



# TABERNACLE CHILD CARE CENTER

---

PARENT HANDBOOK Last Revised: 11.29.2020

# TABERNACLE CHILD CARE CENTER PARENT HANDBOOK

<b>TABLE OF CONTENTS</b>	<b>Policy No.</b>
Welcome	
Mission Statement	1
Licensing Information	2
Enrollment	3
Tuition	4
Tuition Payment Every Two Weeks	4.1
Late Tuition Payments	4.2
Vacation/Sick Payment Terms	4.3
Multiple Child Discounts	4.4
Annual Registration Fee	4.5
Pre-K/JK Enrichment/Activities Fee	4.6
Confidentiality	5
Mandated Reporting of Suspected Child Abuse and Neglect	6
Parent Code of Conduct	7
Swearing/Cursing	7.1
Threatening of Staff, Parents or Children	7.2
Physical/Verbal Punishment of Your Children or other children	7.3
Smoking	7.4
Not Abiding by Safety Policy	7.5
Confrontational Interactions with Employees, other parents and Associates of Tabernacle Child Care Center	7.6
Violating the Confidentiality Policy	7.7
Parents Right to Immediate Access	8
Dismissal	9
Withdrawal	10
Arrival Procedures	11
Notification of Absence	11.1
Center's Right to Refuse Admission	11.2
Pick-Up Procedures	12
Late Pick-Up	12.1
Persons Appearing to Be Impaired by Drugs and/or Alcohol	12.2
Emergency/Alternate Pick-up Forms	12.3

School Calendar	13
Emergency Closures	14
Emergency Closing Notifications	14.1
Inclement Weather Closing	14.2
Epidemic/Pandemic or Health Emergency Closing	14.3
Prolonged Closures Due To Emergency or By Government Officials	14.4
Curriculum Information	15
Daily Schedule of Activities	15.1
Staff to Child Ratios	15.2
Nap/Rest Time	15.3
Birthday and Holiday Celebrations	15.4
Pre-K and JK Graduation	15.5
Resource/Enrichment Activities	15.6
Scholarships	15.7
Discipline	16
Toys From Home	17
Dress Code	18
Children	18.1
Parents	18.2
Field Trips	19
Parent Participation/Volunteering	20
Health and Safety	21
Pre-Enrollment Requirements	21.1
Children with Severe Allergies	21.2
Communicable Disease	21.3
Biting	21.4
Dispensing of Medication	21.5
Fire/Emergency Drills	21.6
Alternate Safe Location	21.7
Incident/Accident Reports	21.8
Foods	21.9
Firearms and Weapons	21.10
Staff Employment by Clients	22
Center Contact Information	23
Appendix	

## **WELCOME**

One of the greatest blessings we have, as people of faith, is ministry to children and their families. Tabernacle Baptist Church is committed to this calling. The Church and the Child Care Center have created a partnership to reach out to our neighbors. We consider it a privilege to love and nurture your children. We believe that children in their formative years need a special kind of loving care and guidance. Our main concern will always be your child's welfare and happiness.

Our Center has been planned for infants, toddlers, and preschoolers with the goal of helping them in their emotional, social, physical and spiritual development. The balance of nurture and creative learning is something we strive for. We believe that God's principles can be taught for value judgment, moral conduct, character growth and development. We endeavor to demonstrate practical Christianity in our conduct, administration, and daily curriculum. We also strive to give each as much individual attention as possible, and to that end we keep our child to teacher ratio low to meet or exceed state requirements. Our comprehensive Educational Philosophy is available upon request.

This handbook has been prepared in order that you may know our policies and better understand our program as we work to help you and your child through a successful association with us. This Handbook is not intended to be a comprehensive list of all policies and procedures but is intended to provide general information parents need to know about The Center. The Center reserves the right to amend the calendar, modify curriculum, change programming, change policies or otherwise make changes in the best interests of The Center and at the Center's sole discretion.

