



Child Development Center



Parent Handbook



Accredited by the Council on Accreditation

Revised 8/12

Dear Parents,

Welcome to Crittenton Centers' Child Development Center (CDC). We are pleased that you have enrolled your child in our program! We ask that you look over this parent handbook and then keep it at home for future reference. Please have all of your children's caregivers (e.g. extended family, etc.) review the handbook as well.

The purpose of this Parent Handbook is to provide an organized source of detailed information specifically related to ways that families can partner with the CDC to ensure a high quality experience for all. The CDC has established a number of policies concerning program and classroom practices. These guidelines have been developed to comply with both state licensing standards and national accreditation criteria; and also to reflect input from teachers and parents. The policies and procedures described in this booklet are written to provide a clear description of what parents may expect of the CDC and what the CDC expects of parents. Our goal is to provide exemplary early childhood services for the families of the Child Development Center.

I hope that your experience at our CDC is positive and that you are secure in the fact that your child is well cared for. We invite each parent and family to become actively involved in all aspects of our program. At CDC we believe that a parent is their child's first teacher and we want to be partners with you. Thank you for letting us travel on this journey with you and your child!

Sincerely,

Staff of Crittenton Centers' Child Development Center

Mailing Address:
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Child Development Center
442 W. John Gwynn Jr. Avenue
Peoria, IL 61605

Telephone Number: 309-674-0105 (main)
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HISTORY

The Child Development Center (CDC) is one of the many programs within Crittenton Centers. Crittenton Centers is an independent, non-profit non-denominational social service agency and has been providing services to the Peoria area since 1892. The CDC program has been providing early childhood services since 1990 and has been at its current location since 2004. In 2006, Crittenton Centers was chosen as the area's hub for the Strengthening Families program, a national initiative to prevent child abuse and neglect by enhancing the capacity of early care and education programs to work with families. In 2009, the agency achieved its 3rd accreditation from Council on Accreditation, an international, family-service and behavioral healthcare accrediting organization.

PROGRAM MISSION

Our mission at CDC is to provide a high quality child care and an early education program for the children we serve, by offering a model program tailored to ensure the quality of a child's daily experiences while building a foundation for future learning. We strive to deliver excellence in our program through a nurturing environment where the uniqueness of each child is recognized and respected and where children are safe, growing and learning.

PROGRAM PHILOSOPHY

The Children's Corner Child Development Center integrates quality child care services and early childhood education. Our philosophy supports the "whole child" concept of development based on the belief that one cannot educate without offering care and protection; and one cannot provide care and protection without also educating young children in a group setting. Knowledge of this integrative practice promotes respect for children and the adults who care for them and to implement the developmentally appropriate practices to promote the health and growth of the whole child by meeting his/her emotional, social, intellectual, physical and emerging cultural needs.

The CDC uses a team teaching approach in each age group classroom. Together the professional staff and administration plan the over-all program goals and objectives and curriculum units intended to meet the child's individual developmental needs.

We nurture, facilitate, and assess each child's normal pattern of development in all functional areas, while respecting the individuality and potential of all children enrolled. The teacher-planned curriculum and program is designed to balance between both structured and child initiated opportunities for children to learn in an environment filled with age-appropriate equipment and learning materials.

The program's fundamental belief is that children have the right to be cared and educated in a safe, healthy, nurturing environment by adults who are well-trained in child development principles. We strive to promote and demonstrate respectful interactions between the teacher-parent, teacher-child, child-child, and teacher-teacher relationship. This helps establish an atmosphere of acceptance and well-being for all who participate in the program.

LICENSING

Crittenton Centers, including the Child Development Center is licensed by the Illinois Department of Children and Family Services. Crittenton Centers is also regulated by the Fire Department and the County Health Department. Unannounced inspections are regularly conducted by these organizations to ensure adherence to standards. Crittenton Centers routinely operates at a level that exceeds the standards set by these organizations.

CURRICULUM

We believe in the development of the whole child. The purpose of our approach is to foster competency, healthy cognitive and social-emotional development and school-readiness skills.

We utilize two research based curriculum approaches in the CDC: 1. *Creative Curriculum*® and 2. *High Reach Learning Curriculum*® .

Creative Curriculum® helps early childhood educators plan and implement content-rich, developmentally appropriate programs that support active learning and promote children's progress in all developmental areas. *Creative Curriculum*® is widely regarded as a forward-thinking, comprehensive, rigorously researched curriculum approach that honors creativity and respects the role that teachers play in making learning exciting and relevant for every child.

High Reach Learning Curriculum® is based on knowledge of theory and research in early childhood education, coupled with an understanding of valued best practices. *High Reach Learning Curriculum*® incorporates experiences that permit learning through guided play and active discovery.

This curriculum considers the whole child – cognitively, socially, and physically. By incorporating the latest research on early childhood, including Piaget's Constructivist Theory, Bruner's Theory of Discovery Learning, Bergen's Theory of Play, active exploration, and the most current NAEYC Developmentally Appropriate Practice Guidelines, *High Reach Learning Curriculum*® has created a truly balanced, innovative, and interest-driven curriculum for children birth to five.

Both Curriculums support specific objectives for each age level and child; however, the following goals are incorporated into every classroom:

- Developing safe and healthy habits in young children
- Fostering positive self-esteem
- Providing opportunities for creative expression
- Supporting the development of social skills
- Stimulating cognitive problem-solving skills
- Strengthening communication skills necessary for listening, reading, writing, and speaking
- Enhancing fine motor and gross motor skills
- Offering opportunities for children to learn individually and in groups according to their developmental needs and interest
- Assessing the individual needs of each child

The High Reach Learning Curriculum® was purchased with funding made possible by the Community Foundation of Central Illinois and PNC Bank – Grow Up Great!

PARENT INVOLVEMENT

At the CDC we believe that parental involvement in a child's education is pivotal to their success. We are a family-focused environment with an open door policy, so please feel free to visit your child's classroom at any time!

