



**PARENT
HANDBOOK**
2006-2007 School Year



3700 S. US Hwy 27 - Clermont, FL 34711

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Dear Parent:

Welcome to the CHILDREN of PROMISE Nurturing Center serving children age six weeks to five years old, as well as before/after care for school-age children. I am happy to have you and your child join our child care family.

You, no doubt, have many questions about such things as daily schedule, yearly calendar, medical forms and so forth. This HANDBOOK has been prepared to help answer such questions. Please read it before your child attends our program and consult it as needed throughout the time that your child is enrolled at our Center.

A handbook cannot anticipate all the questions that a parent might have, so feel free to contact me, Stacy Butterworth, Director at 352/536-9268 if you need any further information.

Definition of Parent: For the purposes of this handbook, the word, “parent”, will be used to define the person who is the child’s primary caregiver or legal guardian.

Sincerely,

Stacy Butterworth

Stacy Butterworth, Director

Sandi Moran

Sandi Moran, Office Manager

Julie Trusty

Julie Trusty, Business Administrator

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HISTORY AND ORGANIZATIONAL STRUCTURE

The CHILDREN of PROMISE Nurturing Center was opened in February of 2002. Our Center cares for children six weeks up to five years, as well as provides before/after care for school-age children. We are a private, non-profit, faith-based center.

The Center is supervised by the Director and Business Administrator. The Director oversees the teaching and office staff and general daily operations of the program. The Business Administrator oversees all the finances of the Center. Both the Director and Business Administrator are governed by the pastor's council of CELEBRATION OF PRAISE which is responsible for approving policies, approving fundraising, evaluating the program and the staff, and networking with the community.

Mission Statement

CHILDREN of PROMISE seeks to provide a warm and caring environment that emanates the joy and love of Jesus Christ to *ALL* children. To assure parents that as they go into the workplace, their children are safe and loved and are given the best care possible in their absence, thus allowing them to fully focus on their vocation.

Vision Statement

Children of Promise is a multi-cultural Christian Childcare and Pre-School which nurtures children and prepares them for the educational and relational challenges of the 21st Century.

Childcare Licensing

Children of Promise is licensed through the Church of God Association of Christian Schools (CGACS) and is governed by the Pastor's Council of Celebration of Praise Church of God. Children of Promise complies with all Childcare laws, student-teacher ratios as well as government and the Department of Children and Family Services inspections and guidelines. Children of Promise is an outreach ministry of Celebration of Praise Church of God.

Center Philosophy

We understand a peaceful and happy place for children to learn is created through a caring, positive and affirming atmosphere. As we bridge the gap from home to school, we guide children to a continued positive self-image while building social skill in a group setting.

Sensory, motor, perceptual and language skills are introduced through materials and activities which are both child-centered and teacher-directed. Work is planned which offers a sense of accomplishment and pride based on the theory that **children learn through play and structured classroom activities**. Classroom routines encourage active involvement, meaningful experimentation and reinforcement through repetition. Schedules are designed which balance structure and free choice as well as active and quiet times.

Recognizing that children grow in predictable stages, we treat each child as an individual, working from the level each child has attained and moving forward one step at a time. We teach a love of learning by allowing children to experience their own stage of development and helping them to feel success without pressure.

We value the involvement of parents in our program. Our greatest efforts will be magnified as we partner together in caring for, training and preparing our children for life.

Our goal is to provide a program to supplement the child's family life. This includes well-rounded, high-quality, comprehensive care to meet the needs of all infant/toddler, pre-school, and pre-kindergarten children from a variety of backgrounds. We are concerned with more than a "care-taking service" and have a deep concern for the total child. We provide a continuous learning experience designed to promote a child's physical, emotional, social, and intellectual development.

Our program allows time and space for active and quiet learning/play experiences, both indoors and outdoors, with the goal of instilling, within each child, a sense of individual worth. We foster in the child a sense of security, continuity, trust, autonomy, initiative, and pride. It is our goal to provide a safe, healthy, educational environment with an emphasis on helping the child to achieve self-discipline and learn positive ways of expressing him/herself.

Transition to Kindergarten: Our pre-kindergarten teachers work hard to make their students ready for Kindergarten. Each year the Kindergarten teachers update a list of goals for us to work on with the children throughout their pre-kindergarten year. We try to share this list with families so we can work together to achieve our goal of providing a smooth transition to Kindergarten.

Six principles which underlie the goals of our program:

1. A belief that children's play is their work; they learn by taking part in a variety of activities which support and enhance growth and development.
 2. Children grow and change in different ways and at different rates. Day care provides an environment which meets their individual needs.
 3. The Center strives to create an atmosphere of support and trust where children are encouraged to strengthen individual interests, establish lasting friendships, and develop self-esteem.
 4. The Center strives to teach children life skills such as: thoughtful decision-making and problem solving; productive use of time; working or playing cooperatively; handling strong emotions successfully; treating themselves, each other, and their environment with respect; seeing projects through to completion; and self-expression through dramatic play, arts and crafts, music, dance, etc.
 5. We encourage parent involvement and support in our program by welcoming suggestions, feedback, and questions.
 6. We strive to create and maintain a well-rounded program where we are able to service families from all cultural, economic, and religious backgrounds.
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GENERAL INFORMATION

GUIDELINES FOR REGISTERING AT CHILDREN of PROMISE Nurturing Center

Meeting prior to admittance

The Director shall meet with you prior to admitting your child to the Center. At the meeting, the Director in addition to the information contained in this fact sheet, must provide you with: the Center's written statements of purpose; types of services provided; referral policy; behavior management policy; termination and suspension policy; a list of suggested nutritious foods you could send for snacks and meals, if it is your responsibility; the policy for identifying and reporting child abuse and neglect; the transportation plan; a copy of the health care policy (if you request it); procedure for administration of medication; procedures for providing emergency health care and the illness exclusion policy; and a copy of the fee schedule. All of this information may be contained in the "Parent Handbook".

You should also be given the opportunity to visit the Center's classrooms either at the time of the meeting or prior to the enrollment of your child.

Parent Orientation:

When a parent is interested in enrolling their child in the Center, they will contact the Director and set up a pre-enrollment visit. During this visit, the parent will come with their child (some parents choose to come on their own for the first visit) and tour the Center and particularly their child's room. They will also meet their child's teachers. If the Center currently has a waiting list for your child's age group, then the Director will put you on it if you so desire. The registration/waiting list fee is \$75 and is non-refundable. (Once the spot is available, the child must be enrolled within six (6) months from the date of being put on the waiting list). At this point, the parent will be given a parent handbook and health policies.

1. Children must be at least 6 weeks old to come to the Center in the infant program, be at least 13 months old to be in the toddler room, be at least two years to be in the preschool program (and potty-trained to enter the 3-year program), and be no older than 5th grade to attend the Center.

2. Children enrolled in the Center will be given first priority to move from one age group to another, but switching rooms or groups depends on availability.

3. Any child who will be leaving at the end of May must let us know **in writing** by the end of April, so we are able to enroll new children for the summer and the fall. Any child, who will be leaving at any other time during the year, must give us at least 2 week's **written** notice of withdrawal from the Center.

4. We do participate with subsidized childcare services for those families participating in this program. However, the parent is responsible for the difference between the tuition amount and what the subsidizing agency agrees to pay.

5. The Center maintains a waiting list. Intake is based on first come, first served.

Required Forms:

The following files must be kept in our files:

- Application (must be updated annually)
- Medical Care Consent Form (Must be updated annually)
- Policies and Procedures Form
- Physician's Form (completed by a doctor) (updated every 2 years)
- Blue Shot Records (updated according to expiration)
- Custody agreement of guardianship papers (if applicable)
- Return receipt for this handbook

All of these forms will be given to you with the handbook. New forms must be completed annually. The office will notify parents when they need to update their forms. If anything, for example, address phone numbers, change through the year, please notify the office **immediately**.

Arrival:

- CHILDREN of PROMISE Nurturing Center hours of operation are Monday through Friday from 6:30 a.m. - 6:00 p.m.

- Children must arrive at the Center no later than 9:00 a.m. If your child is going to be late or absent, we ask that you call before 9:00 a.m. to let your child's teacher know so that they will not delay activities while waiting for your child. We do allow for late arrival up to 10:30am. It is important that we know of this in advance. Children arriving after 10:30am on any day **will not** be permitted to stay to attend class. They can be brought back at 2:30pm and incorporated into the afternoon program. *(Absences, outside of accrued vacation, are not deducted from the weekly tuition amount due.)*
- If you must drop your child off after 9:30, you may only leave them with the Director. Since class is already in progress a parent dropping a child off into the classroom may cause a disruption to the other students.

Please be sure to bring your child to one of his/her classroom teachers at the time of your arrival. This is especially important if the children are on the playground.

Entering and Leaving CHILDREN of PROMISE:

We want to remind you to drive in the parking lot in a safe manner for the well being of all the children. Remember to park in the designated parking areas and **DO NOT PARK IN THE FIRE LANE.**

Departure:

- Children must be picked up **promptly** by 6:00 p.m.

- If an emergency arises and you know that you will be late, please notify us as soon as possible.

