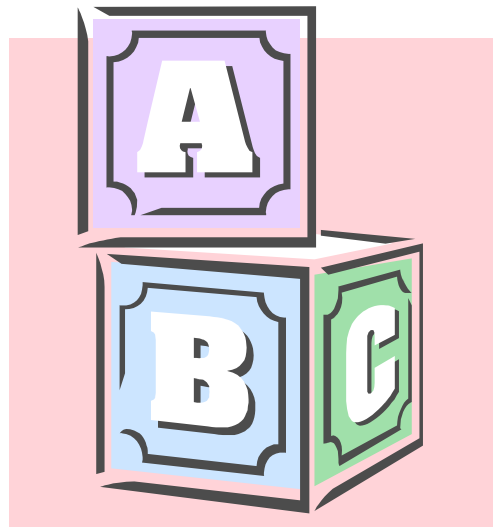


Revised Summer 2005

# **HILDALE CHRISTIAN CHILD CARE CENTER, INC. PARENT HANDBOOK**



# PARENT HANDBOOK

These policies were written to provide a clear description of what parents can expect of Hilldale Christian Child Care Center, Inc. and what Hilldale Christian Child Care Center, Inc. expects of parents.

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## 1. PHILOSOPHY

At Hilldale Christian Child Care Center, Inc. we believe that children are special creations of God, made in His image. Because of this, we value each and every child regardless of their background, behavior, or life situation. It is our desire to help every child reach his/her full potential in life by helping the child cognitively, physically, emotionally, socially, and spiritually.

*Thus, at our Center, we treat children with the dignity and respect they deserve as human beings, help give them the attention, affection, and care they need throughout the day, and work with, teach, and guide each child in a loving fashion.*

We believe that all children can learn. We believe that children learn best through relevant, active learning experiences. We value the importance of play and creative expression.

*Thus, at our Center, we provide a variety of hand-on learning experiences to foster each child's development. We encourage children to investigate, discover, and inquire about the things in their world.*

We believe that God has given parents the sacred responsibility of raising children to honor the Lord, His creation, His Word, and the lives & beliefs of other people. Hilldale Christian Child Care Center, Inc. seeks to partner with, not replace, parents to help grow their children into the people God created them to be.

*Thus, at our Center, we seek to give the children the best possible care and work alongside their parents to help children develop into successful, content, and character-filled individuals.*

We believe that the greatest influence for either good or bad in the life of a child is the example that others set before him/her. We believe that the character of our staff and attitude of our Center needs to be positive, dependable, and morally excellent.

*Thus, at our Center, we expect all staff members to represent good Christian morals and maintain a positive attitude throughout the day. Our goal is that each staff member will set a good example for the children in attitude, speech, and actions.*

We believe that anything worth doing is worth doing with excellence, and that there could be no more worthy cause than influencing young children to become the best that they can be. We believe that God expects us to give our very best to the next generation.

*Thus, at our Center, we strive to maintain a spirit of excellence in our facilities, curriculum, and staff. We will always remain open-minded to suggestions on how we can improve the quality of our care*

## **2. LICENSURE**

Hilldale Christian Child Care Center, Inc. is licensed by the Tennessee Department of Human Services and is subject to the Tennessee Three Star Rating System. This center is a smoke-free facility.

## **3. CURRICULUM GOALS**

The curriculum is designed to:

- ❖ develop safe and healthy habits in young children with an emphasis on proper hygiene, sound nutrition, exercise and physical care.
- ❖ foster positive self-esteem.
- ❖ provide opportunities for creative expression.
- ❖ support the development of social skills such as sharing, cooperation, generosity and empathy.
- ❖ stimulate cognitive problem-solving skills with an emphasis on the concepts of cause and effect, classification, serialization, space, time, numbers, shape, and colors.
- ❖ strengthen communication skills necessary for listening, reading, writing, and speaking by providing an environment rich in the practical uses of words.
- ❖ enhance fine motor and gross motor skills.

For the specific objectives addressed at each age level, consult with your child's teacher. Developmentally appropriate activities are planned and implemented in each group. The daily schedules provide for a balance between child-directed and teacher-directed activities, quiet and active time, and inside and outside play. Children have daily opportunities to read books, use a variety of art media, explore math and science materials, experience music, and work alone or together with friends.