A. Ongoing Parent Involvement Opportunities

We have many activities each month for you as parents to participate in. Here are some of the things we offer on an on-going basis:

Parent Corner—

The Parent Corner is located in the Child Development Center directly across from the CDC Coordinator's Office. There are many parenting resources available for you to look at or check out. There is coffee available, and a space for you to sit down and relax!

Monthly Parent Night—

Held the 2nd Tuesday of each month, each parent night provides you with strategies for effectively parenting your young child. Dinner and child care are always provided.

Parent's Care and Share Support Group—

This parent driven discussion group meets on the 1st and 3rd Tuesday of each month to discuss the tough issues—parenting, relationships, managing finances, etc.

Parent/Child Cooking Class—

This hands-on cooking experience is held at various times throughout the year. Participants learn about healthy food choices and having fun cooking with their child.

Parent Advisory Board—

This group of parents meets quarterly to discuss service delivery, areas of improvement and activities. Any parent is welcome to join and invited to attend.

B. Parent Incentive Program—Kid Ka\$h

Complete or participate in any of the following activities and receive the points indicated.

- Check out, complete and return an item to/from our Lending Library ~ 2 Kid Ka\$h points
- Attend parent night ~ 5 Kid Ka\$h points
- Provide requested information ~ 1 Kid Ka\$h point
- Update contact information ~ 1 Kid Ka\$h point
- Return a completed survey ~ 2 Kid Ka\$h points
- Refer a new client ~ 5 Kid Ka\$h points
- Complete a literacy take-home activity ~ 2 Kid Ka\$h points
- Participate in a Parent/Teacher conference ~ 5 Kid Ka\$h points
- Donate items to the center ~ 5 Kid Ka\$h points
- Attend parent training opportunity ~10 Kid Ka\$h points
- Help with a field trip ~ 3 Kid Ka\$h points
- Volunteer in the classroom (2 hour minimum) ~ 5 Kid Ka\$h points
- Attend Parent Advisory Board Meeting ~ 10 Kid Ka\$h points
- Bring your child to a center program or activity (i.e. Christmas Program, Pre-K Graduation, Open House, Kid's Day, Family Fun Night, etc.) ~ 5 Kid Ka\$h points

You can redeem the points you earn in the following ways:

Monthly—

10 Kid Ka\$h points = \$5.00 off bill or 20 Kid Ka\$h points = \$10.00 off bill

Quarterly—

Use accumulated Kid Ka\$h points to purchase items in our Kid Ka\$h Store.

HOURS OF OPERATION

A. Daily Hours

The Children's Corner Child Development Center (CDC) is open from 6:30 A.M. to 6:00 P.M. Monday through Friday. The CDC will be closed for predetermined holidays and for two teacher workdays throughout the course of the year. If a holiday falls on a Saturday or Sunday the CDC reserves the right to celebrate it on Monday or Friday. Tuition is not reduced for holidays.

B. Holidays

The Holiday schedule is listed below:

- New Year's Day
- Martin Luther King's Birthday
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- The day after Thanksgiving
- Christmas Eve
- Christmas Day

C. Inclement Weather or Emergency Closing Policy

Any announcement concerning the closing of the CDC due to inclement weather or emergencies (such as heating/cooling issues) will be made by the agency's Executive Director. Announcements will be made on the local news channels. The decision to close the program will be made as early as possible. The Executive Director will attempt to make the decision by 5:00 AM.

In the event the weather worsens during the day or an emergency arises during the day, the CDC Coordinator or designee will contact all parents by telephone to notify them of the closing time. Parents are expected to pick up their children within the time frame given by the CDC Coordinator. Tuition is not reduced for closings due to inclement weather or emergencies.

ENROLLMENT

A. Enrollment Procedures

The Children's Corner Child Development Center (CDC) provides service for children 6 weeks to 6 years of age.

To help new families with the transition to our CDC we require participation in the following before the enrollment process is complete:

- Child Development Center (CDC) Tour
- Program Orientation & Parent Handbook review
- Meet the teacher & Classroom tour

Required Information:

1. Registration fee of \$25 paid in full. Note: This fee is non-refundable.
 1. Complete **CDC Application**
 2. A complete **Immunization Record** provided by the child's physician.

3. A **Medical Report** form (provided by the agency) filled out by the child's physician. This form is kept on file with the program. This initial medical report must be dated less than six (6) months prior to enrollment. If your child has transferred from another Child Care Center the medical report may be used as long as it is less than one year old.
4. **Tuberculin Skin Test.** Unless the examining physician has made a determination that it is unnecessary, a tuberculin skin test by the Mantoux method and the results of that test must be included in the initial examination for all children who have attained one year of age, or at the age of one year for children who are enrolled before their first birthday.
5. **Lead Assessment.** Every child must have a lead assessment by their examining physician to determine if a lead test is necessary.
6. A schedule and complete **list of contact information** on where parents can be reached in case of an emergency. A list of emergency contacts, including names and phone numbers (must be 18 years of age). **This list must be updated whenever changes in emergency contact information occur.**
7. Medical information including known allergies (food, medicine, etc.), and a **signed medical consent** form and any related medical forms.
8. **Food Program Application and Infant Food Waiver** (if applicable)
9. **Client and Confidentiality Right Forms**
10. **Behavior Management Philosophy and Policy/Procedures**
11. **CDBG Service Application Form** (families residing in Peoria)
12. **Authorization for Developmental Screenings**
13. **Child Care Connection Forms** (if applicable)

B. Non Discrimination Policy

The CDC does not discriminate against any child or family based on race, color, national origin, sex, religion or disabilities. Reasonable accommodations will be made to provide services to all children enrolled in our program.

B. Attendance Policy

If a child is absent for more than 3 days, without notice, we cannot guarantee their enrolled position.

C. Withdrawal

Parents and legal guardians are required to provide a two week notice upon termination. All unpaid balances must also be brought up to date upon termination from the CDC. If two weeks notice is not given, the CDC reserves the right to charge the two weeks tuition to the account. Upon termination if any items are left at the CDC, we will attempt to notify you. If we are unsuccessful we reserve the right to discard any items left behind.

