environment for the children. Parents will be notified by the director when their child is being considered for transfer to another class. The decision will be made once the teacher, parent and director are in agreement.

Jewelry Policy

We cannot be responsible for example for expensive jewelry that your child is wearing or bringing from home. Please be sure to have your child leave their jewelry at home.

Staff Qualifications

The quality of the staff is a determinant in the quality of the program. Child Learning Center strives to maintain high quality staff by providing a variety of in-services/classes and other professional opportunities. Our staff is regularly trained in CPR and First Aid. Our qualifications also include Criminal History Checks, Child Abuse Background Check, Physical, 30 hour TECTA orientation and every year thereafter 18 hours of additional training per year. Teachers must go through a three-step interview process which includes being observed in a classroom setting.

Photo Policy

Unless otherwise requested in writing, we reserve the right to take photos of the children enrolled in our Center for the purpose of using them on media presentation, craft projects, and other appropriate uses. Please let us know if there are any issues surrounding photographs of your child.

Fire, Intruder Preparedness

We conduct monthly drills with the children to make sure that all of us are prepared in case of fires, or an intruder. We encourage families to learn our routines, and reinforce them at home. In case you would enter the Child Care while a drill is in progress, we invite you to join in with the procedures that we are following and this will let your child know that you are serious about safety.

Weather

Child Learning Center makes every attempt to keep its doors open, even in extreme weather conditions. We feel responsible to parents who have to be at work no matter the conditions. Please be patient on days of inclement weather. The parking lot may be dangerous and the staff may have trouble getting to the Center. Child Learning Center follows Kingsport City School snow schedule. Please watch WCYB for Kingsport City School snow schedule.

Open Door Policy

We welcome parents to come into the Child Care at any time and view their child's play and learning. Please make an appointment at least one week in advance if you wish to spend time in the classroom, or to have a conference with the teacher or director. Do not enter the classrooms while they are in session to preserve the continuity of the instruction and discipline.

Birthdays

Birthdays are special days for children. If you wish to celebrate your child's birthday at Child Learning Center, please make early arrangements with your child's teacher. Bring items that are store brought and pre-packaged. Approve any toys or gifts that will be given out for prizes through the front office.

Holidays

Child Learning Center will be closed in recognition of the following:

New Years Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day
New Years Eve – close at 3:00

*In the event that Christmas falls on a weekend we will be closed on the following Monday in observation as Christmas Holiday.

Child Learning Center is closed one Friday in July for Staff Training

There will be no reduction of fees for Holidays.

Notice

Child Learning Center makes every effort to ensure the accuracy of the information contained in this brochure at the time of its publication. Due to unforeseen factors, we

reserve the right to change, without notice, any fees, dates, and policies contained in this brochure and on the enrollment forms. For up-to-date information, please contact the front office.

Parent Signature Form

(Please sign below and return this portion to the director)

We/I have read the Child Learning Center Handbook. We/I understand it is our responsibility to uphold the rules and follow the guidelines stand therein.

Parent /Guardian Signature

Date

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