## **4. PROGRAM QUALITY**

High quality early care and education programs benefit children. Children who experience a quality program have greater academic success, enhanced self-esteem, and increased self-control. There are four factors present in high quality programs:

- lower staff-child ratios
- smaller group sizes
- staff training in Early Childhood Education or Child Development
- parent involvement

We strive to keep the number of children assigned to each staff member lower than that required by *Minimum Standards*. We will also keep our group size smaller. Please note the staff-child ratios and group size in your child's classroom and how they compare to the minimum requirements. Hilldale Christian Child Care Center, Inc. is also committed to employing well-trained personnel. All staff receive at least three hours of training a year above the minimum annual requirement, and a majority of the staff are trained in CPR and First Aid. We are very proud of the educational levels of our staff. We have posted the qualifications outside each classroom.

## **5. DISCRIMINATION POLICY**

Hilldale Christian Child Care Center, Inc. does not discriminate against any child based on the child's race, color, national origin, sex, religion, or disabilities. Reasonable accommodation will be made to provide services to persons with disabilities. All children are accepted on a probationary basis for thirty days. The staff and parents will assess your child's needs to insure that the program is able to meet the needs of your child.

## **6. HOURS OF OPERATION**

Hilldale Christian Child Care Center, Inc. is open from 6:00 a.m. – 6:00 p.m. Monday – Friday. The center provides services for children from 6 weeks to 12 years. Parents are free to visit the program at any time.

## **7. HOLIDAYS/TEACHER IN-SERVICE DAY**

Hilldale Christian Child Care Center, Inc. will be closed on the following days:

Labor Day  
Thanksgiving Day  
Christmas Eve Day  
Christmas Day  
New Year's Day  
Memorial Day  
Fourth of July

The Friday after Thanksgiving, the center will also be closed, but will deduct a day from the cost of tuition. Should a holiday fall on a Saturday, the holiday will be taken on the preceding Friday; or if it falls on Sunday, it will be taken on the following Monday. Tuition will remain the same for any week that includes a holiday.

## **8. INCLEMENT WEATHER**

In general, the center will be open during times of inclement weather. The majority of the time we will follow the Clarksville-Montgomery County School System. However, the center's director will make all decisions regarding the closing of the center for weather-related causes with the safety of children, parents, and staff as the main consideration. Tuition will be refunded for any day the center is closed due to inclement weather. Please tune to channel 2,4, or 43 for closure information.

## **9. DISCIPLINE**

We believe that discipline and guidance should be consistent and based on an understanding of individual needs and development. A positive guidance technique promotes self-discipline and acceptable behavior.

There will be no harsh, cruel, or unusual treatment. Corporal punishment and threats of corporal punishment are prohibited. Children will not be shaken, bitten, or hit, or have anything put in or on their mouth as punishment. Children will not be humiliated, yelled at, or rejected. Children will not be subjected to abusive or profane language. Children will not be punished for not eating, not napping, or toilet-learning accidents. Bed-wetters will not be shamed or punished.

Positive guidance techniques used by the Hilldale Christian Child Care Center, Inc. staff will include but are not limited to:

- ❖ recognizing and encouraging appropriate behaviors
- ❖ developing reasonable and clear rules and expectations in each group
- ❖ explaining the consequences of inappropriate behaviors
- ❖ redirecting children into positive behaviors
- ❖ modeling pro-social behaviors
- ❖ enforcing limits and rules consistently and fairly
- ❖ helping children to identify and express feelings in acceptable ways

Please discuss with your child's teacher specific guidance techniques that work best with your child. Changes at home do affect a child's behavior at the center. The center staff is anxious to work with you

regarding behavior problems at the center or home. In case of continued behavior that is potentially harmful to your child, other children or property, you will be notified immediately.

## **10. ENROLLMENT**

All children must be enrolled before attending the center. Parents must also participate in a pre-enrollment visit. The following must be completed and submitted to the center:

- ❖ Application and enrollment packet
- ❖ Immunization record (Up-to-date and current, must have child's name, birth-date, number of doses and type of vaccine, and date the child received each immunization, stamp, or signature from physician or health department).
- ❖ Signed agreement to adhere to the policies and procedures of our center.
- ❖ Any necessary documents pertaining to child custody.
- ❖ Before and after school students attending Sango or East Montgomery need to provide a booster seat for van transportation.