- Your child will be released only to you or the other adults (age 16 or older with a picture I.D.) listed on the Authorization and Consent Form. Non-custodial parents will be permitted to pick up their children unless the custodial parent states, in writing, that they are not permitted to do so and give us a copy of the custody agreement. Please remember to add new names to the pick-up list as needed.

- If you wish to have someone pick up your child who is not on the list, a written, signed request is necessary. **We cannot accept telephone requests!**

- Staff are instructed to ask for identification from any adult (age 16 or older) whom they do not recognize.

As with arrival, please be certain to let one of your child's classroom teachers know when you are picking up your child, especially when you are picking him/her up from the playground.

-In cases where one parent is the custodial parent, the Center will need a notarized court document showing the custodial agreement. This is the only way the Center is able to enforce the agreement and even then sometimes the non-custodial parent will get very upset and will try to take the child. The teachers will do what they are capable of to prevent this from happening. They will try to call the custodial parent and/or the police if necessary, if the non-custodial parent is causing too much trouble for the teachers and the group as a whole. It would be in the custodial parent's best interest to inform the teachers of what exactly they would like them to do if the non-custodial parent were to show up and become violent. Please try to refrain from involving your child's teachers in the details of your custody issues. Their job is to be sure that your child is receiving high quality care while they are at the Center. If issues directly affect the child, then the teachers should be informed; however, if the issues are personal between the two parents, then the staff should not be involved.

Inappropriate Pick-up:

-If a parent, or other authorized individual, arrives at the Center to pick-up a child, and appears to be under the influence of alcohol or drugs, CHILDREN of PROMISE will retain the child in its care while contacting the local police for instructions. The "late pick-up policy **will** apply if a staff person needs to remain at the Center after hours to

await the child's alternative pick-up. CHILDREN of PROMISE repeated need to obtain an alternative pick-up for a child may result in the family's dismissal from the Center.

Late Policy:

Please remember the Center closes at 6 p.m.

The late fee is \$10.00 FOR EACH child picked up after 6:05 and \$5.00 for every 5-minute increment thereafter, **and must be paid immediately to the Center at the time of the late pick-up.** The caregiver in charge will document the student's name, date, and time of pick-up. It is important that we do this because the teachers are only scheduled until 6:00 p.m., thus anytime after that is overtime. **If a parent or authorized individual (must be age 16 or older with a picture I.D.) is repeatedly late picking up a child, this may result in the family's termination from the Center.**

We do understand that many unforeseen circumstances come up and often times it is impossible for you to get to the day care by 6 p.m. We do appreciate it, if you know you will be late, to try to give us a call ahead of time.

Field Trips:

Our Before/After School and Summer Camp Students periodically go on special field trips (e.g. museums, theaters, The Aquarium, etc.) and this requires specific written authorization. It is required that you complete the designated permission/consent form in order for your child to participate.

Parents are informed of these trips well in advance and are required to sign specific permission forms in order for the child to be able to go on the trip. Most of the time the field trips are included as part of the summer camp registration, however, on occasion there may be a nominal fee and usually the student will need to bring a brown bag lunch. We use the Center Van to transport children to and from the Center on field trips. The Center carries the appropriate insurance on the van and is inspected on a regular basis. We do not transport any children who are not already in Kindergarten or would require a car seat.

Clothing:

-Dress your child in sturdy, washable clothes that can take wear, tear, and occasional spills. Children cannot wear sandals to play on our outdoor equipment for safety reasons. Try to send children in clothes that will make it easy for them to dress themselves.

-A complete change of clothing, including underwear, socks, pants, sneakers, and shirts should be sent in. Infants/toddlers and children who are potty training should have at least two changes available each day. When your child uses this outfit, it is very important that you replace it the next day.

-The children will play outside almost everyday, weather permitting. Please be sure to send in the appropriate clothing each day. Oftentimes, even if it is really cold or hot and muggy outside, just getting out for 5-10 minutes is all the children need. The teachers use their own discretion as to when it is appropriate for their classroom to go outside. Unfortunately, due to staffing issues we cannot accommodate requests to have one child stay inside all day. If the rest of the class is going out, then both teachers would

need to go outside with the class, thus there would not be a teacher available to stay inside.

-In the summer, children will go in wading pools and the sprinkler. Children should bring a bathing suit and towel, on the days that have been designated by your child's teacher.

-All clothes and shoes must be clearly marked with your child's name. It is also suggested that you not send your child to the Center with jewelry items that you would not want them to lose. It is sometimes hard for them to keep track of those items and we cannot be responsible for lost or damaged items. However, a lost and found box is located at the reception desk. We can't stress enough, the importance of sending your child to school in clothing that can get dirty, stained, or possibly lost. It is very difficult for the teachers to keep track of every article of clothing a child wears to school on a daily basis. We always have extra clothing on hand.

Children must wear shoes that are secured by ties or straps. No flip-flops.

Birthdays:

The staff will acknowledge each child's birthday on the day closest to it. If there is anything that you would like to do, please discuss these arrangements with the teachers in advance.

Objects from Home:

Some children like to bring items from home to the Center. We appreciate the young child's need for security objects and the parent's need to say "take that along" when play must be disrupted at home to leave for the Center.

However, problems occur at the Center:

-when the objects brought in encourage a kind of play we discourage (e.g. gun play, super hero play, etc.). Please see our "war toy" policy to follow, which explains in more detail what toys are appropriate and what toys are not.

--when the objects are lost and they child or parent becomes upset because the object cannot be found.

-In order to keep the peace among the children and facilitate reasonably calm play, we ask that children only bring in toys/objects that they need for security reasons and that these objects be kept in their cubby when they are no longer needed.

The following suggestions can help meet children's needs but avoid problems:

-Try to send a toy that is important to your child but not especially interesting to the other children. A favorite stuffed animal is often a good choice. Most children have their own favorite stuffed animal at home and do not quickly warm up to someone else's. Books, too, are good choices, because a book is easily shared with others as a teacher reads the book to the owner, other children can listen.

We wish to support children who need an object to make the transition from home to the Center. We also wish to optimize the day care/preschool experience for everyone which sometimes becomes more difficult when certain items are brought in. We appreciate your sensitivity to this matter and hope that the suggestions given above will help all of us.

The Center will not be held responsible for any item which is brought from home that is lost or damaged. We strongly encourage you to label EVERYTHING you bring in for your child, including his/her clothes.

War Toy Policy:

CHILDREN of PROMISE does not allow or encourage "war toys" of any kind in the classrooms. This includes bringing such things in for show and tell. Some examples of these would be guns, plastic soldier figures, GI Joe action figures, action figures, etc. If you are ever unsure as to what would constitute a "war toy", please do not hesitate to ask one of your child's teachers.

It is the Center's viewpoint that war and the concept of war are so difficult for anyone to grasp, that expecting a child to fully understand it, is just too complex. We feel that if we were to allow the use of war-related toys in our early childhood classrooms, we would be sending the message to our families that we feel qualified to address this topic with the children, fully and completely. Not only, do we not have this qualification, we feel it is not our place to educate your young child on such a sensitive topic.

Thus, it is our goal to provide your child with a positive "play" environment. With our competent, caring teachers, developmentally appropriate toys, and a safe and educational classroom environment your child will feel safe and secure. Children have their whole lives to learn about "war" and the complexities of the world. Learning these things while at CHILDREN of PROMISE would be inconsistent with the philosophy and mission of our program, in which we pride ourselves so highly.

Confidentiality:

Each child has a file which will contain all the required forms, any written communications from you, and any information your child's teacher may have in regards to your child, including a copy of the child's progress reports. The child's file and record are available to the Director and teachers. You will be asked for a written and signed request before the file will be shared with other professionals. Parents may request access to their child's file at any time.

- Staff may not discuss any child or child's family with other children's parents.
- The Director will only discuss financial issues with the Business Administrator.

Non-Discrimination Clause:

CHILDREN of PROMISE is an equal opportunity employer and does not discriminate on the basis of race, color, sex, sexual orientation, special needs, religion, marital status, political beliefs, or national/ethnic origin in admissions, hiring, policies, financial aid, or other aspects of its operations.

Drug Free Workplace:

CHILDREN of PROMISE maintains a drug free workplace at all times. Any question of drug or alcohol use while working would result in immediate dismissal of any CHILDREN of PROMISE employee. COP reserves the right to request a drug test at any time before or during employment because our employees work closely with children.

Tuition:

FINANCIAL INFORMATION and AGREEMENT EFFECTIVE May 2006

REGISTRATION FEE: (non-refundable) \$75.00	
Your child must be enrolled within 3 months of registration	CURRICULUM FEE: K-2 and up \$75.00
SUMMER CAMP REGISTRATION: \$75.00 annually (non-refundable)	

Your agreement with Children of Promise Nurturing Center forms the basis for our commitment to our staff. Therefore, you should understand that you owe the full amount due even if your child does not attend for any reason. Any exceptions to this policy (hospital stay or any other emergency) must be approved by the Administrator and will be documented in the student file before any financial considerations will be made.