D. Discontinuance Policy

The Child Development Center may discontinue a child for reasons which include, but are not limited to: parent failure to pay tuition or fulfill participation requirements; disturbance of the Center's program by a parent; continued disagreement or dissatisfaction of a parent to the point of disruption for the teachers and/or children, or determination by the Early Childhood Services Director that a child may need a more appropriate environment. Before a child is dismissed due to the recommendation of the need of a more appropriate environment, the following steps will be followed:

1. Classroom Teacher will gather documentation for a minimum of two weeks on the concern.

2. CDC Coordinator and Classroom Teacher will meet with the parents to discuss concern.
3. CDC Coordinator, Classroom Teacher and Early Childhood Services Director will meet to discuss strategies.
4. Attempt implementation of suggested intervention.
5. CDC Coordinator and Early Childhood Services Director and classroom teacher will meet for consideration of discontinuance in program. If a child is being dismissed the CDC Coordinator will meet with parent to inform of the decision and make referrals to other programs within the community, (when appropriate).

ARRIVALS AND DEPARTURES

A. Arrivals

Parents or assigned adult are to drop off their child according to the pre-approved schedule. Arrival time is between 6:30 a.m. and 9:30 a.m. The parent or the assigned adult must accompany the child into the Classroom (or other assigned areas of play) and entrust the child to the care of a staff member. The adult must also sign-in each child he/she brings to the CDC on the Classroom Sign-in/Sign-out Form. The Forms cover a one-week period, from Monday through Friday. Each class (infants, toddlers, 2s, etc) has a separate form.

Parents are responsible for checking the child's "cubby" each day to ensure that all necessary items are in place. Parents will receive a daily report (picked up by parents upon departure) which includes information to help parents keep track of their child's needs for the following days.

Please notify the Child Development CDC by 9:00 a.m. if your child is to be absent or later than 9:30 a.m.

B. Departure-Child Release

We have policies and procedures in place for releasing children to anyone other than custodial parents and legal guardians. For the safety of all children in our care we ask that anyone unfamiliar to the CDC staff show proper photo identification to verify their identity. Please inform friends and relatives of this policy so they are prepared when picking up your child.

The CDC **cannot release** any child to an unauthorized person; therefore, we must emphasize the importance of keeping contact information current.

Children are released only:

- To an authorized parent/legal guardian
- To a person authorized by written permission from the parents
- To an authorized person with a picture I.D.
- To an authorized sibling 18 years of age or older

The parent or authorized representative of the parent needs to sign out each child on the appropriate Sign-in/Sign-out form. Signing the children in and out keeps the CDC in compliance with state regulations and it adds an extra measure of protection for all the children.

If a situation arises where your child must go home and all of your personal numbers have been tried, we will contact your emergency phone list for someone to pick up your child and we will leave messages for you so you know who has your child.

In the event of a late pick up and we are unable to reach any contact person by 6:30 PM, the CDC Coordinator or designee will notify the Department of Children and Family Services and if necessary the Peoria Police Department.

C. Suspected Alcohol or Drug Use

If it is suspected that a parent or authorized individual has been drinking alcohol or using illegal drugs prior to picking up their child, the CDC will ask that the parent or authorized individual call a family member, friend or taxicab to assist in transporting their child home. If the parent or authorized individual refuses to call for assistance with transporting the child, the CDC will inform them that we are calling the Department of Children and Family Services and the police department with concerns for the safety of their child. The CDC will always make decisions based on the benchmark of protecting the child.

D. Late Policy

The CDC's hours of operation end promptly at 6:00 p.m. Tardy departures of children impose an unfair burden on the staff at the end of their work day. Therefore, a late charge of \$5.00 will be charged to any family that does not pick up their child by 6:00 p.m. In addition, parents arriving after 6:00 p.m. will be assessed a fine of \$1.00 per minute past 6:00 p.m.

Late charges are due the next day after the late event. Charges will be collected by the CDC Coordinator or asst. coordinator. If tardiness becomes repetitive, the CDC Coordinator will consult with the parents, and if the situation continues, the CDC Coordinator has the authority to suspend care.

E. Returns

There are times when it is necessary for a child to leave and then return to the CDC. These situations are generally for doctor or dental visits or scheduled appointments. When this type of situation occurs, the parents are to notify the staff in advance (no later than the day before).

TUITION AND FEES

A. Fee Schedule

Tuition is due and payable in advance on Monday of each week. Paying the tuition in advance allows us to prepare for the month through meal and activity planning and paying our staff on time. If you choose to pay bi-weekly, you are responsible for paying for 2 weeks of tuition (in advance). If you choose to pay monthly, your fee is due on the first day of the month and must include all 4 weeks of tuition.

For those families who are applying for Child Care Connection Subsidy, a standard weekly tuition will be charged to your account until your child care is approved. For those families with one child, a weekly fee of \$20 will be assessed until Child Care Connection approval is obtained; for families with 2 or more children a weekly fee of \$25 will be assessed until Child Care Connection approval is obtained. After the CDC receives approval from Child Care Connection, your account will be credited accordingly. If your case is not approved, you will be responsible for paying the Private Pay tuition for any days your child attended the CDC.

If your child is sick or stays home for any reason there will be no credit or reimbursement given and he/she will not be allowed to 'make-up' the days missed. We must plan to have all staff here even if your child does not attend.

Tuition may be paid with cash, check or money order. Payments are to be made in the drop slot at the front desk. Located at the front desk are small payment envelopes for your convenience. Please write your name or your child's name and the date the payment was made on the outside of the envelope.

B. Rate Increase

Parents are informed of current rates when children are enrolled. If there is an increase in rates, parents will be given a minimum of 2 weeks notice regarding the new rates.

C. Refunds

No refunds in tuition are made for absences.