Priority admission will be given to children of staff members, then to siblings of children already enrolled, and finally to children of church members. If openings are available, a place may be reserved for a child. To confirm the reservation for a thirty-day period, payment of one-half of the non-refundable semi-annual registration fee and one week's tuition must be received. These amounts are non-refundable.

## **11. PLACEMENT**

The placements of children in a classroom are determined by age and developmental level. We want your child to be placed where his/her needs will be met and interests will be challenged. Occasionally, it is necessary to move children or combine groups. The continuity of care is important to your child's development so every effort is made to minimize such disruptions in care.

## **12. RETENTION POLICY**

For every child we will implement adaptations in teaching strategies, learning environment, and curriculum, consult with the family, and when necessary, seek recommendations from appropriate specialists to maximize the potential of the child to benefit from the program. If after these efforts have been made to work with a child and family, the child does not appear to be benefiting from the program, or the behavior of the child or parent is disrupting the ability of other children to benefit from the program, we shall communicate with the family and assist them in placing the child in a more appropriate setting. The director will make the final determination about such withdrawal.

## **13. TUITION AND FEES**

Tuition rates are calculated on a weekly rate. They must be paid two weeks in advance of services being provided. The first week's tuition must be paid on admission. Tuition is due on Friday in order to secure services on Monday. If the center is closed on Friday, the tuition is due the last day in the week that the center is open. A late fee of \$10.00 per day will be assessed until the account is current. There are no discounts for days missed due to illness, absences, or the Center being closed for holidays or emergencies. After a child has been enrolled for 6 months, parents can request a vacation reduction of up to ten days once a year. Two weeks notice is required to use vacation time. Parents will be informed of current rates when children are enrolled. If there is an increase in rates, parents will be given one month's notice regarding the new rates. At the end of each calendar year, the center will furnish a report of all tuition and fees paid for parents to use for income tax purposes.

A semi-annual registration fee of \$30.00 per child is due upon enrollment and renewable on January 1<sup>st</sup> and June 1<sup>st</sup> of each year. The registration fee covers individual supplies and accident insurance. It is not refundable.

Late fees are assessed if you fail to pick up your child on time. The fee is calculated at \$1.00 per minute and is immediately payable when the child is picked up.

There is a returned check fee charge of \$25.00 on all returned checks. If this happens twice, a parent may be asked to pay in cash or money order only.

Parents will need to give the center a two week notice before their child's last day of attendance. All tuition and fees must be paid in full through that date.

#### **14. ATTENDANCE**

Please call the Center by 10:00 a.m. if your child is going to be absent. If your child is sick, please keep us informed so we can alert other parents to possible communicable diseases. Parents of school age children need to notify the center by 2:30pm if their child will not be attending the after school program that day.

School-age children will be charged an additional fee for full day enrollment.

#### **15. ARRIVAL AND DEPARTURE**

Children must be brought into the Center and released to the assigned staff. Parents must check their children into the Center by signing the check-in form. Be sure the staff sees you and greets your child.

Morning health checks are done each day to insure that your child is feeling well. This takes a few minutes. This procedure has been found to prevent the spread of disease. Your cooperation is appreciated. When children are picked up from the Center, be sure to sign them out and inform the assigned staff. Children will be asked to pick up materials that they are using before they leave the room or playground. Please check with their teacher for artwork, soiled clothing, and notes to parents.

School-age children that attend East Montgomery and Sango Elementary schools will be transported by van to and from school. The van leaves the center at 8:50am each morning. Children that attend Barksdale will be picked up and dropped on the church property on a school bus. The bus picks up children each morning at 8:05.

#### **16. MEALS AND SNACKS**

Children are served nutritious meals and snacks. The menus are posted on the parents' bulletin board. Children will be encouraged, but not forced to try new foods. We encourage children to practice good manners, converse freely and eat at the table. If a child requires a therapeutic or special diet, please provide written direction from a physician. We begin serving lunch at 11:00 a.m. and the lunch count is based on the number of children at the Center at 9:00 a.m. Please call the Center if your child is going to be late. No food, gum, or candy will be allowed from home. If a child arrives at the Center eating his or her breakfast, the parent will be asked to supervise the child away from the other children until he or she is finished.

