



**City Road Chapel United Methodist Church
Child Development Center**

Program Policies

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Welcome To City Road Child Development Center

3 Star Quality Program

The Star-Quality Child Care Program is a voluntary program that recognizes child care agencies that exceed the minimum licensing standards. These agencies can receive a rating of one, two or three stars. An agency must be open for one year before it is eligible to receive stars.

To learn more about the Star Quality System, visit: <http://tnstarquality.org>

ATTENTION PARENTS: The following information is provided by the Governing Board of City Road United Methodist Church Child Development Center. Please read the information carefully and keep for future reference. A statement saying that you have read, fully understand, and agree to abide by these policies will be issued to you upon the enrollment of your child. Your signature will also be required as an acceptance and understanding of these policies before your child can be enrolled at City Road Child Development Center.

PURPOSE: The purpose of City Road Child Development Center is to enable City Road United Methodist Church the opportunity to minister to the needs of working parents by providing child care for children of this local church and community. The Church sponsors the program on a non-profit basis, and all funds received by the Center shall be re-invested in the program.

MISSION STATEMENT OF CITY ROAD CHAPEL UNITED METHODIST CHURCH:
Growing in Christ! Sharing in God's love!

THE CHURCH AND its ROLE: In 1979 City Road United Methodist Church adopted the ministry of Before/After school care for children in grades Kindergarten through sixth grade. In 1986, the church expanded this program to include preschool care. Even though a doctrinal study of Methodism is not a part of the curriculum offered to the children enrolled in the program, a conscious effort of awareness of Christianity is an active part of the program. Children are involved in religious songs, bible stories, Vacation Bible School, and prayer before meals. We welcome the opportunity to have you and your child in our program. If you should have any questions regarding these policies, please feel free to contact the Director.

ENROLLMENT: During your orientation visit, the Administrative Assistant will review the center's policies and enrollment forms with you. You will receive a summary of the state's child care licensing standards. **YOU MUST COMPLETE ALL ENROLLMENT FORMS AND SUBMIT THEM TO THE CENTER DIRECTOR/ASSISTANT PRIOR TO YOUR CHILD'S ADMISSION TO THE CENTER.**

ELIGIBILITY: The program is designed for children beginning at six weeks of age and continuing through the sixth grade (or 12 years old whichever comes first). Eligibility shall be granted without discrimination in regard to sex, color, creed or political belief. Any child of this age range is eligible provided the program can meet the needs of this child and if there is space available (to be determined by the Director).

ENROLLMENT FORMS: The forms you will complete include:

- 1) Pre-placement visit form (completed during enrollment Tour)
- 2) Statement of Services

- 3) Signed Parent Contract agreeing to abide by the Center Policies
- 4) Enrollment application, including notarized emergency treatment sheet.
*Please make sure to have two emergency contacts in the event of an emergency and both parents cannot be reached.
- 5) Child's Emergency Sheet including notarized emergency treatment portion.
- 6) Health History Checklist
- 7) Immunization Record: Child's health record, including physician's signature
- 8) Age Appropriate Profile
- 9) Program Enrollment Checklist

If there are any changes in phone numbers, addresses, etc. notify the office immediately.

ENROLLMENT FEES: A non-refundable annual registration fee is payable at the time of enrollment. A non-refundable registration fee is due at the beginning of each school year in August. In addition, for school-age children a non-refundable summer registration fee is due each May to cover the summer session.

Non-Refundable Registration Fees are as follows:

Preschool and School Age: due upon Fall Enrollment. (\$60.00)

School Age Summer Session: due upon Summer Enrollment. (\$55.00)

Children enrolling in the preschool programs mid-year will pay a pro-rated registration fee of \$30.00 if enrolled between May and July.

Weekly Fees: Weekly fees are to be paid in advance on the Friday before the week the tuition is paying for. A late fee of \$20 will be added to any account that has a balance on Monday at 6:30am. If your account is not paid in full on Monday (tuition plus a \$20 late fee), you will be sent to collections for two weeks fees and court cost. Without verbal and written communication from you, your child's spot in our program will be forfeited. Tuition is due even if the child does not attend that week.