D. Late Fee

A late fee of \$5.00 will be charged to accounts not paid by Wednesday. Children may not attend the remainder of the week, until payment is received or you have met with the CDC Coordinator and a payment plan has been arranged (in writing). The Early Childhood Services Director must approve all payment arrangements.

E. Returned Check Charge

A \$25.00 fee will be charged for any returned check. This fee and the amount of the returned check will be due before your child may return to the CDC.

F. Delinquent Account

An account is considered delinquent any time there is a balance remaining on your account. If your account becomes delinquent, your child may not return until you have met with the CDC Coordinator to set up a payment arrangement (in writing). The Early Childhood Services Director must approve all payment arrangements.

G. Earned Vacation Time

All full time children will be awarded a one-week "vacation" after one year of enrollment has been accrued. Vacations will be granted the day after your one-year anniversary date. Vacations must be used before the next anniversary date. Your child may not attend the CDC during his/her vacation week. Vacations cannot be carried over to the next year. If your child attends part time, you will receive one day for each day the child is normally scheduled. For example if your child attends 3 days per week; your child will be awarded 3 vacation days. The Child Development Coordinator must be notified one week in advance prior to any planned vacation for your child or payment for that week will be due.

DAILY ACTIVITIES

A. Daily Routines

Each teacher develops their own lesson plans around the emerging skills of the children in their classroom. The daily schedule is predictable yet flexible and responsive to the individual needs of the children. Activities encourage exploration, experimentation, and discovery while promoting interaction. Weekly lesson reviews are available for parents in the classroom.

Infant Care: Providing infants with a safe environment in which to grow and learn is of extreme importance to us. The CDC follows the recommendation of the American Academy of Pediatrics (AAP) and the Consumer Safety Commission for safe sleep environments to reduce the risk of sudden infant death syndrome (SIDS). All infants shall be placed on their backs in safety-approved cribs unless an alternate sleep position is needed for a medical reason and a written note from the infant's health professional is provided. Soft materials such as pillows, quilts, comforters, sheepskins, stuffed toys, and loose bedding will not be placed in the infants' sleep environment. Infants will not share a safety-approved crib with other children. Infants will remain lightly clothed and comfortable while sleeping. Supervised "tummy time" will be observed while the infant is awake.

B. Meals and Snacks

The CDC provides breakfast, lunch and afternoon snack daily. The food served meets the guidelines of the Child and Adult Care Food Program under the U.S. Department of Agriculture. Menus are posted on the CDC Bulletin Board located outside the CDC Coordinator's office and in the classrooms for parental review. The times are as follows:

- 8:30 - 9:00 AM Breakfast
- 11:00 - 11:45 AM Lunch
- 2:30 - 3:00 PM Snack

Meals at the CDC are used as an opportunity for developing appropriate social behaviors, conversation skills, good nutrition habits, and ecological attitudes that discourage food waste.

The CDC strives to partner with families to accommodate the nutritional and cultural needs of each child. Parents are encouraged to examine the menu and notify staff if there is something their child cannot have for medical or religious reasons. If your child has an allergy to a food, please include this on the admission form along with the completed Food Allergy Action Plan, signed by your child's physician (see Food Allergy Policy).

Infants are fed according to their individual schedules. Parents who choose not to participate in our Infant Food Program must supply all formula and food items (along with a written feeding schedule). Formula must be made up at home and transported to the CDC in enough bottles to satisfy the child's feeding schedule for each day. Only sanitized bottles and nipples are to be brought to CDC. *Please mark the bottles with your child's name and date prior to bringing the bottles and formula to the Center.* Formula must be milk-based unless a physician provides written consent.

When the option of CDC providing your infant formula is chosen, CDC will provide all the bottles and nipples. These bottles and nipples are CDC property and cannot be given to parents to use at home.

No food, other than formula, milk, breast milk or water will be placed in bottles for infant feedings unless otherwise indicated by the child's physician.

Children under the age of two (2) shall not be fed berries, candies, raisins, corn kernels, raw carrots, whole grapes, hot dogs, nuts, seeds, popcorn, raw peas or peanut butter as these foods are considered a choking hazard.

Whole milk is required to be served to children under the age of two (2) unless low fat milk is requested in writing by a child's physician.

C. Food Allergy Policy

The Child Development Center (CDC) recognizes that food allergies, in some instances, may be severe and even occasionally life-threatening. The foods most likely to cause allergic reactions are peanuts, tree nuts, dairy products, eggs, soy, wheat, fish, and shell-fish. Although most food allergies produce symptoms that are uncomfortable, persons with allergies to the above-listed foods can suffer more serious consequences. Crittenton Centers has created this policy to reduce the likelihood of severe allergic reactions of children with known food allergies while at CDC and other programs.

1. Just as our children are all different, so too are their allergies. With this in mind, Crittenton Centers cannot guarantee an allergy free atmosphere.
2. All Children with known life threatening Food Allergies and/or Asthma must have a Food Allergy/Asthma Action Plan maintained in the child's classroom in the Child/Family Information Binder as well as in their case file in the CDC Coordinator's office.
3. The classroom teacher or Crisis Nursery will maintain the allergy and/or asthma medication in the medication storage area in their respective area.
4. Crittenton Centers tries to avoid nut-containing foods, however, if you child has a severe food allergy; we suggest that you provide a separate lunch and snack for your child.
5. Our direct care staff is trained in emergency first aide and CPR, as well as the use of EPI pens. They can administer this drug to your child providing that you supply this medication as well as the supporting paperwork from your physician. By state regulations, any medication that we have on the premises must be in the original packaging and labeled by the pharmacy with the child's name and expiration date.
6. Crittenton Centers will strive to instruct staff to recognize symptoms of an allergic reaction and to respond appropriately as necessary.
7. Peanut allergies are among the most common. Accordingly, Crittenton Centers will attempt to avoid service of food with peanuts and peanut products.
8. Crittenton Centers will work with our Food Service providers to reduce the likelihood that peanuts, tree nuts, or nut oil products are served during meals and snacks.
9. Crittenton Centers will request that parents not send snacks to the CDC that contain peanuts, tree nuts, or nut oil products, and those parents send fruit or vegetable snacks or snacks that are store bought and have ingredient labels.
10. Crittenton Centers will attempt to avoid serving food with nuts, but cannot guarantee that products with nuts or products from a factory that makes peanut products that may have nut residue will never be present at Crittenton Centers.
11. All medical information is strictly confidential and is to be made available only to authorized staff (supervisors and those staff in roles who need to know the information in order to provide care).