#### **17. CELEBRATIONS/BIRTHDAYS**

The center celebrates the birthday of each child in age-appropriate ways in the classroom. Parents may bring birthday napkins and plates. The center will furnish special birthday treats to be served during afternoon snack. No gifts will be exchanged. Birthday party invitations for parties away from the center may be distributed at school only if all children in the class are invited. If you do not want your child's birthday celebrated, please notify the center in advance in writing.

#### **18. NAPTIME**

All children are required to have a rest time after lunch. Even if your child does not sleep, he or she will be expected to lie quietly and rest during this time. Infants sleep according to their individual schedules in cribs. Toddlers sleep on individual cots. Pre-school children nap on individual mats. All children have a covering over and under them. The room will be darkened but each child will be visible to the supervising staff.

#### **19. CLOTHING AND INDIVIDUAL SUPPLIES**

Dress your child in clothing that is durable and comfortable. Many of your child's favorite activities may tend to be a little messy, like finger painting and digging in the dirt. Clothing and shoes should be easy for children to take off and put on during toileting. Children should wear closed shoes like tennis shoes. No boots or sandals, please. The children will go outside every day (weather permitting) so dress them accordingly. Each child also needs a complete change of clothing.

**Recommended clothes and supplies:**

**Infants under 15 months** (all items should be marked with child's name)

- \*one package of diapers at Center every week
- \*package of diaper wipes
- \*2 changes of clothing
- \*blanket
- \*4 milk or formula bottles
- \*baby food as needed (unopened jars)
- \*4 bibs for each day
- \*a current snapshot of your child and one of your family
- \*diaper ointment or powder as needed
- \*sunscreen
- \*one sippy cup per day
- \*one box of cereal

**Toddlers 15months – 2 years** (all items should be marked with child's name)

- \*10 diapers or training underwear per day
- \*2 changes of clothing
- \*blanket or beach towel
- \*soft cuddly toy to sleep with
- \*one sippy cup per day with juice

**Pre-school children 3 - 5 years** (all items should be marked with child's name)

- \*mat at least one inch thick
- \*2 king size pillow cases
- \*small blanket or beach towel
- \*one change of clothing
- \*a current snapshot of your child
- \*one sippy cup per day with juice (3 yr. olds only)

**20. BRINGING ITEMS FROM HOME**

Children frequently want to share with their class nature items and treasures from home. Such items are especially welcomed if they support the topic being studied. For example, children may bring in shells during a unit on the beach or a picture of Grandpa and his garden during the *Grandpas and Grandmas* topic. It is always a good idea to check with your child's teacher first before bringing objects to the Center.

We do discourage your child from bringing toys from home, although we do allow items of comfort, such as a soft cuddly stuffed animal, to be brought to school to help your child sleep more comfortably. We know that bringing toys from home makes it difficult for any child to share and could get lost or broken. The staff will not be responsible if they are lost or damaged. The Center does not allow toys of violence like guns, swords, or violent action figures. Also children will not be allowed to bring cosmetics, candy, gum, or money to the Center. (unless money is asked for by the teacher for a special event)

**21. ILLNESS**

One of the most serious challenges facing group care situations for young children is preventing illness. The staff will strive to maintain the highest standards of cleanliness. Proper hand washing procedures will be followed and taught to the children. The toys, eating surfaces and toileting and diaper equipment will be sanitized between children's use.

One of the best ways to prevent the spread of disease is to have strictly enforced standards regarding the exclusion of ill children. We need your help for this. Do not bring ill children to the Center and if your child becomes ill at the Center, please pick the child up immediately.

According to the Tennessee Department of Human Services, children cannot attend the Center if one or more of the following conditions exist:

1. The illness prevents the child from participating comfortably in facility activities.
2. The illness results in a greater need for care, than the staff can provide without compromising the health, safety, and supervision of the other children.
3. three incidents of loose stool in a day or blood in the stool, especially with other symptoms, such as vomiting or fever.
4. The child has any one of the following one:
  - a. armpit temperature of 100 degrees or greater, oral temp of 101 or more, or rectal temp of 102 degrees F, accompanied by behavior changes or other signs or symptoms of illness.
  - b. symptoms and signs of possible severe illness such as lethargy, uncontrolled breathing, uncontrolled diarrhea, vomiting illness (two or more episodes in 24 hours), loose stool (three episodes in 24 hours), unexplained rash or burn, eye drainage, obvious severe pain, mouth sores with drooling, wheezing, behavior change, or other unusual signs.
5. The child has been diagnosed with a contagious disease, until medical evaluation determines that the child is no longer communicable and is able to participate in the facility's activities.