If you see that your account is going to reach a level of one week past due please speak with the Administrative Assistant to make special arrangements ASAP. If your account is not paid in advance, you will be asked not to bring your child(ren) back to the program until it has been paid off. From the time you are dismissed you have five (5) working days to pay the balance off or discuss a payment agreement. However, if you do not pay the account off or make arrangements for a payment plan then you will be turned over to a collection agency. The parent or legal guardian will be held responsible for all costs of collection as a result of non-payment of child care services including all attorney fees and court costs.

A receipt for cash payments will be issued the day the payment is made. There are envelopes provided if you are making cash payments. Unless otherwise requested, any payment made by non-cash method will be considered the receipt. In the event that a check is returned due to insufficient funds, the Administrative Assistant will notify you and will require a cash or money order payment. After two returned checks, cash or money order only will be accepted. A twenty-five dollar (\$25.00) return check fee will also be debited to your account for each returned check.

Upon request, an annual statement will be issued at the end of the year to be used for income tax records. After withdrawal from the program, a statement may be issued on your last day or you can requested a copy during the month of January, following the year in which the child attended the center. Statements can be mailed by request to your home address, provided you send a self-addressed stamped envelope.

IF YOU LEAVE THE CENTER FOR ANY REASON OWING A BALANCE, AFTER PROPER PROCEDURES, YOU WILL BE TURNED OVER TO A COLLECTION AGENCY. YOU WILL BE HELD RESPONSIBLE FOR ALL THE ATTORNEY FEES AND COURT COST RELATED TO YOUR CASE. WE HAVE THE ABILITY TO CALL

ALL PHONE NUMBERS OR SEND NOTICES TO ADDRESSES GIVEN TO US FROM YOUR INFORMATION SHEET IN THE EVENT THAT YOU DO NOT RETURN TO THE CENTER AND DO NOT CALL AS A WAY TO ATTEMPT COLLECTION ON ANY UNPAID DEBTS.

FIELD TRIP/SPECIAL ACTIVITIES POLICY: Due to the structure of our program, if you should have an objection to your child attending a class sponsored field trip, it will be necessary for you to obtain alternate care for your child that day or during the field trip hours. Limited staffing and required Department of Human Services ratios for child/teacher do not allow for children to remain at the center.

VOLUNTARY WITHDRAWAL: Two week's notice or two week's fees are required when the parent wishes to withdraw their child from the program. Withdrawal forms are available from the Administrative Assistant and must be returned to the office two weeks prior to withdrawal.

CALENDAR: The center will be closed on the days listed below. The holidays listed are paid holidays for the staff and the regular tuition fee is due during the weeks in which they fall.

New Year's Day	July 4th
Martin Luther King, Jr	Labor Day
Good Friday	Thanksgiving Day and the Day After
Memorial Day	Christmas Eve and Christmas Day
Spring Holiday each June (Determined yearly, typically the 3 rd or 4 th Monday)	

If any of these holidays should fall on Saturday or Sunday, the center will designate the day before or the day after for closing. Ample notice will be given to the parents.

In addition to the days listed above: the School Age Program will be CLOSED the last day of school. The School Age and Preschool Programs will be CLOSED the first day of school.

IN-SERVICE DAYS: To better serve you and your child it may be necessary for the child care center to be closed one additional day during the year for in-service training. Ample notice will be given.

DROP IN CARE: Due to the fact that City Road Child Development Center is considered a full time child care center, drop in care has been limited to the following (to stay within the accreditation and D.H.S. ratios). It falls into this order:

Drop in care will be allowed for teachers' and substitute teachers' children provided there is space available in the appropriate classroom.

During the school year on snow days and Metro Schools teacher in-service days, drop in care will be allowed for school-age children who have currently enrolled siblings or enroll during the summer months for \$20.00 per day provided there is space available in the appropriate classroom.

Drop in care will be allowed for child care and church office staff children provided there is space available in the appropriate classroom.

INCLEMENT WEATHER / SNOW DAYS: If Metro Davidson County Schools CLOSE, goes in late, or leaves early (due to weather) we will go to our schedule of 8:00am to 4:00pm. **This is for the safety of the children and staff. If Davidson County believes there may be cause for pre-caution we must trust their judgment.** The center will close only under extremely hazardous weather conditions. **In the event of a closing, an announcement will be made on channels 2 and 4.** We will make every effort to open the center in case of inclement weather.