Parent/Caregiver Responsibility:

1. Parents of children with life-threatening allergies and/or Asthma must provide Crittenton Centers with emergency medications and a written Action Plan for their child for addressing allergy and/or asthma related events, signed by their doctor.
2. Food Action Plan forms are available through the CDC or Crisis Nursery CDC Coordinator.

3. Parents are required to provide a sufficient supply of necessary up-to-date medications (including EpiPens®).
4. Parents are responsible to educate themselves and their child about managing their child's food allergy at Crittenton Centers, including, but not limited to, identifying "safe foods" by reviewing the monthly menu, and contacting the CDC Coordinator if there are questions or concerns.
5. If parents are uncertain about possible exposure to allergy-causing foods, they should provide meals and snacks for their child.
6. If a parent is concerned about peanut allergies or multiple food allergies, the parent may provide their child's teacher or CDC Coordinator with a supply of safe meals and snacks to reduce the likelihood of accidental exposure.

Crittenton Centers' cannot guarantee that a child will never experience an allergy-related event while at our agency. Crittenton Centers' is committed to child safety, and therefore has created this policy to reduce the risk that children with allergies will have an allergy-related event.

D. Clothing and Personal Belongings

Clothing should be comfortable enough to allow children to fully participate in a wide variety of activities (i.e. painting, water play, sandbox, etc.) without undue concern that these clothes will be damaged. Learning, we believe, should be a positive experience. Sometimes it's noisy and messy. Often it's joyous! **For safety, as well as health reasons, children should wear comfortable footwear that has closed toes. If closed toed shoes are not worn, a pair must be provided for children to change into during the day when play necessitates it. In addition, it is recommended that children not wear earrings, or have excessive beading or barrettes in hair while attending the CDC.** Earrings, beads and barrettes can be a choking hazard to all children if they become loose or fall out. Thus, any jewelry, beading or barrettes that pose a threat to the health and safety of the children in the classroom will be removed.

Children are expected to dress appropriately and be ready to go outdoors in every season. Please dress children in cool clothing for summer; warm coats, hats and gloves in the winter; and sweaters in the fall and spring.

If there are medical reasons why a child cannot participate in outdoor activities, but is well enough to be at the CDC, we will be happy to comply with your physician's written request and instructions. Our children do not play outdoors in inclement weather or in extreme hot/cold conditions.

Parents should apply sunscreen and insect repellent to children (as needed) before bringing them into the classroom. Parents may also provide sunscreen, moisturizer or insect repellent to be used while your child is in care and these items would remain at the center to be used as requested by the parent/guardian.

Each child is expected to keep a complete change of extra clothing, including shoes and socks, at the CDC. Please also include a comb or brush. Extra clothing should be placed in a plastic Ziploc bag clearly labeled with the child's name and placed in the child's "cubby". During toilet training please bring at least two extra changes of clothing. Parents of infants and toddlers also need to provide disposable diapers and any needed diaper powder, wipes, or ointment.

Parents should provide a blanket and pillow (if the child desires) for naptime. Parents are responsible for laundering these items on a weekly basis. The CDC cleans cots at least weekly. A soft toy or doll from home may also be provided for naptime comfort.

Children should not bring other toys from home except for special projects. The CDC provides adequate toys and materials for all children and cannot take responsibility for items from home that may get lost or broken.

E. Transition/Promotion

Our philosophy for each classroom is that each child develops at his/her own pace academically, socially, and emotionally. Therefore, we look at the child's progress in each of these areas to determine what would be in the best interest of that particular child. We do not go by chronological age as a means of determining if or when the child will move up but rather, both teachers confer and use assessments, portfolios, and observations in order to make their decisions.

The teachers at the Child Development Center discuss with the parents the possibility of moving the child to the next room. The final decision, however, is made by the CDC teachers and CDC Coordinator. We want to assure you that we do our very best to make certain that the child's academic, social, and emotional needs are being met in each classroom. Transition/Promotions to the next class occur when a spot becomes available.

F. Celebrations/Birthdays

A child's birthday is a very special occasion. If you would like to celebrate a birthday, we encourage you to bring a nutritious treat such as fruit juice bars, muffins, cupcakes, fruit, or pudding cups. All food treats must be store bought, pre-packaged items. No home-baked goods can be served due to licensing requirements. Also, because many children in our CDC have severe peanut/food allergies, we ask that all **celebration/birthday foods be pre-approved by the CDC Coordinator**. Please label all containers.

Another alternative to a food treat is to donate a book in honor of the child's special day. Arrangements can be made in advance with the teacher for a parent or grandparent to read the book during a special classroom visit. Our CDC will be glad to place a sticker in the book honoring the child's birthday celebration.

Balloons are fun but can be very dangerous for young children. *Please do not send balloons of any kind.*

G. Field Trips/Transportation

Children are transported on field trips and on CDC outings by a private bus company or the city bus services. You will be given adequate notice prior to the field trip. Written permission for field trips from the parent or legal guardian is required. Children are not transported to or from the Center by CDC staff.

H. Emergency Procedures/Drills

The CDC places a high priority on being prepared for a variety of emergencies that may arise. We have set up an emergency plan as follows:

- Stay informed. Crittenton Centers and CDC staff monitors alert statuses of any kind. When an alert is in a heightened state (for weather or otherwise), the radio and Internet are checked regularly for breaking information.