FEE SCHEDULE

Weekly Program – Full-Time (ALL DAY)

0 through 6 Months	\$160.00
7 through 12 months	\$150.00
13 months – 24 Months	\$140.00
K2	\$130.00
K3/Preschool & up	\$120.00 (potty-trained)

Daily Program – Part-Time (ALL DAY)

(There is no part-time space available for infants)
 (There is no part-time space available for toddlers)
 2 days (\$75.00) 3 days (\$95.00) 4 days (\$115.00)
 2 days (70.00) 3 days (\$85.00) 4 days (\$100.00)

Part-time – Half Day (under 5 hours)

K2	3 days (\$70.00)	4 days (\$85.00)	5 days (\$95.00)
K3	3 days (\$60.00)	4 days (\$75.00)	5 days (\$90.00)
(preschool & up)		(potty-trained)	

Pre-School Hours Only (potty-trained)

2 days/wk (Tues/Thurs) 9:00am to 11:30am	\$130.00 per month
3 days/wk (M/W/F) 9:00am to 11:30am	\$165.00 per month
4 days/wk 9:00am to 11:30am	\$200.00 per month
5 days/wk 9:00am to 11:30am	\$225.00 per month

Elementary/Latchkey Program

Before/After School program \$4.00 per hour (2 hour minimum daily)	
School Vacations/Summer Camp \$120.00/wk	2 days (\$70.00) 3 days (\$85.00) 4 days (\$100.00)

HOLIDAYS: Children of Promise Nurturing Center is closed six (6) holidays during the year. These days are included in your fee, and will not reduce the amount due for the week in which a holiday occurs. These include:

New Year's Day/January 1st	Memorial Day	Independence Day/July 4 th
Labor Day	Thanksgiving Day (8 Friday after)	
	(1/2 day Christmas Eve) & Christmas Day	

PAYMENTS: Payments must be kept current and paid by Friday for the following week of care. Payments are to be deposited in the payment box located in the reception area of the Daycare office. A late fee of \$20.00 will be incurred weekly for tuition that is not paid by noon on Monday for the current week. A delinquent account of two (2) weeks past due could be cause for termination. If special arrangements for payment of services need to be made, please contact the Administrator for approval so it can be documented in your file.

RETURNED CHECKS: A \$20.00 late fee will be charged for all returned checks.

VACATION: Children enrolled at the Center are entitled to two weeks vacation (**after 1 year**) based on the program in which they are enrolled. The Administrator is to be notified, in writing, two weeks in advance of vacation plans.

WITHDRAWALS: A two week withdrawal notice is required to allow us time to fill the space vacated by your child. If you totally withdraw your child over the summer, you will be required to reregister in the fall and pay the registration fee. THIS MUST BE DONE IN WRITING. Upon your child's withdraw you may request your child's remaining curriculum and medical forms. If the book fee was not paid prior to entering Children of Promise you will not be entitled to collect these books. PLEASE REMEMBER TO INCLUDE THIS REQUEST IN YOUR LETTER OF WITHDRAW.

LATE PICK-UP FEE: Children of Promise Nurturing Center is open until 6:00pm, Monday through Friday. A \$10.00 amount will be charged for each child picked up after 6:05pm and \$5.00 for every 5-minute increment thereafter.

DISCOUNTS: Families with two or more children attending the center 3 or more full days a week will receive a 10% discount. Tithe paying members of **CELEBRATION of PRAISE** receive a 10% discount.

SUBSIDIZED CHILD CARE

Children of Promise Nurturing Center will accept the rate to be paid by the subsidizing agency for only the hours approved. The parent is responsible for additional fees incurred for the care beyond the allowable time. In the event your children misses a day that they are scheduled to attend, you will be responsible for payment. The parent is responsible for the difference between the tuition amount and what the subsidizing agency approves.

All parents are expected to pay for their child's tuition 52 weeks out of the year. In other words, if you go on vacation, if your child is sick, if a holiday falls on one of your child's days during the week, or if your child is out for any other reason, you are still expected to pay the Center your regular weekly tuition during or prior to your trip (outside of accrued vacation which occurs after being enrolled at the Center 1 year). Please keep in mind that regardless of whether or not your child is here we still need to pay our teachers as well as our other monthly bills.

In cases where the two parents are separated or divorced, it is the responsibility of the parents to see that the bill is paid on time, in full! The Center is not responsible for making sure that each parent pays a portion of the bill. The parents, together, are responsible for seeing that their child's entire tuition is paid on time.

When tuition is one week in arrears, written notice will be given to parents stating that it will be their responsibility to make their account current immediately and that they have incurred a \$20.00 late fee that must be included with that week's late payment. Financial documentation will be required if an extended payment plan is sought due to an emergency.

We offer a 10% second child discount to families with two or more children attending the Center 3 or more full days a week. Tithe paying members of CELEBRATION of PRAISE receive a 10% discount. .

The Center does charge a \$75 non-refundable registration/waiting list application fee (student must be enrolled within 6 months of being put on the waiting list once the spot is available). This fee is non-refundable and is required for any family who wishes to be placed on our waiting list. If child comes to enroll after the 6 month period, another \$75.00 registration fee will be required.

Lunch/Snacks (and important allergy 'info'):

Children at our center enjoy a hot lunch that is brought to each child's classroom daily. We serve a balance of nutritional foods that are just right for growing bodies! A monthly menu will be sent home with your child. Our menu is also posted at the front desk.

ALLERGY 'INFO': PLEASE BE SURE TO LET US KNOW IF YOUR CHILD HAS ANY FOOD ALLERGIES OR RESTRICTIONS. THERE IS A PLACE IN YOUR CHILD'S DEVELOPMENTAL HISTORY FORMS, WHICH ARE UPDATED ANNUALLY. PLEASE INDICATE IT ON THE FORMS AS WELL AS VERBALIZE IT TO YOUR CHILD'S TEACHER AND TO THE DIRECTOR, DURING YOUR INITIAL INTERVIEW WITH HER.

IF YOUR CHILD HAS AN EPI-PEN, WE NEED A DOCTOR'S NOTE STATING WHY THE CHILD MAY NEED THE EPI-PEN, HOW TO USE IT, AND WHETHER OR NOT IT IS A LIFE-THREATENING ALLERGY.

THE CENTER DOES SERVE PEANUT BUTTER THEREFORE, WE CANNOT GUARANTEE THAT OUR SNACKS ARE 'PEANUT-FREE'. IF YOUR CHILD HAS A PEANUT ALLERGY, PLEASE CHECK MAKE THE DIRECTOR AWARE IMMEDIATELY SO THEY WILL NOT BE SERVED ANYTHING WITH PEANUTS AT SNACK TIME.

Parents of infants and toddlers will have to send in cereal, baby food, baby fruits, etc. as well as formula/breast milk (bottles should already be prepared) each day.

EACH BOTTLE SHOULD BE LABELED AND HAVE A TOP THAT IS ALSO LABELED.

Scheduling Changes (and transitions)

If you want to make any changes (terminate, add, subtract) in the days your child attends CHILDREN of PROMISE, **it must be put in writing to the office.** We will then respond to your request in writing, letting you know if your request will work in our enrollment. **If the change you are desiring is available, a \$25.00 schedule change will be required to finalize the change.** If you want to permanently switch days, drop days, or add days, you must first check with the office to see which days are available or which day would be the best day to drop. You cannot drop the day that is most convenient for you because that may not be the best day for the classroom. For example, we rarely allow a family to do a Tuesday, Wednesday, Thursday slot because it is very difficult for us to fill the resulting Monday, Friday slot. Also, priority will be given to children of staff if it is in the best interest of the Center to move their child out of a particular classroom. We will do our best to accommodate your request, but it is not always possible.

Again, any request for a schedule change should be put in writing and given to the office, not the teachers. All scheduled changes will require a \$25.00 schedule change fee.

Transitions:

Please keep in mind that we will do our very best to move your child from one classroom to the next when s/he is ready to transition. We always try to discuss this

with the parent ahead of time. However, we do give priority to older children, assuming that both the children are equally ready to move to the older room and assuming we have the correct days available for the older child. Ultimately, the decision to actually move a child is up to the Director.

CLASSROOM SCHEDULES

INFANT DAILY SCHEDULE

Group Size: 4 infants to 1 adult (6 weeks to 6 months)
6 infants to 1 adult (7 months to 12 months)

The infants are all basically on their own individual schedules. They are fed and put down to nap according to their schedules at home. As the infants get closer to their move into the toddler room, they will start adapting more to the toddler schedule, so the transition will be as smooth as possible.

The infants are changed every hour and a half or as needed. They also will go outside everyday, weather permitting. The older infants will have two snacks per day, just as the toddlers do, and they generally eat lunch around the same time too.

The infant teachers will enhance the infant's social, emotional, and cognitive development by providing a variety of developmentally appropriate activities. They sing and read to the children. They also provide water play and opportunities for climbing, walking, and running.

TODDLER DAILY SCHEDULE

Group Size: 8 children to 1 adult (we have 2 toddler rooms and 2 teachers)

6:30-9:00- CENTER OPENS & FREE PLAY

9:00-9:30- DIAPER CHANGE/CLEANUP/WASH HANDS

9:45-10:00 JUICE & SNACK

9:30-10:00- Outside Time/Going for walks/Also, playing in the yard
**During inclement weather, an inside gross motor activity will be offered: tunnel, dancing, walks around inside of church, etc.