MEALS: Infants: Parents of children enrolled in the infant classroom will be responsible for bringing their child's formula and baby food each day. Formula must be premixed if mixing is necessary. **Premixed jar foods cannot be accepted if they have been previously opened.**

Preschool: Breakfast, hot lunches, and afternoon snacks are served daily.

Breakfast: 7:30am-8:00am

If your child arrives later than 7:40am please make sure they have eaten before they arrive.

Breakfast will not be served if we open at 8:00am due to inclement weather.

Outside food is not allowed in preschool classrooms unless approved by the classroom teacher and enough for all the children is brought.

If you should arrive after your child's scheduled breakfast time, please be sure to feed your child before arriving. Breakfast will not be served after the scheduled time. Fast food is prohibited in the center and in the rooms. Menus are posted on the parent board in each classroom. In the event that the chef is not present or items are not in season, the menu may be changed slightly.

School Age: Afternoon snacks are served during the school year. On extended days such as snow days, metro teacher in-service, etc. and during the summer session, school Age children are required to bring a sack lunch. Please try to send a nutritious meal with your child. During the summer session breakfast will be provided from 7:30-8:00am. Children arriving after 7:40 will need to already been served a breakfast meal. **Fast foods are prohibited. We prohibit carbonated drinks, cans, and glass** in their lunch box. School Age children will not be allowed to purchase soda from the machine. Juice boxes are usually the best. (We will provide water for children to drink when nothing is brought.)

In the event a lunch is not sent with the child, the parent will be notified at work to bring a sack lunch before the scheduled lunch period. (Fast Food is prohibited).

TRANSPORTATION: School Age Transportation on the van is provided for field trips and to and from school at Neely's Bend Elementary School. Transportation for Stratton Elementary School is provided by METRO (the yellow school buses).

NOTIFYING THE CENTER: School Age: Please notify us when there is any change in our arrangement with you for picking up your child. If your child is out sick please call to inform the center that the child will be out for the day. The center must be called by 12:00 (noon) if your child will not be attending the child care center for the afternoon hours. We do not have extra personnel to locate one child while the rest of the group waits. **School Ages fees are as follows for not calling City Road by NOON when afternoon transportation for your child is NOT needed. First occurrence: warning notice. Second occurrence: \$10.00. Third occurrence: \$15.00. Fourth occurrence: meeting to discuss options. Calls are expected before NOON and exceptions will be made for children who are sent home sick by the school after the noon**

hour.

Preschool: Please notify the center if your child will not be at the center for any reason. In the event that you do not call or return to school for 2 or more days we have the ability and will call all phone numbers given to us in order to check on the welfare and whereabouts of the child.

DROP OFF/PICK UP: Parents must enter the center and accompany their child to his/her room. Sign-in and sign-out sheets are located outside your child's class. It is a DHS requirement that parents sign their child in and out each day. When dropping off your child, please park your vehicle in a **NON-HANDICAP** parking space and not at the curb to keep from blocking traffic.

As always, we encourage an "open door" policy to all parents as well as the families of the children enrolled in our program. However, in order to reap the full benefit of the educational lessons our teachers have prepared for their classes, **it is important to have your child here by 9:30am.** If you will be arriving after 9:30am, we ask that you call the center to notify us of your arrival time if you are expecting lunch to be prepared for your child. In order for our children to have a good lunch and a quiet naptime, we ask that children not be brought in later than 11am or until after 2:30pm. This allows the needs of all our children to be met.

CHILDREN CANNOT BE RELEASED TO ANYONE YOUNGER THAN EIGHTEEN YEARS OLD. If the person picking up your child is not familiar to our staff, the child's application form will be checked to see if the person is authorized to pick up the child. Please inform those that may be picking up your child that identification will be requested. This is for the protection of the child. The child will not be released unless their name is on the application for transportation or the parent has given written permission to the staff. When you want to make changes to your pick up list, please visit the office to make the necessary changes.

If the person picking the child up from the center shows signs of behavior (being under the influence of drugs or alcohol, etc.) which may place the child at immediate risk, the center will inform an emergency contact person, the Metro Police Department, the Department of Children Service and the Department of Human Services. If this occurs, the child may be dismissed from the program immediately.