- Assess the situation and act. Upon receiving pertinent information and/or official notification, a decision is made to either move to a predetermined safe area of the building, evacuate or conduct a shelter in place.

Each classroom maintains an emergency contact list with information for each child. In the event of an emergency and after the necessary actions are taken, CDC staff will inform parents of the status of the children and the situation.

Fire and evacuation drills are held monthly to acquaint the children with evacuation procedures. Evacuation routes are posted in each classroom and throughout Crittenton Centers.

If the Crittenton Centers site must be evacuated, the children will be directed to the grassy area outside the facility.

COMMUNICATION

A. Parent Communication

We recognize that communication between teachers and parents is essential. Every effort will be made to communicate the kind of day each child has had at the CDC. We also appreciate parents sharing any insight that could influence a child's daily progress at the Center. Our monthly newsletters keep parents informed of classroom and CDC activities. Included are announcements, notes about upcoming parent/children events, health, nutrition and parenting information.

The CDC organizes many family open houses throughout the year. These open houses provide the CDC staff opportunities to interact with the families of the children in our care.

Each child has a "cubby" labeled with his/her name. Cubbies are used for holding papers, projects from the day as well as communication from the teacher.

Each child (or family) also has a *folder* with their name(s) which is located directly inside or outside the classroom. This will include bills, receipts or notes from the CDC's CDC Coordinator. Important information is also located on the bulletin boards outside of each child's classroom and on the white board located on the double doors leading out of the Play Court. Please be sure to check these daily so that important information is not missed or overlooked.

Crittenton Centers' has a formal continuous quality improvement (CQI) program in place so parents have a formal process to assist in improving our services. Parents will be given a quarterly satisfaction survey to complete. The CDC Coordinator or assistant coordinator are here daily to give information, answer questions, or clarify policies.

B. Parent-Teacher Conferences

Lead Teachers will hold regularly scheduled conferences with parents for the purpose of sharing and gathering information about the children in their care. Such conferences will occur at least annually or at the time of transition. Teachers view themselves as important resources for each child and family. While parents are the child's most important teacher, sharing information about development and learning is a primary way to partner for success. Parents may request a meeting with their child's teacher at any time.

C. Parent Concerns

Although the CDC makes every attempt to offer the highest quality care to all children and families, there may be occasions when parents have concerns about particular events, situations or staff. Parents are encouraged to talk to their child's teacher as a first point of contact. The classroom teacher and CDC Coordinator will attempt to resolve any voiced complaints or concerns within the existing policies and procedures. However, any parent or guardian who believes his/her rights have been violated is encouraged to submit a formal grievance.

D. Grievance

If a parent or legal guardian believes his/her rights have been violated they are encouraged to submit a formal grievance. The CDC Coordinator will explain the grievance procedure to the parent or legal guardian along with a copy of the grievance procedure and a client grievance form. The parent/guardian should be prepared to state how his/her rights have been violated, by whom and when the violation occurred. Once the grievance form is completed it is to be submitted to the CDC Coordinator. The CDC Coordinator will set up a meeting in an attempt to resolve the complaint. This meeting will also include the Program Services Director. During this meeting the written grievance resolution form will be completed, relating what was discussed and any resolution achieved. If this meeting is not successful, the grievance will be referred to the Leadership Team, which includes the Executive Director, for investigation.

The Leadership Team will review the merits/facts of the grievance and offer a written grievance resolution plan, if applicable, within ten business days.

The written grievance resolution plan will be returned to the CDC Coordinator following completion of the investigation. The parent or legal guardian will be informed of the outcome of the grievance and the resolution agreed upon by the Leadership team.

Every effort is made to provide a respectful and professional environment. Again, our goal is quality child care and education and we encourage parents to bring concerns to us so that we can work together to ensure that quality.

E. Child Abuse and Neglect Reporting

If staff suspects a child has been abused or neglected, we are required to report it to the Department of Children and Family Services and/or local law enforcement immediately. Child abuse and neglect are against the law in Illinois and so is failure to report it.

F. Volunteers

Volunteers, including foster grandparents, will provide activities for children, comfort and play with infants, and help teachers with classroom preparations. All volunteers that work with children are required to have a criminal records check. We believe volunteers help to make our Child Development a quality program.

G. Photographs and Video Tapes

All children may be photographed or recorded to develop videos, published material or press releases, with the understanding that a family's privacy will be respected and honored. Identifiable photographs will not be used without prior specific approval from the parents.

H. Confidentiality

All children and families have the right to expect that all information about their family will be kept confidential. A child's behavior and development should be discussed only with his or her teachers and parents. A parent does not have the right to know who injured their child (pushing, biting, etc.); they do, however, have a right to know the circumstances and how both children were cared for. All staff members are committed to abiding by Crittenton Centers' Code of Ethics regarding respect and confidentiality.

Children's records are stored in secure file cabinets and computer files at the CDC. Only authorized personnel will be given access to personal information.

I. Fundraisers

From time to time CDC may do fundraisers to raise money for needed toys, supplies, and educational materials. The CDC hopes for your support during our fundraisers. Fundraisers are a positive way to show community support and family support for early childhood education.

HEALTH ISSUES

A. No-Smoking Policy

This is a non-smoking facility. No smoking is permitted inside the building at any time. Smoking is also prohibited within 50 feet outside of agency.

B. Sick Child Policy

Children will be screened daily upon their arrival the CDC for any obvious signs of illness. *For the safety and health of all our children and teachers, sick children need to be at home.* If symptoms of illness are present, the child care staff will determine whether they are able to care for your child safely, based on the apparent degree of illness.

Children with diarrhea and those with a rash combined with fever (oral temperature of 101° F or higher or under the arm temperature of 100° F or higher) shall not be admitted to the CDC while those symptoms persist, and shall be removed as soon as possible should these symptoms develop while the child is in care. *Please note, if a child's temperature exceeds 103° while in care, 911 will be called.*

When you have been contacted because of illness, please pick up your child within the hour. It is very important you have alternative care for your child when your child is sick. We know it can be a very frustrating time when a child is sent home because of illness. No tuition adjustment will be made for absences due to illness.