10:00-10:45- SING-A-LONG VIDEO

10:45-11:00- DIAPER CHANGE

11:00-11:30- LUNCH
11:30-2:00 NAPTIME
2:00-2:30- WAKE UP – PICK UP MATS – DIAPER CHANGES
2:30-2:45- JUICE & SNACK
2:45-3:15- PLAYGROUND
3:15-3:45- BOOKS/GAMES/STRUCTURED PLAY
3:45-4:15- WASH-UP – JUICE DRINK (snack if desired)
4:15-4:45- SING-A-LONG VIDEO (Diaper change & Potty Break)
4:45-6:00- FREE PLAY – prepare to go home

K2 DAILY SCHEDULE

Group Size: 12 children and 1 adults (we have 2 2K rooms and 2 teachers)

6:30-7:30- Free Play
8:00-8:30- Morning activity
8:30-9:00- Chapel, Lesson, Art, Circle
9:00-10:00 Potty/Diapers
10:00-10:30 Outside Play
10:30- 11:00 Potty break/centers
9:45-10:00- Lesson
10:00-10:30- Outside
10:30-11:00- Clean-up for lunch
11:00- 11:30- Lunch
11:30-12:00- Potty/Diapers

12:00-2:30- Naptime
2:30-3:00- Rise and shine! Potty Break
3:00-3:30- Snack
3:30-4:00- Outside time
4:00-4:30- Potty/Diapers
4:30-5:00- Afternoon Activity/ Lesson
5:00-6:00- Video/Time to go home

K3 ROOM SCHEDULE

Group Size: 15 children and 1 adults (we have 2 3K rooms and 2 teachers)

6:30-7:30- OPEN
7:30-8:00 CENTERS/FREEPLAY
8:00-8:30- MORNING ACTIVITY
8:30-9:00 SNACK
9:00-9:30 CHAPEL
9:30-10:00- CLASS/CIRCLE TIME
10:00-10:30 SKILLS DEVELOPMENT
10:30-11:00 OUTSIDE PLAYTIME
11:00-11:30 CLEAN-UP FOR LUNCH/T.V.
11:30-12:00 LUNCH
12:00-2:30 NAP/REST TIME
2:30-3:00 NAP ROOM CLEAN-UP
3:00-3:30 SNACK
3:00-4:00 AFTERNOON CIRCLE

4:00-4:30 OUTDOOR PLAY
4:30-5:00 AFTERNOON ACTIVITY
5:00-5:30 CENTERS/FREEPLAY
5:30-6:00 T.V. / PARENT PICK-UP

K4 ROOM SCHEDULE

Group Size: 15 children and 1 adults (we have 2 4K rooms and 2 teachers)

6:30-7:30- OPEN
7:30-8:00 CENTERS/FREEPLAY
8:00-8:30- MORNING ACTIVITY
8:30-9:00 SNACK
9:00-9:30 CHAPEL
9:30-10:00- CLASS/CIRCLE TIME
10:00-10:30 SKILLS DEVELOPMENT
10:30-11:00 NUMBERS AND PHONICS
11:00-11:30 OUTSIDE PLAYTIME
11:30-12:00 CLEAN-UP FOR LUNCH/T.V.
12:00-12:30 LUNCH
12:00-2:30 NAP/REST TIME
2:30-3:00 NAP ROOM CLEAN-UP
3:00-3:30 SNACK
3:00-4:00 AFTERNOON CIRCLE
4:00-4:30 AFTERNOON ACTIVITY

4:30-5:00 OUTDOOR PLAY
5:00-5:30 CENTERS/FREEPLAY
5:30-6:00 T.V. / PARENT PICK-UP

***** PLEASE NOTE: THE CHILDREN ARE PERMITTED TO GO TO THE BATHROOM AND WASH THEIR HANDS WHENEVER THEY NEED TO AS THERE IS A BATHROOM BETWEEN THE TWO CLASSES. THEY JUST NEED TO LET A TEACHER KNOW THAT THEY NEED TO GO.**

SCHOOL VACATION & SUMMER PROGRAM INFORMATION:

CHILDREN of PROMISE is open year round and during all school vacations. Our hours do not change during school vacations either.

CHILDREN of PROMISE is also open all summer long. The Center's schedule for the summer camp runs from the first week of June to the first week of August. The main difference in the daily schedule is that the children will spend more time outside in the mornings and the afternoons. For example, morning free play and morning activities are typically held outside, weather permitting. The Center offers water play and frequent field trips during these summer months for the school-age kids enrolled in this program.

BEHAVIOR MANAGEMENT

The goal of the Center is to help each child develop inner control and master his/her environment. Each child, who needs support in managing behavior, will be approached, individually, depending on the situation. However, these guidelines will be followed as general rules for all children when discipline is the issue.

The teachers will make sure that each child understands the expectations of the teacher and the rule of the group. Often this is a major step in helping children develop control.

When a child needs more help than this, the following techniques are beneficial to the staff. They will:

- Speak in a low, firm, supportive and non-threatening voice at all times.
- Ask the child to refrain from unacceptable behavior in a clear manner, giving him/her the reason why, at his/her developmental level.
- If possible, elicit from the child other ways to achieve his/her objective; if this is not possible, verbalize an alternative for the child. Always help the child accept responsibility for his/her behavior.

- Try to anticipate an impending situation by reaching out to the child before his/her behavior gets out of control. At this point, diversion often diffuses an imminent problem.

- When these techniques do not work, explain to the child that s/he must calm down by leaving the situation until ready to return. If this does not work, the child will remain in the room, seated in a chair apart from the group until s/he is calm and feels ready to return to an activity. A staff person will remain close to the child.

-In some cases, if a child cannot regain control or continues to misbehave (especially if the behavior has occurred multiple times), the parents will be called to come and take him/her home.

The following means of discipline are prohibited:

1. Corporal punishment, including spanking.
2. No child will be subjected to cruel or severe punishment, humiliation, or verbal abuse.
3. No child will be denied food as a form of punishment.
4. No child will be punished for soiling, wetting, or not using the toilet.

In cases of consistent problem behavior on the part of a child or a parent, CHILDREN of PROMISE reserve the right to ask a child/family to leave the Center. The Center reserves the right to immediately terminate a child if that decision is in the best interest of the Center as a whole. If the child's behavior or the parent's behavior is uncontrollable or if a child has display social, academic and/or behavioral needs which cannot be met in the classroom at COP, the Center reserves the right to terminate the family. If a parent is being disruptive and causing undue stress to the staff at the Center, this would also be reason for termination from the Center.

The following actions will be considered due cause for termination of a family from the Center:

1. Excessive Biting.
2. Severe behavior problems, which cannot be controlled and endanger the child and/or other children.
3. Physical, mental, or emotional disruptions (severe tantrums) that require constant one-on-one attention for a period of more than 30 days.
4. If a parent refuses professional help when recommended by Center staff, or when a parent refuses to cooperate with the Center's policies.
5. Failure to pay tuition on time.

6. If it is determined that the Center is unable to meet the social, emotional and/or academic needs of the student.
7. CHILDREN of PROMISE closes at 6 p.m. A parent or authorized individual (must be age 16 or older with a picture I.D.) needs to pick up your child by 6 p.m. If a parent or authorized individual is repeatedly late picking up a child, this may result in the family's termination from CHILDREN of PROMISE.
8. Or any other issue by either a child or a parent, which may be disruptive to the Center.

The Center always reserves the right to immediately terminate a family if it is in the best interest for CHILDREN of PROMISE.

WRITTEN PLAN FOR REFERRAL SERVICES AND TERMINATION

Withdrawal: Any parent wishing to withdraw his/her child from the CHILDREN of PROMISE must give the Director **at least 2 weeks' written notice**. The parent is responsible for all fees applicable until the end of the two-week notice. **This notice must be in writing!** At this time you may also request the child's remaining curriculum if it is paid for. You may also request the child's medical forms. It is very important that all requests be made in writing.

Referral: CHILDREN of PROMISE shall use the following procedures for referring parents to appropriate social, mental health, educational, and medical services for their child, should the Center staff feel that an assessment for such additional services would benefit the child.

1. The DIRECTOR shall observe the child in the classroom.
2. Any staff member who is concerned about a child's development or behavior will report her concerns to the child's classroom teacher. That teacher will review the concerns with the Director.
3. The Director and the teacher will complete and begin documentations of the child's behavior. The parent will be informed of the problem and the attempts to be taken to resolve it. The documentations and the child's record will be reviewed by the Director.
4. When needed, the Director and the Teacher will meet with the child's parent(s) or legal guardian.

The Director will maintain a list of current referral resources in the community for children in need of social, mental health, educational, or medical services. Please see the Resource and Referral List, located on the pre-school room bulletin board (as you enter the Center, you will find it is posted on the bulletin board to your left) and on pages 29-30 of this handbook.

Referral Meeting:

The Director will schedule a meeting with the child's parent(s) or legal guardian to notify them of the Center's concern.

At the meeting, the Director will provide to the parent a written statement including the reason for recommending a referral for additional services, a summary of the Center's observations related to the referral, any efforts the Center may have made to accommodate the child's needs, and a current list of possible referral resources.