When picking up children from all classes have the older siblings' stay outside the classroom doorway to wait for you. This is to ensure the health and safety of our children as well as minimizing the disruption to the other children in the classroom.

ILLNESS AND MEDICATION: If a child becomes ill while at the center, he/she will be isolated as needed and the parent will be notified. You will be expected to have your child picked up **WITHIN THE HOUR.** Due to the nature of the program, staff members are not available to care for sick children. Medication cannot be administered to any child while in our care. If there is a need for medication during the time in which your child is in our care, the parent must administer it or a person listed on transportation or emergency authorization list. We will store lifesaving medicines in a locked box in the office (epipen and glucagons shots).

We follow criteria developed by the National Center for Disease Control in dealing with ill children. To comply with state requirements, children should be symptom free for at least 24 hours before returning to the center. Please refer to illness policy for further details. The Director may require a doctor's statement especially if symptoms persist. Parents will be notified to pick up children when the child exhibits symptoms like fever, vomiting diarrhea, and unexplained rashes. Children with impetigo and diagnosed with strep must be treated at least 24 hours before returning to the center. Children with head lice or scabies must show proof of treatment for re-admission. We have a nit free policy before children can return to the center after being treated for head lice. When we call you to come pick up an ill child, you will need to make arrangements for pick up within the hour.

We will notify parents of every child if one of the following diseases is introduced to the center: Hepatitis A, Food borne outbreaks, Salmonella (food poisoning), Shigella, Measles, Mumps, Chicken Pox, Rubella, Pertussis, Polio, Hemphilus Influenza type B, Meningococcal

Meningitis. We will advise you of appropriate follow-up actions. We will cooperate with the recommendations of the Department of Health during an outbreak of these illnesses.

EMERGENCIES: UPDATING EMERGENCY INFORMATION CANNOT BE STRESSED ENOUGH. Each parent is responsible for keeping current emergency information listed in the child's file. If work and/or home numbers change, please notify the center in writing immediately. If the event of an emergency and you or your designated emergency contact person cannot be reached, the staff of City Road Child Development Center has permission to initiate emergency treatment for your child at the nearest hospital. **In the event that your child sustains a head injury or substantial blood loss, parents will be contacted immediately.**

There is staff present at all times that are certified in CPR and First Aid Training. All staff will have training on the contents of the center's policies during the employment orientation.

BUMPS AND BRUISES: Please report to your child's teacher any bumps, bruises, etc. your child receives while not at school. According to Tennessee law, all persons (including doctors, mental health professionals, child care providers, dentists, family members and friends) must report suspected child abuse or neglect to DCS. Failure to report suspected child abuse is a violation of the law.

SUPPLIES NEEDED FOR PRESCHOOL: Children in the Beginner class will need to bring crib sheets and blankets and they will be sent home as needed. Children in the Discoverer, Explorer, Adventurer, and Big Room classes must provide a two-inch mat, with a cover for the mat, and a blanket to be used at naptime. Sleeping bags and large pillows are discouraged due to the lack of space for storage. Sheets are to be taken home each Friday for laundering and returned on Monday.

The parents must provide diapers and baby wipes. Sometimes parents will be asked to bring extra Kleenex and/or baby wipes for clean ups and cold season. It is also the parent's responsibility to check diaper supply daily. In the event that your child runs out of diapers or other essentials, you will be notified and expected to bring them to the center immediately. Cloth diapers are prohibited; unless the child is allergic to disposable diapers (a physician's statement will be required). Teachers are not allowed to wash out soiled clothing according to Health Department standards. All children will need to have at least one complete change of seasonal clothing.

PROGRAM/CURRICULUM:

Preschool: Your child will benefit from curriculum designed to meet their particular age group. Emphasis will be placed on small and large motor development as well as cognitive development and social skills. Your child will participate in a variety of activities such as working with paints, clay, crayons, blocks, and other manipulative materials. They will enjoy stories, poetry, books and puppets. Indoor and outdoor activities will involve water play, learning to share, playing with others, etc... Curriculum utilized comes from our vast collection of teacher resources located in our teacher resource room and the weekly lesson plans are posted in each classroom. Lead teachers have lesson plan breaks planned in their schedule to allow them to research and plan activities and lessons for your children. The Department of Human Services requires that child care workers receive 12 workshop training hours per year. At City Road we require 20 workshop training hours. Through the training and the resources, our teachers have the opportunity to have lesson plans and classroom activities that are developmentally age appropriate.