If one of the following conditions or illness occurs, your child is required to be excluded from attendance at the CDC:

- **Fever** with behavior change or symptoms of illness;
- **Diarrhea** **All Diarrhea is a health concern in the classroom.*
- **Vomiting** - two or more times in the previous 24 hours
- **Mouth sores** associated with the child's inability to control his or her saliva, until the child's physician or the local health department states that the child is noninfectious;
- **Rash with fever or behavior change** - unless a physician has determined the illness to be non-communicable;
- **Purulent conjunctivitis (pink eye)** - until 24 hours after treatment has been initiated;

- **Impetigo** - until 24 hours after treatment has been initiated;
- **Ringworm** - until anti-fungal cream has been applied and provided to the center in order to reduce the spread of infection;
- **Strep throat** - until 24 hours after treatment has been initiated and until the child has been without fever for 24 hours;
- **Head lice** - until the morning after the first treatment;
- **Scabies** - until the morning after the first treatment;
- **Chicken pox** - until at least six days after onset of rash;
- **Whooping cough** - until five days of antibiotic treatment have been completed;
- **Mumps** - until nine days after onset of parotid gland swelling;
- **Measles** - until four days after disappearance of the rash;
- **Symptoms of possible severe illness**, such as unusual lethargy, irritability, persistent crying, difficulty breathing or other unusual signs;
- **Illness which calls for greater care than the staff can provide** without compromising the health and safety of other children;
- Symptoms which may be indicative of one of the serious, **communicable diseases** identified in the Illinois Department of Public Health Control of Communicable Diseases Code (77 Ill. Adm. Code 690).

The 24 hour “Symptom Free” Rule

The Centers’ policy requires that your child be free of symptoms of illness: fever, diarrhea or vomiting for at least 24 hours

Fever-free means without medication for fever reduction.

Please keep in mind that if we send your child home because of illness, the child will not be admitted to the CDC the next day because the 24-hour period will not have elapsed. Do not rush a child’s return to childcare following an illness. The Center reserves the right to require a doctor’s statement before your child can be readmitted to the CDC.

C. Accidents/Emergencies

The CDC works hard to provide a safe environment for the children at all times. However, part of growing up can include bumps and bruises. The CDC is equipped with simple first aid supplies. Each fulltime staff member maintains current infant, child and adult CPR and first aid certification.

If a child needs emergency care because of an accident or illness that occurs while at CDC, the Center will attempt to contact the child's parents/guardian at the phone numbers provided for that purpose. Please keep all emergency contact information updated for this purpose.

Major and minor accidents or illnesses which happen to a child at CDC will be recorded in the child's file, and parents/guardian shall be notified.

Reports of all incidents and injuries involving children will be prepared by the person responsible for the child at the time of the occurrence and include:

- 1) The time and place of the incident or injury and details about how it occurred;
- 2) When medical care is necessary, a statement signed by the physician attending the child, describing the nature and the extent of injury.

C. Prevention

Because young children are vulnerable to infectious diseases, we encourage you as the parent/guardian to be aware of our health policies and procedures as stated. Prevention of illnesses or contagious diseases is critical. We encourage you to:

- Do a brief assessment of your child's health each morning. Please do not bring a sick child to the CDC.
- Provide disposable as opposed to cloth diapers.
- Provide disposable wipes.
- Be aware that low-grade fevers may be associated with an infection or illness, and not "just teething".
- Keep your emergency contact name and numbers up-to-date.
- Dress your child appropriately – according to weather, etc.
- Be aware that on short notice you may have to pick up your child due to illness.

D. Sanitation Procedures

Parents must supply disposable diapers and wipes. If you are not able to provide an adequate amount of diapers, the Crisis Nursery can occasionally assist with donations. However, it is imperative children have a minimum of 1 diaper for every two hours they will be in care each day. (*i.e. Child care from 7 am - 5 pm = 10 hours-minimum of 5 diapers*) Changing areas have running water and are disinfected after each use. Teachers wear a fresh pair of gloves each time they change a child's diaper. Every precaution is made to keep the diaper changing areas as germ free as possible. Licensing regulations are adhered to in all areas of sanitation procedures.

MEDICATIONS

The administration and storage of medications is overseen by the CDC Coordinator. Medications are stored in a locked box unless it is being accessed by an authorized staff member removing a medication. Medications requiring refrigeration are kept locked in the program refrigerator.

Prescribed medications must be labeled with the following information:

- name of the person for which the medication is prescribed (child being served)
- name of the medication
- dosage and route
- name of prescribing physician
- prescription number clearly labeled on the item

Prescription medications will be administered according to the physician's order as indicated on the prescription bottle/box. There is a one hour window before and after the time indicated on the medication bottle/box to administer the medications.

The Parent/Legal guardian is required to sign a Medication Authorization Form agreeing to the administration of the prescription medication to their child. The informed consent is maintained in the client's case file. Every prescribed medication must have a signed Medication Authorization Form. Any prescribed medication/dosage change requires a new authorization before it can be given.

Should staff observe signs and symptoms of an allergic reaction (such as a rash, fever, vomiting, diarrhea, etc.) they will contact the parent/guardian immediately and request the parent/guardian to pick their child up and seek medical attention. The program staff is responsible for continued monitoring of the client until the parent/guardian arrives.

If a medication is missed or not administered according to the physician's order (excluding the one hour window), staff will observe and document any reaction due to the medication being missed. Parents/Guardians will be notified immediately.

No over the counter medication will be given to children enrolled in the CDC program.

If your child has a severe allergy or asthma as indicated on the Food Allergy/Asthma Action Plan, you are responsible for providing necessary medication for your child daily.