The Director will offer assistance to the child's parents in making the referral. Parents should be encouraged to call or request in writing an evaluation. If parents need extra support, the Center may, with written parental consent, contact the referral agency for them.

Follow-up to Referral Meeting:

The Director will, with parental permission, contact the agency or service provider who evaluated the child for consultation and assistance in meeting the child's needs at the Center. If it is determined that the child is not in need of services from this agency, or is ineligible to receive services, the Center shall review the child's progress at the Center every 3 months to determine if another referral is necessary.

Termination: In the event in which a teacher feels that a child should be terminated from our program, s/he will inform the Director. The child's teacher will document all relevant information regarding the termination of any child, including the completion of an observation report. The child's teacher will also communicate this information verbally to the parent/legal guardian and set up a referral meeting (please see the above description of a referral meeting) to discuss their concerns. If following the meeting with the parent/legal guardian, the Director and the child's teacher feel that further participation in the program would not be in the best interest of the child or the program, the parent would be asked to withdraw their child from the program. At this time the parent/legal guardian will also be provided with written documentation of the reasons for their child's termination. At this time the parents would again be informed, as they were in the referral meeting, of the availability of information and referral for other services, which may benefit their child.

When a child is going to be terminated from the program, the Center will attempt to prepare the child for their termination. They will do this by discussing the child's eventual departure with the child and with the other children in his/her class. Soon before the child's last day the teachers and other children will have a good-bye snack or party for the child, so they are able to say their final good-byes.

Parent Grievance Procedure: If a parent has a particular issue or grievance, which they would like to discuss, they should use the following procedure:

If the issue has to do with your child and your child's teacher, it is recommended that you first discuss the problem with your child's teachers. If, at that point, you are still unsatisfied, then discuss the issue with the Director (in the case of a classroom issue). If the issue is more of a whole center issue or has to do with billing, transitions, or a handbook policy, please discuss these issues with the Director initially. The Director will in turn bring the discussion to the Business Administrator as needed.

RESOURCE AND REFERRAL AGENCIES FOR PARENTS

http://www.lakegovernment.com/pdfs/Community_Services/childrens_services/directory.pdf

SUPPORT GROUPS:

Support Groups (see individual listing for more detail)

AA - Alcoholics Anonymous 360-0960

AA - Alcoholics Anonymous @ FHW 669-6984

Alanon - for family of alcoholics, for (407) 265-7334 Lake groups

Alzheimer's ~ Clare Bridge Cottage 728-6661

Amputee Support 323-5505

Bereavement support & counseling, Hosp 343-1341

Breast Cancer 323-5660 **Stroke (for patient and/or family)** 323-5505

Divorced/Widowed-call Rodney 324-3554

Domestic Violence, Haven 323-5505

Narcotics Anonymous 319-5617

Parkinson's Disease 728-0700

Sexual Abuse 742-6200

Single Again Ministry 365-0808

BEHAVIORAL ISSUES:

Behavioral Issues - Special Schools/Treatment/Counseling/Crisis Hotlines, etc.

Annette House (local) Cins/Fins 326-3663

LifeStream's Crossroads,

Adolescent Services 357-1550

Lifestream Behavioral Center, Leesburg, 352-315-7800

Brown Schools of Florida (Ocala) (352) 307-6512

LifeStream's Turnabout Program

(See Turnabout) 357-1550

C.A.R.E. Network 589-0622 **Our Turning Point Ranch,**

Residential for troubled giLr 735-3073

Crisis Hotline (suicide accredited) 1-800-448-3000

Rivendell, residential for hard to place boys

13-18 **669-9444**

SPECIAL EDUCATION: Speech & Language Therapy:

Speech and Hearing Dept (Fla. Hospital Waterman) 201 N. Eustis Street, PO Box B Eustis, FL 32726 Dr. Marcie Shapiro, PH.D/CCC/SLP 589-3333 x 4480 589-3366

Lake County Pre K - Early Intervention 201 W. Burleigh Blvd. Tavares, FL 32778 Peggy Campbell, PreK Specialist 343-3531, x 311 742-7448

Early Learning Coalition of Lake County. (**School Readiness**) 1504 South Street Leesburg, FL 34748 Dr. Rhonda Boone, Executive Director 435-0566 435-0235

MEDICAL:

Hospitals: Arnold Palmer, Orlando – 407/6499111
Florida Hospital, Orlando- 407/303-6611
Health Central, Ocoee 407/296-1000
LRMC 352-323-5762
Orlando Regional 407/892-2135
South Lake, Clermont 352-394-4071

Post-partum: <http://www.postpartumstress.com/>

Lake County Health Department:

Lake County Health Department 16140 US Hwy 441 Eustis, FL 32726 J. Rodger Amon, MPA, Administrator 589-6424 589-6496

Infant & Child CPR:

Dental:

Lake County Health Department DENTAL CLINIC Health Department main number 589-6424 - - - -
At Lake Sumter Community College, Health Sciences Center 9501 U.S. Highway 441 Leesburg, FL 34788 Dental Clinic number 323-3666 - - - -

Vision and Hearing:

Jeppeson Vision Quest (FREE eye exams/glasses for needy kids) 34 Keyes Court Sanford, FL 32773 Nancy Jeppesen, Director/Founder 407-323-2040 407-323-5525

STATE AGENCIES:

Office CHILD CARE CHOICE SERVICES:

Child Care Choice Services at LifeStream (**subsidized care**) 1023 W. Dixie Avenue Leesburg, FL 34748 Calvin Brown, Program Manager 315-3905 315-3912

Department of Children

DCF - Abuse Registry - To report in confidentiality any abuse of Children, the disabled, or the elderly call -800-962-2873
DCF - District #13 Administration Office (Lake office) 1300 Duncan Dr., Bldg.E Tavares, FL 32778 Renea Smith, Information 877-822-1995 352-330-1374

Early Intervention:

GENERAL RESOURCE & REFERRAL AGENCIES:

CHAPLAIN: CELEBRATION of PRAISE Pastoral Care, Mary Withers, Chaplain – 352/394-2855

Department of Education: 325 W. Gains Street, Ste. 1514, Tallahassee, FL 32399, 850/245-9654

Federation for Children with Special Needs: Family Network on Disabilities of Florida, Inc.
2735 Whitney Road
Clearwater, FL 33760-1610
727-523-1130
727-523-8687 FAX
1-800-825-5736 FL only

Lake County Health Department: 16140 US Hwy 441, Eustis, 352/589-6424
Domestic Violence Hotline (Safelink): **Florida Coalition Against Domestic Violence.**
425 Office Plaza Dr. Tallahassee, FL 32301.
Phone: 850-425-2749.
In State **Hotline** ... 877-785-2020

INSTITUTIONAL ABUSE AND NEGLECT POLICY

Whenever any incident of suspected abuse or neglect by any staff member of the Center is reported to the Director, the Director shall immediately notify the Business Administrator and together they will investigate the allegation. If, as a result of this investigation, these people have "reasonable cause to believe" that a child is suffering from physical or emotional injury resulting from abuse, including sexual abuse or from neglect, the Director will notify the parents of the child and shall report the condition to the Department of Social Services. Immediately when a report is made, the accused staff person shall be suspended without pay. The Director shall consider the results of the DSS investigation and other relevant information to determine whether further disciplinary action, including termination, shall be taken or whether the accused staff member shall be reinstated if there is not indication that the staff person acted inappropriately.

In the event that an outside person or agency files a report raising concern about suspected abuse of a child in the program by a staff person, the Director and Business Administrator shall immediately be notified. The suspected staff member shall be suspended without pay immediately. The Director will review the results of the DSS investigation and other relevant information to determine whether further disciplinary action, including termination, shall be taken or whether the accused staff member shall be reinstated if there is no indication that the staff person acted inappropriately.

Depending on the results of the allegation and the regulations of the Office of Child Care Services, the person can return to work. However, until the investigation is complete, the allegedly abusive or neglectful staff member will not work directly with children.

The Director will also notify OCCS after filing a report or learning that a report has been filed alleging abuse or neglect of a child while in the care of the program or during a program related activity.

CHILDREN of PROMISE will cooperate in all investigations of abuse and neglect in any way the office deems necessary.

In the event that a staff member suspects abuse or neglect of a child by a parent, family member, staff member, or any person who may be associated with that child, that staff member is responsible themselves to report the suspected abuse or neglect to the Department of Social Services. The staff member should inform the Director of the suspected abuse or neglect but it is the staff member's (not the Director's) responsibility

to make sure that a report is filed through the Department of Social Services. All staff are mandated reporters.

Department of Social Services:
Office of Child Care Services:

STAFF RESPONSIBILITIES

DIRECTOR:

The Director, along with the Business Administrator sets all the policies relating to the operation of the Center, supervises and maintains all staff and appropriate records, oversees daily functioning of the program, and monitors all the finances of CHILDREN of PROMISE.

The Director is the liaison for the parents, staff, and Business Administrator to each other and the community. Although parents should discuss day-to-day issues with the teachers, the Director is also available if you feel the need to discuss certain issues in more detail.