Music is planned with a special teacher who will work with your child's teacher once a week (during the fall and spring) for a fun learning experience.

Parent Teacher Conferences are held once a year during the spring months and as needed during the fall months. Additionally, a conference may be called at different times of the year if

the parent or the teacher feels one is necessary.

School Age: A variety of monthly activities are offered during the year. These include cooking, drama, games, arts, crafts, etc... Many opportunities are allowed for indoor and outdoor play, along with time to complete homework or sit and talk with friends.

The summer program offers a time for field trips such as visiting parks, museums, bowling, swimming etc... Additional information is sent out each year regarding the summer activities.

Movies will be shown to the children on occasion and only G rated movies will be shown unless the parent has signed a permission slip in advance.

PERSONAL BELONGINGS: School Age children will be responsible for their own belongings. The center will not be held liable for any losses. Toys brought from home are prohibited unless extended care is offered or "Share Day" is designated in advance by your child's teacher. **CDs and CD players are not allowed at the center due to the fact that we do not know the content of the music that is on the CDs.** This is for everyone's protection. A variety of toys and games are offered on a daily basis by our program. Please discourage your child from wearing or bringing expensive items. Please have children leave all food items such as candy and gum at home. A child should bring money only if requested by the teacher. Labeling jackets, tote bags, lunch boxes, towels, etc. will be beneficial in case something is misplaced.

Pre-School Parents of older preschool children are requested to leave toys at home unless specially requested for "Share Day". A special soft naptime toy is welcome and books are always welcome. Again, please label everything with your child's name.

Clothes: Dress your child in clothing that is comfortable for a variety of active and sometimes messy activities. Please provide a complete change of clothing appropriate for the season. Mark your child's name clearly on all articles of clothing to minimize confusion and loss. The center will not be responsible for lost articles of clothing or clothing that receives stains due to activities etc. Sneakers are better suited for outdoor play and children's protection from foot injury. We ask that you do not let the children wear sandals except for water play.

SPECIAL ACTIVITIES: Any group related activity, (birthday parties, skating parties, slumber parties, etc.) that are not a sponsored activity of City Road Child Care, must be discussed away from the center and transportation of children must be made from another location and not directly from the center. Group interaction is strongly encouraged by this program. Children who have not been invited to activities sometimes have difficulty understanding the difference between a non-sponsored and a sponsored City Road Child Care activity. Unfortunately, "heartaches and tears" become a part of the classroom rather than "good times and laughter".

If you choose to have a birthday party etc., outside the center and you do not plan to include your child's entire class, please use discretion in sending invitations. Even preschoolers notice if, "Johnny got a pretty pink envelope and I didn't!"

Parents are requested to talk with your child's teacher prior to their birthday if you would like to have a party at the center. Please plan to have the party during afternoon snack. It is not necessary to go overboard with party supplies. To a child, a party can be described as a cookie and a cup of juice. It's the atmosphere that counts!

EXTRA CURRICULAR ACTIVITIES: As a part of our curriculum we schedule enrichment visitors. Enrichment visits can be many things: special guest story tellers, Nashville Library's puppet truck, parents sharing about their job, Walden's Puddle animal show, etc. Music is offered to all children and we have a music program each Christmas and Spring. During the school year a variety of activities are offered to help with the busy lives of our parents. For our preschool children gymnastics are offered. Qualified professionals hold these activities at the center. There are additional fees that are to be paid directly to the individuals offering these services. More

information may be obtained through the office.

TELEPHONE COMMUNICATION BETWEEN PARENTS AND CHILDREN: Children are not permitted to make or receive personal calls when at the center. If a message **MUST** be given to your child, please leave it with a staff person and he/she will be certain to deliver the message.

COMMUNICATION WITH PARENTS: Communication between parents and staff is most important, and is a key to good discipline. We would encourage you to let us know what is going on with your child at home or school, particularly if there are situations or problems that will affect your child's behavior here. Feel free to talk with a staff member or to call with your questions or concerns.