BEHAVIOR MANAGEMENT

A. Positive Discipline

CDC staff will continually guide children in positive ways to interact with each other to help them feel safe, learn something new, and have fun during their stay at the Center. Program staff will address appropriate behaviors by demonstrating warm, positive feelings towards all infants and children through actions such as hugging, patting, verbally praising, smiling, and cuddling. All programs at Crittenton Centers believe that positive relationships with children serve as the foundation for addressing social-emotional needs. When children understand routines and expectations for their behavior, and when they are engaged in activities that are meaningful they are less likely to engage in challenging behavior. Expectations and routines will be taught to children using a range of teaching strategies.

A positive attitude will always be our guide when correcting inappropriate behavior. The CDC uses positive discipline techniques that guide all children in positive ways to interact with each other. Strategies from both *Love and Logic* as well as *1,2,3 Magic* will be used. Generally, the incidents we encounter are minor and warrant a simple redirect approach. Staff will support appropriate behaviors by demonstrating warm, positive feelings towards all infants and children through actions such as hugging, patting, verbally praising, smiling and cuddling.

As your partner in caring for your child, it is important that good communication exist between the home and the CDC. If your child is experiencing a change in the home environment that may result in changes in behavior, it is important for you to notify your teacher. Your teacher will keep you informed of any behavioral concerns that may occur with your child at the center. Every effort will be made to resolve any problem that may occur.

The CDC prohibits the use of restrictive behavior management techniques, such as corporal punishment, restraint, etc. A copy of our written Behavior Management Philosophy and Procedures is available to you during admission or you may request a copy at any time.

B. Time-out

Time-out is an alternative technique for a child who may be harming another or is in danger of harming themselves. Time-out may give a child the opportunity to calm down after a frustrating experience and involves withdrawal of reinforcing stimuli. At all times the time-out area will remain unrestricted and the child will be supervised by staff. Time out will be used only if necessary and shall last one minute for each year of age and not last longer than it takes for the child to calm down. Time-out will not be used as a punishment rather as an opportunity for the child to calm down and for the child care staff to explain what the alternative, positive reaction or behavior is in a simple, direct way. Infants and toddlers (children less than 24 months) are simply redirected with positive reinforcement.

C. Biting

Biting is not uncommon when infants and toddlers respond to the discomfort of teething and when they are beginning to express their strong likes and dislikes. Biting can also occur when children are seeking adult's attention or when they are adjusting to sharing their space and their materials. Biting occurs most frequently when children's language is just emerging – it is sometimes their most effective strategy for expressing their emotions.

We wish that biting never happened – but it does. You can be assured that the CDC staff supervises all children all the time. When we are working with a child who is using his/her teeth to solve his/her problems, our teachers target their efforts to prevent injuries and to change this behavior as quickly as possible.

If a child should be bitten these procedures are followed:

- The child who was bitten receives necessary first aid immediately. He/she is comforted and the injury is washed with soap and water.
- The teacher fills out an Incident Report describing what happened. It is put in the files of both the child who was bitten and the child who did the biting.
- If the skin was broken, parents of the child who was bitten are called immediately. If the skin was not broken the incident is discussed when the parents pick up their child and the incident will be noted on the child's daily report to parents.
- In order to maintain confidentiality, when we discuss issues of concern we can only share information about your child ONLY with you.

D. Aggressive or Uncontrolled Behavior

While we always take a positive behavior support strategy and strive to create environments for a child's success, sometimes behaviors manifest or develop that put other children and staff at risk for harm. When these behaviors are observed, a behavior support plan will be written with the child's parent, the teaching team and the CDC Coordinator. Every effort will be made to work with the family to develop a plan to avoid dismissal, however, if all attempts to manage or deescalate the behavior are unsuccessful, the Child Development Center reserves the right to ask a parent or caregiver to find more appropriate care for the child.

CURRENT RATE SCALE

Below you will find our current rates for the Child Development Center, effective January 1, 2012.

Age	Fee for Full Day	Fee for Part-Day	Weekly Tuition Full Day	Weekly Tuition Part-Day
0-23 months	\$46.49	\$23.25	\$232.45	\$116.25
24-35 months	\$36.73	\$18.37	\$183.65	\$91.85
36+ months	\$27.55	\$13.78	\$137.75	\$68.90

If you have any questions regarding the fee schedule, please feel free to contact the CDC Coordinator.

Child Development Center
Parent Policy Agreement

As a Child Development Center parent, I have met with the CDC Coordinator and reviewed the CDC Parent Handbook. I agree to:

- Comply with and support all CDC policies and procedures.
- Be financially responsible, keep my account current and pay late fees if it is not current.
- Pick up my child no later than 6:00 p.m. and pay late fees when I do not. Sign my child in and out everyday.
- Adhere to the CDC's ill child policy and the 24 hour "symptom free" rule. Pick my child up promptly in case of an injury or illness while at the CDC. Follow medication dispensing regulations and complete all necessary forms.
- Keep my child's immunizations current and provide copies of any updates to the CDC office.
- Attend all parent conferences and/or meetings requested by the Teacher. Read all information provided/shared with CDC parents.
- Cooperate with CDC Teachers and follow up on medical, dental or developmental referrals/needs of my child.
- Keep all telephone numbers, emergency information and other enrollment information current.
- Be willing to learn and grow as a parent and increase my knowledge of child development.
- Provide the Center with diapers, formula, breast milk, baby food, special foods, change of clothing or anything else necessary for my child' care.
- Discuss my concerns and keep open communication lines with my child's teacher and the CDC Coordinator seeking to avoid problems and misunderstandings.

*I understand that failure to abide by CDC policies and procedures may result in my child's enrollment termination. Disregard of CDC policies can include: ignoring state licensing rules and regulations; not keeping your account current; aggressive, loud and argumentative interactions with a CDC employee; sexual harassment; hostile phone calls, voice mails, faxes or email communications.

Above all, CDC reserves the right to maintain a harmonious and safe environment for the children. Our goal is to bring about collaboration between the home and CDC in ways that enhance your child's development.

Parent's Name: _____

Signature: _____ Date: _____

Child(ren) Name: _____