In addition, the Center's policy requires that your child be free of symptoms of illness: temperature, diarrhea or vomiting for at least 24 hours. Please keep in mind that if we send your child home because of illness, the child will not be admitted to the Center the next day because the 24-hour period will not have elapsed. The Center reserves the right to require a doctor's statement before the child can be re-admitted to the Center.

## **22. MEDICATIONS**

The center will administer medicine to children with a written permission form and as stated on the medicine's label directions or as amended by a physician in writing. Any medications brought by parents for their child must:

1. Be in the original container
2. Be labeled with the child's name
3. State the child's age (if it is over-the-counter)
4. Be labeled with the date (if prescribed)
5. Include directions to administer; and
6. If prescribed, include the name of the physician prescribing the medication

Medicine will not be administered after its expiration date, without written permission from a physician. Aspirin or aspirin substitute will be administered only with a physician's approval. Parents must sign and complete the medication dispensing form each day that the medication is given and give the medicine to the office staff. All medication is kept in a locked box in the day care office. Medication may not be kept in the classroom. When parents pick up their child, they must initial the medication chart to acknowledge that their child was given medication that day. Medicine will be dispensed only at 11:00am and 3:00pm. Exceptions of these times need to be discussed with the director. Over-the-counter medication will only be dispensed for a maximum of four days. In the event that a child is taking a medication for the first time, the parent must give the first dose at home. The center staff will not dispense the first dose.

## **23. RELEASE OF CHILDREN**

Children are released only to persons authorized by written permission from the parents. Parents should provide the center staff with driver license number or social security number of any person designated to pick up a child. Before the child is released, the designated person will be required to show a picture I.D. No child will be released to an unauthorized person. Any person picking up a child in an impaired condition ( ill or under the influence of drugs or alcohol) will be encouraged to allow us to find alternative transportation.

#### **24. CHILD CUSTODY ISSUES**

It is the Center's intent to meet the needs of children especially when the parents may be experiencing difficult situations such as a divorce, separation, or remarriage. Sharing information about such situations may be helpful to center staff and will be held in the strictest confidentiality.

The center cannot legally restrict the non-custodial parents from visiting the child, reviewing the child's records, or picking the child up unless the center has been furnished with legally filed, executed and current documents. Copies of all court documents must be submitted to the center. In case of conflicts, the proper authorities will be contacted.

#### **25. EMERGENCY PROCEDURES**

Fire and evacuation drills are held monthly to acquaint your child with evacuation procedures. The evacuation routes are posted in each classroom. In the event of an actual evacuation, parents or emergency persons listed on the enrollment form will be contacted. If your child is injured, a trained staff member will provide first aid and you will be contacted. If necessary your physician will be notified and 911 emergency personnel will also be called.

If your child needs to be transported by an ambulance, a staff member will accompany your child. The Center does provide an accident policy for the children but it is the parents' responsibility to assume any costs incurred for emergency care.

#### **26. CHILD ABUSE AND NEGLECT**

In an effort to protect the well-being and safety of children, the State of Tennessee requires anyone who suspects child abuse and neglect to report it to the proper authorities. The center staff has been trained to identify the signs and symptoms of abuse and neglect. All suspect indicators will be documented and reported. The Center is required by law to cooperate with any investigation of child abuse and neglect. You will be notified if your child is questioned as part of the investigation.

#### **27. PARENT CONFERENCES**

Parent conferences will be offered at least twice a year. During these conferences, the staff will share information about the progress your child is making and show you samples of your child's work. These conferences will be scheduled at your convenience and are very important to insuring close communication between the Center and home. You may request to schedule a conference anytime.

PARENT/GUARDIAN AGREEMENT

My signature certifies that I have read and understand the contents of this handbook and agree to abide by it. It also certifies that I have made a pre-placement visit and that I have been given a copy of the parent handbook.

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Parent/Guardian Signature

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Print Name

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Child's Name

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Date

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Witness – Center director or assistant director