We will let you know about policies, staff changes, and plans through newsletters, notes in your child's cubby, school-age folders, notes posted on the entrance door of the center, and on our parent bulletin boards. Please check these areas daily. Parents are asked to accompany their child into the classroom each morning and speak with the teacher to receive any information. We will use the children's Daily report as a tool to facilitate communication regarding individual behavior and activities.

PARENT / CENTER COMMUNICATION

Problems? Questions? Concerns? Suggestions? We encourage you to let us know what is on your mind! The Director and Assistant are available to you to discuss any matter. Of course, your child's teacher will usually be able to answer questions about classroom activities and interactions. The important point is that your thoughts are welcomed. Phone calls to the school are welcomed. We avoid interrupting teachers with routine phone calls while they are working with the children. Leave a message and one of the teachers will return the phone call between activities, during breaks or at naptime. If the phone call is an emergency or related to time-sensitive issues please tell the person who answers the phone and you will be connected with the classroom immediately (or as soon as possible). If you are worried about your child's state of mind, don't hesitate to call; we will route your call directly to the classroom.

We know of parents who have experienced untold hours of absolute misery because they misunderstood a teacher's comment, something they observed out of context or heard from their young child. Most problems result from miscommunication and can be resolved by talking to the teacher. Sometimes we actually make mistakes but we are eager to correct them. Please don't suffer needlessly. It is worth the time to talk to the teacher!

In order for problems to be solved, questions to be answered, concerns to be addressed and suggestions evaluated, the information needs to get to the appropriate person(s). Please don't be shy!

We want your child to have a positive experience and all staff members work to make this happen.

We are in this business because we are committed to the well being of children.

We can operate the school more effectively when parents communicate with us.

GREIVANCE PROCEDURE

1. Discuss the concern with your classroom teacher.
2. If you are not satisfied after talking to your child's teacher make an appointment with the director.
3. If your concerns are not satisfactorily resolved, submit your complaint in writing (within 10 working days) to the Chairperson of the Board of Directors.

DISCIPLINE: It is the desire of the Governing Board and staff of City Road Child Care to offer your child the best possible care and enjoyable experiences while in our care. In order to insure that your child has the opportunity to grow to his/her fullest potential, there must be a positive

atmosphere for learning and cooperation between parent and teacher. The following is an explanation of discipline guidelines as established by the Board.

Discipline Procedures as outlined in the City Road Staff Handbook:

Children under three years of age:

When a child exhibits inappropriate behavior, the child will be reminded of the expectation and praised for appropriate behavior. If the inappropriate behavior continues, the staff will:

Try to busy the child and redirect his/her behavior to something more positive
Remove equipment or material if it seems to be contributing to inappropriate behavior in the children

Give alternative:

- a) Encourage the child to express his/her feelings in appropriate language and talk with him/her about how he/she should react.
- b) Redirect the child's activity to a more active time or quiet time, whichever seems to be needed.

Children three years and older: Discipline methods for older children while at the center include verbal reprimand, removal from the group for alternative activities or time out.

Time Out: Time out is a discipline procedure used only in extreme cases. It involves instructing the disruptive child to move to a designated area away from the group, but within the teacher's sight and to remain for a specified amount of time. An average amount of time is one minute per year of age.

At the end of any time out period, the teacher will talk with the child about what happened, why the child was placed in time out, and problem solve about what should have happened and what is expected. Positive reinforcement will always be given and recognition for appropriate behavior. Time out will not be carried over from one day to the next.

School-age and Preschool:

The consequences are as follows when a child uses inappropriate behavior:

- Notes home to parents
- Conference with parents
- Missing a field trip (parent is responsible for finding alternative care)
- Calling parents to pick up child
- Suspension from the center
- Think Sheets (to help the child verbalize their feelings) - School-age ONLY

If problems persist so that the child's behavior is totally disruptive and the center staff is unable to find acceptable solutions, a last resort is to ask that the child be removed from the program.

Policy on weapons: Any child found in possession of a weapon such as a BB gun, pellet gun, ammunition, explosives, knives, switchblade, or other knife-like instrument utilizing a razor blade or using any object in a threatening manner on the church property will be suspended from the program until the following conditions are met. During the suspension, the parent will be responsible for seeking counseling for their child. Before readmission to the center, a meeting will be held with the director, chairperson of the child care board and the minister to review a report from the counselor and determine if the child is ready to return to the center. If the parents want the child to return to the center after the suspension period, the parents will be responsible for paying the weekly fee until the child returns.