We hope that you will enjoy being a part of our ministry family and that good things will come from our time together.

Kristen O'Sullivan, Director

Rev. Sterling Severns, Senior Pastor

## **1. MISSION STATEMENT**

Tabernacle Child Care Center (the Center) provides all of our children with a safe and enriching environment where each child's mental, emotional, social, physical and spiritual development is nurtured. Children, parents, and employees receive our utmost care and respect, and we make every effort to demonstrate Christian values in our daily routines.

## **2. LICENSING INFORMATION**

The Center is licensed by the Commonwealth of Virginia Department of Social Services as a non-profit child care center with religious exemption.

License renewal is an annual process. The most recent copy of the letter verifying compliance with current regulations, and therefore approval for licensing, is posted in the Director's office for reference.

## **3. ENROLLMENT**

Enrollment at the Center is open to children from 3 months to 5 years and 11 months of age. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability.

Parents may apply for enrollment of their child in the Center by completing the Enrollment Application and paying the \$50 Application Wait Fee. The Application Wait Fee is non-refundable. The Waiting List is managed on a first-come, first-served basis.

The Center will consider prioritization of enrollment for siblings of children who are currently satisfactorily enrolled. The start date for siblings of children who are satisfactorily enrolled, as with any enrolled child, is based on space availability.

Criteria for enrollment include:

1. Both parents must be employed and working full-time.
2. Parents, guardians, and/or emergency contacts must be able to provide transportation to and from the Center during its hours of operations according to the policies as stated in this handbook.
3. Age limitations as stated above for attendance will be strictly followed. Once a child is accepted for enrollment, initial enrollment is contingent upon receipt of the completed enrollment application, signed Tuition Fee agreement, deposit equal to first week of attendance, copy of child's birth certificate, immunization records from the child's pediatrician, and signed Parent Handbook receipt.

The Enrollment Application and Tuition Fee Agreements are not meant to serve as contracts guaranteeing service for any duration.

The Center reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at the Center is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of the Center as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify the Center immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in child(ren) being dis-enrolled from the program and forfeiture of any deposit.

#### **4. TUITION/FEES**

All custodial parents and/or legal guardians are required to sign a Tuition Fee Agreement prior to enrollment of their child in the Center. Parents are required to indicate to whom all billing information and correspondence are to be addressed. Tuition may be adjusted on an annual basis, and parents are notified prior to any change in tuition as stated on the Tuition Fee Agreement.

##### **4.1 Tuition Payment Every Two Weeks**

The Center only accepts use of established auto-bank withdrawal procedures. Details of these procedures will be provided in writing to parents upon enrollment.

Tuition does not include fees for all extra-curricular activities such as Fun Bus, Soccer Shots, SPARC, etc., subject to the discretion of the parents.

##### **4.2 Late Tuition Payments**

If adequate funds are not available for auto-withdrawal for payment, bank procedures will be followed to ensure payment. Repeated inadequate funds in the bank account issues for an individual family could result in dismissal.

##### **4.3 Vacation/Sick Payment Terms**

Each child is allocated two (2) weeks of vacation per calendar year after the first six months of enrollment with tuition at half price. We request that you give us at least a two (2) week notice prior to your child's vacation. Parents must fill out a vacation form, return it to the office or email the Center Director. A vacation discount can only be awarded if the child is out for five (5) consecutive days.

If your child is sick for two (2) consecutive weeks, you may take one of your vacation weeks and pay half the rate for one of those weeks. If you withdraw your child for an extended

vacation, you must re-enroll. We cannot guarantee a space will be available for children who take an extended vacation.

The Center will close between Christmas Eve and New Year's day. Families will not be charged tuition during this closure.

#### **4.4 Multiple Child Discounts**

The Center offers a multiple child discount for one or more siblings enrolled during the same school year. The oldest sibling pays the full tuition rate and each additional child's tuition is discounted at 10 percent discount on tuition per child.