The Director is certified in Infant/Child First Aid and Infant/Child CPR, has taken the appropriate childcare required courses, as well as is CDA and Director Certified. A Criminal Records Check is also done on the Director upon her employment and updated regularly according to the Local and Federal requirements.

TEACHERS:

Teachers all have taken the appropriate childcare required or are in the process and have varied experience working with young children. They are all First-Aid/CPR Certified as well. A Criminal Records Check is also done on the Director upon her employment and updated regularly according to the Local and Federal requirements.

They are responsible for overseeing their room. They work with the teachers to plan and implement the daily curriculum, provide progress reports for each child at least twice per year, as well as maintain effective daily communication between parents and staff.

For all classrooms:

All classrooms will be as sensitive to the individual needs of the children in the room as possible. In each classroom, each teacher will be specifically in charge of a certain group of children for things such as their bi-annual evaluations and any other specific developmental issues relevant to the child.

TEACHER'S AIDES/FLOATERS:

The aides/floaters may be full or part time. They are responsible for helping the teachers with the children and their daily activities. They are also responsible for doing things that the teachers may not be able to do because they are needed to be with the children. Some of these duties may be: washing snack dishes, putting away yard toys, snack preparation, etc.

All aids/floaters have taken the appropriate childcare required and have varied experience working with young children. They are all First-Aid/CPR Certified as well. A Criminal Records Check is also done on the Director upon her employment and updated regularly according to the Local and Federal requirements.

OFFICE MANAGER:

The office manager is responsible for handling the general business management and record keeping of the Center, including receiving tuition payments, as well as monitoring late payments and sending late notes as is needed. She is also responsible for all filing, maintaining child records, doing general typing for teachers and the Director, and keeping on top of supplies that need to be ordered for office and classroom needs. She will assist the Director with enrollment and monthly attendance records for the subsidized program. She also answers the phones, sets up appointments, and takes messages. A Criminal Records Check is done on all Center personnel upon their employment and updated regularly according to the Local and Federal requirements

SUBSTITUTES:

If a staff person is absent and our staff/child ratios are out of compliance, substitute teachers will be hired on a day-to-day basis. The Center also has a floating teacher, who is used to cover for permanent staff when they are out sick or on vacation.

PLEASE NOTE THAT ANY OF THESE JOB DISCRPTIONS MAY CHANGE IF IT IS NEEDED

PARENT INVOLVEMENT

COMMUNICATION:

Teachers and parents need to be in frequent contact with each other. Try to speak with the teachers when you pick up your child. The infant room gives a daily sheet to all parents, describing what your child ate, when they slept, and any other important facts you need to know about your child's day. The teachers will write a little note and send it home each day for your child so you have an idea how things went that day. This is a nice way to facilitate conversation with your child about what happens at school. It also really helps to improve teacher/parent communication. These methods help to keep parents and staff mutually informed so that a consistent and sensitive environment can be created for the children.

In addition to the daily communication, our Center writes and distributes a monthly newsletter. This newsletter has important notices in it such as special events which are going to occur during the month, any days the Center would be closed during the month, and the overall classroom schedule (theme) for the upcoming month.

CLASSROOM PARTICIPATION:

Parents are encouraged to visit the Center throughout the year. You may want to share in a daily activity or plan a special project to do with the whole group. Although parents are free to drop in any time, if you would like to participate in an activity, please let your child's teacher know in advance.

PARENT CONFERENCES:

Scheduled conferences for the parents and teachers are of tremendous importance in setting appropriate goals, exploring the child's needs and discussing areas of concern and progress. The teachers try to give parents specific ideas in regards to their development at home and at school. Teachers/parent conferences are scheduled in to communicate how the child is advancing. Others conferences can be arranged as needed.

PARENT BULLETIN BOARD:

The large bulletin board to the right when you enter the Center will have information posted for parents. Sometimes there will be interesting articles, notification of events in the Center. Please take a minute to look at the board each day.

PARENT MAILBOXES OR CUBBIES:

Each classroom has its own set of parent/student mailboxes. They are located in a central spot in your child's classroom. Please ask your child's teacher where your specific mailbox is located. Classroom information, Center newsletters, student daily reports, bills, and any other important notices will be placed in your mailbox. Please check it daily.

FUNDRAISERS:

During the year, CHILDREN of PROMISE holds various fundraisers. In order to do this, we need help and support from parents. Because we are a non-profit Center, your involvement with these fundraisers helps us offset our operating costs for the year.

HEALTH POLICIES

-Your child's doctor must complete the BLUE SHOT RECORD FORM and GOLD PHYSICAL FORM (within thirty (30) days of enrollment). This form must be updated regularly prior to the noted expiration date.

-You must also fill out all enrollment forms prior to your child's first day at school.

-For the sake of your child's comfort and the health of the other children, please keep your child home if any of the following conditions exists:

- sign of a runny nose that is not clear discharge.
- fever
- diarrhea
- vomiting
- untreated infection, e.g. strep throat, ear infection
- infectious rashes
- contagious conditions, such as lice, chicken pox , scabies, etc.
- thick/green discharge from the nose

If your child has an infection that requires antibiotics, s/he can return to the Center after they have been on the antibiotic for at least 24 hours and only if no fever is present.

If your child is sent home with a fever, s/he must be fever-free (without the aide of fever reducing medication) for at least 24 hours before s/he may return to school.

If your child has a communicable illness, e.g. lice, strep throat, chicken pox, scabies, pink eye, etc., you must let his/her teachers know; they will inform the other parents and the Center's health care consultant.

Infants and toddlers may not wear cloth diapers. We do not have adequate storage for the soiled cloth diapers.

If your child becomes sick while in our care, we will call you to take your child home. Your child will be placed in a quiet, cozy area in the Center and will be supervised until you or the emergency person arrives. If a parent is asked to pick up their child, they must arrive at the center to pick up their child within **1 hour** of the time of the phone call.

Prescription medicine can be administered by staff **ONLY** with a note written by the child's doctor specifying dosage and restrictions. Medication must be in the original prescription container. Non-prescription medication may be administered by staff as well, **ONLY** when a **AUTHORIZATION to DISPENSE MEDICATION FORM** is completed.

Although we understand that it is difficult for a parent to miss work, it is not in the best interest of the sick child and/or the Center to have the child at CHILDREN of PROMISE. COP health policies set up the basic criteria that the Center follows regarding necessary treatment, and exclusion of COP care, for common conditions found in early childhood. In general, we ask a parent not to bring their child to COP if their condition is contagious, requires medical treatment, or if the child is obviously too uncomfortable functioning in group care. Also, if your child's condition requires a 1:1 ratio or if it interferes in any way

with the adult/child ratio, we are unable to allow them to attend COP that day. For example, we cannot accommodate requests to keep a child inside for the day due to mild illness (cold) or due to weather.

COP staff try to be reasonable when determining whether or not a child is sick; however, we do adhere strictly to the health policies, for the benefit of the sick child and the total group. If a parent is asked to pick up their child, they must arrive at the center to pick up their child within **1 hour** of the time of the phone call. All phone numbers that a parent can be reached at must be available to the Center in case their child becomes ill during the day. If your child appears to have symptoms of illness, as described in the policies listed below, please keep her/him home. When in doubt, a parent is welcome to call the center in the morning to ask for advice in judging the condition. Please try to call before 9:00 a.m. if you know your child will not be coming to school that day, as this helps us to identify similar symptoms in other children and it also helps in program planning. Notification of any highly contagious condition (chicken pox, etc.) is very important to us, and we do post notices of such illnesses to inform all parents.

DIARRHEA:

A child will be sent home if s/he has had 2 watery stools. Children may return to the Center 24 hours after they have had continuous firm stools. Your child may return to the Center with occasional diarrhea, due to antibiotics, teething, etc. only if we have written or verbal notification from your pediatrician that the diarrhea is not due to contagious illness.

If we do not have an explanation from your Doctor, and the diarrhea continues (one more time) on the day your child returns to COP, your child will need to go home.

VOMITING:

A child who vomits at COP must leave the Center until the following day, returning only if s/he is well enough. If your child vomits at home during the night or in the early morning, s/he should not be brought to COP since not enough time has passed to determine the cause of the vomiting. (Vomiting for a non-health related reason such as motion sickness is not considered an illness and would not exclude a child from COP). A child sent home may not return until they have gone 24 hours without vomiting.

COLDS:

Normal colds may occur frequently in early childhood and children with very mild symptoms such as a runny nose or slight cough may be in the Center. However, if your child is not well enough to participate with the rest of their classroom, then they will not be permitted to attend school that day. The Center does not have the staffing to provide 1:1 ratios for children who are feeling sick. Please remember that a child must also be well enough to play outside to be at COP.

FEVER:

Parents will be called and asked to pick up a child who has a 101 degree temperature or higher. Although, often times we will still contact parents even if their child's temperature is under 101, just to let them know that their child has a slight fever. The

child may return to COP within 24 hours ONLY IF the fever was under 101, **ALSO ONE OF THE PARENTS MUST BE REACHABLE BY PHONE AND BE ABLE TO ARRANGE PICK-UP** in case the teachers observe that the child is not well enough to be at COP after all.