Alcohol and Drugs: The same policy applies that is outlined in the weapon policy.

School Age Field Trips: While on a field trip if a child misbehaves, he/she will not attend the next field trip, and the parent will have to find alternative care.

Corporal punishment, withholding food, or punitive toileting, will NOT be used as disciplinary action under any circumstances.

PRE-LANGUAGE FRUSTRATION (BITING): The two most difficult parts of being a toddler is learning to deal with rapidly expanding emotional range and learning the most difficult task...LANGUAGE.

During this period, toddler-age children will experience “pre-language frustration” It is the most difficult developmental stage for parents, because frequently it is not pleasant. Children at this stage will sometimes bite other children when frustrated. **Sometimes the bites occur in anger, sometimes for no reason at all, and sometimes during fun and exciting times.** Some bites go undetected if they are under clothing or if the child does not cry. Please be patient with your child, the other children, and with us as we all try to help these little ones learn to control themselves.

When a bite does occur, we immediately comfort the injured child, cleanse the wound with soap and water, and fill out an “accident report.” We try to remind the “biter” gently, but firmly that biting is “NOT OKAY”...then if necessary isolate the child for 1 minute per year of age. In the event the bite is severe enough that there is evidence that the skin was broken, the parent will be notified as soon as possible.

POTTY TRAINING: According to the TN Dept. of Human Service Licensing Standard, “Toilet training must never begin immediately upon admission of a child to the center. Toilet training must be delayed until the child is TWO years old and adjusted to staying at the center and is able to understand, cooperate, and communicate his/her need to use the bathroom. Parent and teacher must agree child is ready to be potty trained.

HOURS OF OPERATION-LATE DEPARTURE: The center is open from 6:30am -6:00pm, Monday through Friday. The center doors will not open before 6:30am. **Never** leave your child unattended in the parking lot waiting for the door to open. Parents “departing” after the 6:00pm closing will be charged \$1.00 per minute per child for each minute that they are late. **The departure time will be placed in the late departure log located in the office area and will be logged as the parent is departing, not at the time of arrival. Correct time is judged by the clock in the office area. Parents will be asked to initial the late departure log.**

PARENT EXPECTATIONS: City Road Child Development Center is proud to be a part of the Week of the Young Child activities held each spring. All of our children are invited to participate in an evening Christmas Program and Spring Program each year. **We encourage all our families to attend the programs.** Your children put forth a lot of effort and time to make these programs enjoyable for you. More information regarding these activities is given during the year.

EMERGENCY SAFETY PLAN: In the event of a threatening situation, all doors will be locked and parents must use the buzzer to gain access to the building. Do not send someone who is not recognizable to our teachers – we will be on high alert status and will not release your child to anyone who is a stranger to us. If for any reason our building is determined to be unsafe by the local or state authorities, we will follow the following evacuation plan:

- If there is time, we will call our parents to let you know of our move; if there is not enough time to do this, we will leave word with our church receptionist and we will leave a note on the front door. Parents may pick up their children at the new location. We will bring the sign-out forms with us.
- Our first stop will be at the **Kids at Work** facility (601 Gallatin Pike S. just on the other side of Walgreen’s)
- If the Kids at Work Facility is not a viable shelter, we will take the students to the **First**

Baptist Church of Madison – (this is the Church directly beside us at 719 Gallatin Rd S.)

Please be assured that your child's safety and emotional well-being are our priority in any emergency. While we want you to pick up your child as quickly as possible, we also want you to have confidence that every employee is trained in emergency procedures and first aid, and that we have the basic necessities, including emergency phone numbers, sign in/out sheets, etc.

EMERGENCIES: UPDATING EMERGENCY INFORMATION CANNOT BE STRESSED ENOUGH. Each parent is responsible for keeping current emergency information listed in the child's file. If work and/or home numbers change, please notify the center in writing immediately.

ADDITIONAL SECURITY INFORMATION: Please remember not to leave your purse or other valuables in your unlocked car. Also, NEVER allow your child to be in the parking lot unattended.