#### **4.5 Annual Registration Fee**

An administrative fee is due annually for each child enrolled in the Center and charged during the first month of the fiscal year. Parents are notified of the amount prior to the charge. The fee is part of our yearly budget and is used for the processing of forms, supplies and insurance. It is non-refundable.

#### **4.6 Pre-K and JK Enrichment/Activities Fee**

An enrichment/activities fee is due each September for each child enrolled in the Pre-K and JK classrooms. Parents are notified of the amount of the fee each fall. The fee is part of our yearly budget and is used for planning of enrichment activities, community events, additional and curricular supplies.

### **5. CONFIDENTIALITY**

Within the Center, confidential and sensitive information will only be shared with employees who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as the Center strives to protect everyone's right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with the Center.

Outside of the Center, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of the Center, persons with whom the information will be shared, and the reason(s) for sharing the information.

Any parent who violates the Confidentiality policy [Policy 5] will not be permitted on Center property thereafter. Refer to the policy regarding Parents Right to Immediate Access [Policy 8]

for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing Center property.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child's privacy. Employees of the Center are strictly prohibited from discussing anything about another child with you.

## **6. MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND NEGLECT**

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of the Center are considered mandated reporters, under this law. The employees of the Center are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at Tabernacle Child Care Center take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of the Center cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriate meals including a drink for your child
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside
- Children who exhibit behavior consistent with an abusive situation (e.g. sudden onset of withdrawal, hyper-reactive, fearful, aggression)

## **7. PARENT CODE OF CONDUCT**

The Center requires parents of enrolled children at all times to behave in a manner consistent with decency, courtesy, and respect. One of the goals of the Center is to provide the most



appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of the Center but also is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. **Parents who violate the Parent Code of Conduct will not be permitted on Center property thereafter.** Please refer to the Policy on Parent's Right to Immediate Access [Policy 8] for additional information regarding dis-enrollment of the child when a parent is prohibited from accessing Center property.

### **7.1 Swearing and Cursing**

No parent or adult is permitted to curse or use other inappropriate language on Center property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express their frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

### **7.2 Threatening of Employees, Children, Other Parents or Adults Associated with the**

**Center** Threats of any kind will not be tolerated. In today's society, the Center cannot afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, our Center will not assume the risk of a second chance. **PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

### **7.3 Physical/Verbal Punishment of Your Child or Other Children at the Center**

While the Center does not necessarily support or condone corporal punishment of children, such acts are not permitted in the child care facility. While verbal reprimands may be appropriate it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director.

Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or Director's attention. At that point, the teacher and/or Director will address the issue with the other parent. Although you may be curious as to the outcome of such a

discussion, teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our Center have privacy rights and are further protected by our Confidentiality Policy [Policy 5]. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

#### **7.4 Smoking**

For the health of all the employees, children and associates, smoking is prohibited anywhere on Center property. Parents are prohibited from smoking (including vapor or e-cigarettes) in the building, on the grounds, and in the parking lot of the Center. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

#### **7.5 Violations of the Safety Policy**

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children and associates of the Center. Please be particularly mindful of the Center entrance procedures. All parents will be provided with a security code and at no time is that code to be shared with any other individual (child or adult).

We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the Center. Holding the door open for the person following you may, in fact, be polite, however that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Center Director.

#### **7.6 Confrontational Interactions with Employees, Other Parents or Associates of the Center**

While it is understood that parents will not always agree with the employees of the Center or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

#### **7.7 Violations of the Confidentiality**

The Center takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the Center. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy [Policy 5] not only applies to their child or family, but all children, families and employees associated with the Center. Any parent who shares any information considered to be confidential or pressures employees or other parents for information that is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

## **8. PARENT'S RIGHT TO IMMEDIATE ACCESS**

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at the Center, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) the Center must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

**In the absence of a court order** on file with the Center, **both** parents shall be afforded equal access to their child as stipulated by law. The Center cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, the Center suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. The Center staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Center Director, and are allowed in the child care facility only at the discretion of the Center Director. An employee of the Center will accompany visitors at all times, throughout the center.