COP typically cannot give fever-reducing medication to your child. In other words, if your child has a fever, you cannot send them in with Tylenol or some other over-the-counter medication to reduce their fever. If they have a fever of 101 or higher, they are not allowed to be in Center.

If the fever was 101 or higher, the child must remain out of the Center until at least 24 hours from the time the fever breaks (this is not necessarily 24 hours from the time the child leaves COP). An exception to this would be if the fever was caused by an ear infection for which the child was now taking an antibiotic. If this was the case, we would need a note from the child's doctor, stating that their fever was due to an ear infection.

Please note: Often times certain immunizations cause fevers. If we have a note from your child's doctor stating the fever is due to the immunization, we can allow the child to remain at Center.

The fever policy is based on mutual trust and respect for the judgment of teachers and parents. It is not designed to allow for care for mildly ill children, but to allow for flexibility to assess children's recuperation from fever producing illnesses on an individual basis. This is done for the benefit of the parent, but not to the detriment of the child, other children, or teachers. The policy will not work without total cooperation between teachers and parents.

IMPETIGO:

There are two types of impetigo: one caused by strep and the other by staph. A culture must be taken to determine which bacteria is causing the impetigo. If it is strep, as is usually the case, a child may return to COP 24 hours after medication is applied. If it is staph, the child must be out for 72 hours after application of the medication.

CONJUNCTIVITIS:

This is a highly contagious infection of the eye, characterized by tearing, a yellow discharge, and "pink eye". If it is suspected, we will call you and ask you to take your child and have her/him checked by a doctor. If the diagnosis is confirmed, your child must be on antibiotics for 24 hours before returning to COP, and then only if the yellow discharge is gone.

As in the case of diarrhea, if conjunctivitis is running rampant in a particular classroom, a doctor's note (stating that your child's "goopy" eyes are **NOT** contagious) is **NOT** permitted. We do this for the health of all children in the classroom. Because conjunctivitis is so contagious, it is very difficult for us to discriminate among the different children's "goopy" eyes. Thus if it is prevalent in the classroom, we **CANNOT**

honor a doctor's note. Your child must go home and cannot return until they have been on the antibiotic for 24 hour **AND** when there is no longer a discharge from the eye(s).

STREP THROAT:

Strep can cause a variety of symptoms. You should have your child checked for strep if s/he has a fever, rash, and/or sore throat. If a child has strep throat, s/he must be on antibiotics for 24 hours before returning to COP.

COXSACKIE:

Hand, foot, and mouth syndrome is a mild disease caused by a germ called Coxsackie's virus. Symptoms may include fever, sore throat, stomach pain and diarrhea, and a rash of tiny blisters on the palms of the hands, soles of the feet, and in the mouth. It is most common in the summer and fall, and the virus can be shed in the stool for many weeks.

If children and staff are well enough to attend the program, there is no need to exclude them. Because the virus is contagious before symptoms begin, other children and staff have already been exposed.

CROUP:

Croup is caused by an inflammation of the larynx, usually following a cold. The major symptoms of croup are labored breathing and a harsh "barking" type of cough. A child with croup may not be brought to the Center until the "barking" has stopped, which can take from a few days to 2 weeks in more severe cases.

CHICKEN POX:

Children who have chicken pox should not return to COP until all of the pox are dried up and scabbed over in order to prevent the spread of the disease. This usually means the children are out for 5 to 7 days.

EAR INFECTIONS:

Many ear infections are accompanied by a fever and in these cases we do follow the policy regarding fevers. Occasionally, there is no fever but it is often apparent that the child with an ear infection is very uncomfortable and out-of-sorts. In these cases, even though ear infections are not highly contagious, your child will either have to leave the Center or will not be allowed to come to the Center. It is important to trust the teacher's judgment on this matter.

If a child has to go on an antibiotic for an ear infection, they do not have to wait the 24-hour waiting period unless it is a new antibiotic, in which case the antibiotic policy would override. The other case would be, of course, if the child were not feeling well enough to come to Center, then they would also have to wait until they were feeling well enough.

TEETHING:

Infants and toddlers present a special health problem due to teething. Teething is often accompanied by a slight fever, diarrhea, and general cold symptoms, none of which are contagious but do make your child feel unwell. We will try to ease your child through

this time, especially by following the methods that have been successful at home. If the day seems particularly stressful for your child because of teething, we may suggest that you pick him/her up early.

MONILIA/THRUSH:

These are yeast infections (Candida/fungus) which appear as white spots or patches inside the mouth (thrush) or in the genital area (monilia). Once discovered, parents will be called to remove the child from the Center so that the child may be taken to the doctor for appropriate antibiotics. A child with monilia may return to COP on the following morning, after receiving the antibiotic, since the infection will be covered by the child's clothes. However, since the infection is contagious, a child with thrush must be on the antibiotic for 24 hours before returning to COP, as it is impossible to control completely the transmission of an infection in the mouth.

LICE:

Head lice are tiny bugs, approximately 1/8th of an inch long and tan in color. They do not transmit disease, but they do bite and they do spread easily because they lay eggs (nits) and are able to be transmitted from a head onto something or someone else. The nits are grayish-white, oval, and tiny, and they adhere tenaciously to hair strands about 1/2 to 1 inch from the scalp. The noticeable symptom of lice is itching, and the child often constantly scratches the head. COP occasionally has lice epidemics; when it occurs, guidelines for the fairly simple treatment of the hair will be posted in the Center. If a parent would like a specific copy, they can request one from their child's teacher. If lice or lice eggs (nits) are found on a child's head, parents will be called to pick their child up immediately. If your child has lice or nits or is sent home with lice or nits, they cannot return to school until their head is free of all lice and nits. Even if the nits are dead, it is too difficult for us to determine whether or not some could be alive; so the child is not permitted to return to COP until their head is **completely free of any evidence of lice or nits.**

ANTIBIOTICS:

When a child is being treated with antibiotics, s/he must remain home for at least the first 24 hours of treatment. If a child is on the antibiotic for the first time, then the 24 hour waiting period always applies. If the child has been on the antibiotic previously as in the case of an ear infection, which is not considered infectious, the 24-hour waiting period will not apply. However, keep in mind that under our specific ear infection policy, if the child is not feeling well enough to come to Center or seems very uncomfortable, they will not be allowed to attend Center regardless of the 24 hour waiting period. The other exception to the 24 our waiting period is monilia. Again, if it is an antibiotic which the child has taken previously, and the child feels fine, then they are still allowed to attend Center, otherwise they are not.

Please remember that antibiotics are only effective when taken as per their prescribed dosage and duration. Keep us alert to any side effects your child may experience from the medication to prevent us from suspecting another illness. If the side effects are strong

enough to cause the child to feel unwell and too uncomfortable to be in group care, you will be asked to come for your child.

If your child is on the antibiotic, Augmentin, and is experiencing **NO** other symptoms other than the diarrhea, it would be OK for your child to attend Center **unless** there is a stomach bug in the Center. In which case, the child would be sent home after 2 water stools as the diarrhea policy states.

MEDICATIONS:

If you have given your child any medication before coming to COP, please let your child's teacher know what time you gave your child the medication and how much medication was given. Please do not give a fever reducing medicine to hide symptoms.

Prescription Medication:

The staff is not allowed to administer any **prescribed** medication to a child without a written request, or prescription from the physician. COP also requires that parents complete a "medication authorization form for prescriptive medicines. Prescription medications must come in their **original** containers, with the child's name and the appropriate dosage on the label. COP cannot administer outdated medication of any kind. Medication forms for parents to complete are available from your child's teacher. Please return it promptly to your child's teacher following its completion. Medications are stored appropriately; make sure your child's name is clearly marked and take all unused meds home promptly or they will be thrown away.

Non-Prescription Medication:

The staff is not allowed to administer any **non-prescribed** medication to a child without a written request, or prescription from the physician. Some examples of non-prescribed medications are: Tylenol, Benadryl, Dimetapp, etc. COP also requires that parents complete "medication authorization form for both prescriptive and non-prescriptive medicines. Non-prescriptive medications must also come in their **original** containers, with a Doctor's note specifying dosage amount and how often it should be administered. COP cannot administer outdated medication of any kind. Medication forms for parents to complete are available from your child's classroom teacher. Please return it promptly to your child's teacher following its completion. Medications are stored appropriately; make sure your child's name is clearly marked and take all unused meds home promptly or they will be thrown away. The staff member will also make document and give the parents written notification when non-prescription medication is administered. Since it is our policy to send children home with a fever of 101 or higher, we cannot give Tylenol to a child simply to bring down their fever. The only exception would be if there was a doctor's note saying that the fever was not due to a contagious illness. The note must state why the child did have a fever. Some acceptable reasons would be teething, an ear infection, a shot, etc.