ILLNESS POLICY

Dear Parents:

When is a child too sick or contagious and should not be brought to the center? This is a question which may present itself during your child's stay at City Road. In order to protect your child and the other children, we have some guidelines that must be followed. Our program cannot keep sick children, and it is the parent's responsibility to make alternative arrangements in the event of illness. A child must be picked up within an hour from the time a parent is called.

FEVER

If a child is sent home with a fever (101 or above), he or she cannot return until the child has been fever free "un-medicated" for 24 hours.

VOMITING

If a child is sent home, he or she cannot return until 24 hours after the last episode.

DIARRHEA

We will call parents after two episodes of diarrhea. A child cannot return until 24 hours after the last episode.

EAR INFECTION

A child must be on an antibiotic for 24 hours before returning to the center.

COLDS

If the child has a constantly runny nose, persistent cough, green mucus from nose, or odor from drainage, the child may be sent home, and we may request a doctor's statement releasing the child to return to the center.

RASHES

If a child develops a rash and the cause is not known, we will ask that the doctor check out the rash and verify in writing or fax that it is not contagious.

IF YOUR CHILD HAS A SLIGHT FEVER

(less than 100 degrees), a slight cold, an allergic rash, diaper rash, or prickly heat, he or she may

be brought to the center, but depending on the circumstances a doctor's statement may be requested. ***Please mention any of these conditions to your child's teacher upon arrival to avoid a call at work.***

WE WILL REQUIRE A DOCTOR'S NOTE FOR THE FOLLOWING:

- | | | |
|------------------------------|--------------------|------------------|
| 1. Pink eye (conjunctivitis) | 5. Head Lice | 9. Scarlet Fever |
| 2. Bronchitis | 6. Fifth's Disease | |
| 3. Measles, Mumps | 7. Roseola | |
| 4. Strep Throat | 8. Impetigo | |

**We do not require a doctor's note when a child has had chicken pox, but all the spots must be scabbed over before the child can return to the center.

To ensure a better understanding of what we consider contagious, please read the following:

Conjunctivitis: An eye infection commonly referred to as "pink eye". The eye is generally red with some burning, and there is thick yellow drainage being secreted.

Bronchitis: This can begin with hoarseness, coughing and a slight elevation in temperature. The cough may be dry and painful, but it gradually becomes productive.

Impetigo of the skin: Shows up as red pimples. These eventually become small vesicles surrounded by a reddened area. When the blister breaks, the surface is raw and oozing. The lesions occur in moist areas of the neck, groin, underarm, face, or hands.

Measles: German Measles- It is a small red rash or spots that do not scab over. It begins on the face. A low grade fever is common. Red Measles-Begins the same way as German Measles. Children usually have high fevers, red eyes,, coughs, and they are quite sick.

Chicken Pox: It begins with tiny blisters and rapidly spreads. The incubation period (the time between exposure to the illness and the appearance of symptoms) is 10 to 21 days. It is contagious until 6 to 8 days after the rash appears, or when all the blisters have dried out.

Scarlet Fever: It begins on the face, neck, and upper chest. It starts as a reddish blush, with skin feeling rough to the touch, The child may or may not feel sick.

Strep Throat: The symptoms include headache, sore throat, and possibly stomachache. The child can have a high fever.

Fifth's Disease: This usually begins with a slight fever and child will not feel well. After the fever goes away, the child will have a rash o their face around the cheek area.

Roseola: This usually begins with a fever and general overall aches. After 3 days the child will develop a rash almost like measles.

Hiring Teachers for Home Baby Sitting:

Due to liability issues, City Road Child Development Center staff must not provide child care for the children enrolled in our program, **unless a waiver of liability is signed by the teacher and the parents of those children.**

If you are requiring them to pick up from our center you will need to leave a note in the office area with the date, the name of who will be picking up your child, a telephone number where you can be reached, and your signature. This is required for each day that they will need to be picked up.

Date: _____

I _____ - _____
Parents name printed

am requesting the services of _____
Teachers name printed

for baby sitting purposes. I understand that in no way is City Road Child Care Center liable for any thing that may happen once that child has been signed out from our center for the day.

Mothers Signature: _____ Date: _____

Fathers Signature: _____ Date: _____

Teachers Signature: _____ Date: _____