The Center will dismiss any child whose parent is prohibited from entering Center property. Due to the parents' right to immediate access policy, as well as state and federal regulations, the Center cannot have a child at the Center when the child's parent is prohibited access. The Center will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

## **9. DISMISSAL**

The Center reserves the right to dismiss any child at any time, with or without cause.

Parents will be refunded any unused tuition within a month of the dismissal. A Center check will be mailed to the address indicated in the child's file. Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30-day period will be referred to the Center's legal counsel for collection.

The Center Director or designee will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave Center property in a calm and respectful manner, immediately. The Center will request assistance from local police should any parent become disruptive and/or uncooperative while gathering their child's belongings upon dismissal.

A dismissed child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to Center property following a dismissal. Appointments are made at the discretion of the Center Director and are not a right of the dismissed child or parent.

Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to anyone affiliated with the Center by calling, writing, or any other means, will be prosecuted to the fullest extent of the law, by the Center.

## **10. WITHDRAWAL**

A four-week written notice is required when withdrawing a child for any reason. If the proper dated notice is given, any unused tuition and/or deposit will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be charged tuition for four weeks from the date of notice/withdrawal.

The parents and child, following their last day of enrollment, are not permitted to re-enter Center property without prior permission of the Center Director. A withdrawn child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to Center property following the last day of enrollment at the Center. Appointments are made at the discretion of the Center Director and are not a right of the withdrawn child or parent.

## **11. ARRIVAL PROCEDURES**

Upon arrival at the Center, the parents or the adult dropping the child off must sign the child into care on the sign-in sheet or software program. Children are required to be escorted by their parent or the adult dropping them off to their designated classroom. Children are required by law to be supervised at all times while in the child care facility. Parents are required to help children put away their outerwear and get settled for the day.

Please do not arrive before 7:30 am. Staff in the Center prior to that time are working to prepare for your child's day.

The Center discourages parents from sneaking out of the center. Some children exhibit separation anxiety when it is time for their parent to leave. The Center believes it is best for parents to tell the anxious child upon arrival that after all of the child's things are put away, the parent will kiss, hug and say goodbye to the child. This will prepare the child for their departure. The employee present in the classroom will comfort and assist the child through the anxious time. Parents are asked to leave after saying goodbye. The longer the parent of an anxious child drags out the departure, the more anxiety the child is likely to feel. The professional employees of the Center are available to discuss other options if the child does not settle into the arrival routine after a reasonable period of time.

Parents are required to notify the child's teacher or Center Director of any special instructions or needs for the child's day. The parent must verbally discuss them with either the classroom

teacher or Center Director. These special instructions include but are not limited to: Early Pick-Up, Alternative Pick-Up Person, health issues over the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day.

Be certain to email or call the Center if your child will not be attending on the morning of the day of absence. Please do **not** use Facebook messaging.

The Center does not serve or provide breakfast in the morning. Parents are required to feed their child a nutritious and filling breakfast prior to arriving at the Center. Parents who send their child to school without having been fed breakfast will be considered to be neglectful of their children's nutritional needs and will be reported to the appropriate authorities as provided for in the Child Protective Services Act.

### **11.1 Notification of Absence**

Parents are required to inform the Center by 9 am if a child will not be at the Center on a scheduled day. This will enable the Center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day.

If your child is ill, we request that you notify the Center Director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses that may occur at our Center. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the Center Director so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. The Center will take all measures necessary to protect your child's confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share (or not) the reason for your child's absence from school.

Similarly, parents who know in advance that a child will be late (for whatever reason) are required to notify the center by 9am so as to maintain the appropriate number of employees to ensure ratios are met when the child arrives at school.