Topical Non-Prescription Medication:

The staff is not allowed to administer any **topical** non-prescription medication to a child without a written request from parents. COP also requires that parents fill out the "medical authorization form" for all topical non-prescription medications. Some

examples of topical non-prescription medications would be: Balmex, Bacetracin, etc. Parents must bring the topical medication in with their child's name written on the **original** container and the teachers will put them in a designated spot in the room (not in the child's cubby). COP cannot administer outdated medication of any kind. Medication authorization forms for parents to complete are available from your child's classroom teacher. Please return it promptly to your child's teacher following its completion. A staff member will also give the parents written documentation when topical non-prescription medication is administered. Medications are stored appropriately; take all unused meds home promptly or they will be thrown away. The diaper creams would be administered as specified on the parent permission form. All medical forms are kept in a medical book in your child's classroom. Upon completion administering the medication, your child's teacher puts the form in your child's file. A separate authorization to administer sunscreen is part of the child enrollment packet and must be completed by parents prior to enrollment at the Center.

PROCEDURES FOR MILDLY ILL CHILDREN:

If a child comes to the Center feeling ill, (suffering from fever, nausea, etc.), the Center will attempt to contact the parent at his/her place of employment. Unfortunately, parents are not always able to leave work immediately. In these situations, the Center will isolate the child in the quiet area or in the office under the Director's supervision and make him/her feel as comfortable as possible until the parent is able to arrive. Food (such as saltines or bread) and water will be offered to the child while waiting to make them comfortable. Also, if the child is feeling well enough, we will offer him/her a toy or a quiet activity. This activity must be one that can easily be sanitized, such as Legos or Fisher Price cars, which can also be run through the dishwasher.

IN ANY OF THESE CASES WHEN THERE IS A COMMUNICAL ILLNESS PLEASE INFORM THE DIRECTOR AS SOON AS POSSIBLE SO THAT PROPER COMMUNICATION CAN BE GIVEN TO ANY OF THE OTHER CHILDREN'S PARENTS.

EMERGENCY PROCEDURES

COP staff are required to successfully complete a First Aid course for infants and young children during the first few months of employment, and to update their certification every _ years. A complete first aid kit is always available in each classroom. We also have a portable kit to bring with us on field trips and on walks. All full time staff have their certification in Infant/Child CPR. It is also a state requirement to have one person on site at all times who has the Infant/Child CPR certification.

In the case of a medical emergency, children are taken to the following hospital:

SOUTHLAKE HOSPITAL: (352) 394-4071

The hospital requires parental consent to treat a child, and although you sign a medical release form upon enrollment, we ask that you come to the hospital ASAP in the event of an emergency.

It is essential that you provide the Center with a number where you can be reached should it become necessary. In addition, an alternate number is needed for someone who is willing to accept emergency responsibility for your child in the event that you cannot be reached.

In cases where a child would need to be taken for emergency treatment before the parent or guardian was able to get to the Center, a qualified person (in most cases it would be the Director) would call 911. (The closest hospital to the Center is Southlake Hospital.) The Office Manager would call the parent to inform them that their child had to be taken to the hospital. The Director would take the child's emergency file with them and would assume full responsibility for the child until the parent arrived at the hospital at which time the parent would take over full responsibility for their child.

IMCLIMENT WEATHER AND CLOSINGS:

- The Center will normally stay open at all times. There may be times, however, when the Center will have closed or will dismiss early depending on the time and severity of the storm. The Center may close if the weather is particularly bad or if there is a declared state of emergency. The Center does not necessarily coincide its' closings, delayed openings, or early dismissals with the Lake County Schools. However, on the day of the storm, when Lake County Schools are closed, Children of Promise will also be closed. After the storm has passed, damage will be assessed. If it is safe to be in school we will reopen. **There are no adjustments in tuition for storm closings.**

EMERGENCY PREPAREDNESS PLAN:

In the case of a fire, power outage, lack of water, lack of heat, or any type of natural disaster where the Center is unable to operate as usual, the Center would close. If the Center is forced to close temporarily due to natural disasters or problems with the building (for example, a power outage, loss of heat, or loss of water), parents would be called at work or if the problem occurred during non-operating hours then a message would be left on the Center answering service (not affected by power outages) stating that the Center was closing for the day. In the case where the problem occurred during the day and it was necessary that the children be removed from the building, parents would be contacted immediately to come and pick up their children.

There will be no refund or compensation for closings that are beyond the control of the Center Staff.

Any decision to close the Center for any reason would be made by the Director and Business Administrator.

TRANSPORTATION PLAN

We offer before/after child care for school-age children. In that regard they may be dropped off in the mornings prior to 7:45 and the Center will transport your child in our School Van to their appropriate school. We also provide transportation from their school in the afternoon back to the Center as needed. The rules for riding in the van are as follows:

Child must be at least 5 years old
AND
Child must weigh over 40 pounds.

*For children ages 5 to 12 and older and who weigh more than 40 pounds, a safety belt must be used.

*For safety reasons, children using the vehicle safety belt should place the shoulder strap across the chest. They should not place the shoulder belt under the arm or behind the back.

ORGANIZATIONAL HIERARCHY

Our Director, Stacy Butterworth, is always in charge when she is in the building. In her absence, a qualified staff member would be left in charge. If you call the Center looking for the Director and she is gone, ask who is in charge. All staff are informed of who is in charge in the director's absence.

The CHURCH of GOD ASSOCIATION OF CHRISTIAN SCHOOLS is our licensing agency. Their phone number is: 813-620-3366 (Roger Cash).

HOLIDAY CLOSURES

Labor Day
Thanksgiving Day
Day after Thanksgiving
CLOSED 12:00 noon in observance of Christmas Eve
CLOSED in observance of Christmas Day
CLOSED in observance of NEW YEARS DAY
Good Friday (DISMISS AT 12:00 NOON)
Memorial Day
Independence Day – July 4th

These closures do not reduce the amount due for the week in which one of these holidays occurs.

PARENTAL RIGHTS

Right to Visit

You have a right to make unannounced visits to your child's room while your child is present. These visits should be less than 10 minutes and you must check-in with the front office upon your arrival. Also, please try to be sensitive to the other children in the classroom when "popping in" to visit your child. Many children, particularly infants and toddler, experience stranger anxiety when people they are unfamiliar with spend time in the classroom. If this were to become a problem in your child's classroom, we may ask that you try to come at a different time. We find that if parents are willing to work with the teachers when issues like these arise, everyone, especially the children, will feel more comfortable.

Parent Input

The program must have a procedure for allowing your input in the development of Center policy and procedure. The program must allow you to make suggestions, but it is up to the program director to decide whether or not they will be implemented.

Conferences

You have a right to request an individual conference with the program's staff. The Director has the responsibility to make the staff available.

Progress reports:

At least every six (6) months, you should either meet with the Center's staff to discuss your child's progress, or receive a written progress report of your child's activities and participation in the Center. The report must become part of your child's Center record. If your child is an infant you should receive a written progress report every three (3) months. Center staff must bring any special problems or significant developments, particularly if they regard infants, to your attention as soon as they arise.

Your Child's Records:

Information contained in your child's record is privileged and confidential. The Center's staff may not distribute or release information in your child's record to anyone not directly related to implementing the program plan for your child without your written consent. You must be notified if your child's record is subpoenaed.

Access to the record

You should be able to have access to your child's records. The Center must provide access within two business days, unless they have your permission to take longer. You must be allowed to view your child's entire record, even if it is located in more than one location. The Center must have procedures regarding access, duplication, and dissemination of children's records. They must maintain a written log, which identifies anyone who has had access or has received any information out of the record. This log is available only to you and the people responsible for maintaining the Center's records.

Amending the record

You have the right to add information, comments, data, or any other relevant materials to your child's record; you also have the right to request deletion or amendments of any information contained in your child's record. Such request shall be made in accordance with the procedures described below:

1. If you are of the opinion that adding information is not sufficient to explain, clarify, or correct objectionable material in your child's record, you have the right to have a conference with the Director to make your objections known;
2. The Director shall, within one (1) week after the conference, give you a decision in writing stating the reason or reasons for the decision. If his/her decision is in your favor, he/she shall immediately take steps as may be necessary to put the decision into effect.

Transfer of the record

Upon your written request, when your child is no longer in care, the Director can give you your child's record or transfer them to any other person that you identify. The Center should ask you to sign a form verifying that you have received the record.

RESPONSIBILITIES OF THE PROGRAM

Providing Information To DCF

The Director must make available to the Office of Child Care Services any information required to be kept and maintained under these regulations and any other information reasonably related to the requirements of these regulations. This includes information in your child's records. Authorized employees of the Office of Child Care Services are not to remove identifying case materials from the center premises and are required to maintain the confidentiality of individual records.

Reporting abuse or neglect

All Center staff are mandated reporters. They are required by law to report suspected abuse and neglect to either the Department of Social Services or to the Director immediately. The Director must have written policies and procedures for reporting and must provide the written policy to you upon enrollment.

Notification of injury

The Director must notify you immediately of any injury which requires emergency care. They must also notify you in writing, within 24 hours, if any first aid is administered to your child.

RECEIPT:

This is to confirm that you have read the foregoing CHILDREN of PROMISE Nurturing Center Parent Handbook and understand and agree to abide by its contents.

Parent (guardian) Signature

Date

Parent (guardian) Signature

Date

**3700 S. US Hwy 27
Clermont, FL 34711**

Phone: 352/536-9268

Fax: 352-536-9273

Email: Daycare@celebrationofpraise.net

Website: www.copnurturingcenter.net

An outreach ministry of
CELEBRATION of PRAISE Church of God