### **11.2 Center's Right to Refuse Admission**

The Center reserves the right to refuse admission to any child at any time with or without cause.

The Center strives to maintain an ample list of substitutes in anticipation of staff absences, however, there are times when substitutes are not available, and classrooms need to be closed to maintain compliance with licensing regulations. Refusal will be based on a "first

come first served” basis when seeking to maintain appropriate staff to child ratios and/or when closing classrooms.

Possible reasons for the refusal of admission include but are not limited to:

1. Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations.
2. The need to maintain compliance with Licensing Regulations.
3. Staff deems the child too ill to attend.
4. Domestic situations that present a safety risk to the child, staff or other children enrolled at the Center if the child were to be present at the center.
5. Parents’ failure to maintain accurate, up-to-date records.
6. Parents’ failure to complete and return required documentation in a timely fashion.

## **12. PICK-UP PROCEDURES**

Parents or other authorized adults are required to sign their child out of care on the sign-out sheet. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on Center premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to signing out their child, and are required to directly exit the building once they have signed their child out of care.

Parents must take home all papers in the child’s cubby and/or school bag each day.

Parents or persons designated to act “in loco parentis” are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you or another authorized adult at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the Center during the course of the day.

### **12.1 Late Pick-Up**

The Center closes at 6:00 pm. There is a \$5.00 late charge if you are later than 6:05 pm. The charge of \$5.00 is applied to every five minutes you are late after 6:00 pm. Please understand that most of the teachers have already worked an eight-hour shift and are anxious to go home.

There are chores to be done in each classroom that can only be taken care of when all of the children are gone. For this reason, we also ask that you do not stay past 6:00 pm to let your children play or to converse with others. The person responsible for closing the Center must

be sure everyone associated with the Center is out of the building before they can leave.

All measurements of time are to be according to the Center clock. It is the parent's responsibility to ensure that someone (either a parent or authorized Emergency/Alternate pick-up person) is available to pick up the child on time.

### **12.2 Persons Appearing to Be Impaired by Drugs/Alcohol at Pick-Up**

The staff of the Center will contact local police and/or the other custodial parent should a parent appear to the staff of the Center to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the Center from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, the Center staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and/or Child Protective Services.

Any other authorized person who attempts to pick up a child, and appears to the staff of the Center to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of the Center will contact the child's parents, local police and/or Child Protective Services to notify them of the situation.

### **12.3 Emergency/Alternate Pick-Up Forms**

At enrollment, parents will be required to provide Emergency/Alternate Pick-up information on the Tabernacle Child Care Center Enrollment Form. Parents are encouraged to include on this form any and all persons who, in the course of events, may at one time be asked to pick up their child from the Center. In an emergency situation, the child's parents will be called first. If they cannot be reached, staff will call the persons listed on this form until someone can be reached.

Should the staff contact a parent, and the parent is unable to pick up their child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list. Failure of the parent to make such arrangements will result in dismissal from the program.

Parents do not need to be listed on the Emergency Contact Form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick up their child.

Parents will be asked to determine which persons (if any) on the Emergency/Alternate Pick-up section of the Registration form have the right to act "In Loco Parentis." In Loco Parentis status affords the pick-up person the right to discuss confidential information about the child's day including but not limited to: incident/accident reports, and behavior issues. In the absence of this designation, the people on the Emergency/Alternate Pick-Up section of

the Registration form are only afforded the right to pick up the child. Staff is not permitted to discuss the child's day with them.

The persons on the Emergency/Alternate Pick-Up section of the Registration form will be required to provide an official photo form of identification (driver's license, passport, or other Government-issued photo ID) prior to the Center releasing the child. There will be no exceptions to this rule.

All changes and/or additions to the Emergency/Alternate Pick-Up form must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

The Center reserves the right to refuse/ban any person listed on the Emergency/Alternate Contact Form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein.

### **13. SCHOOL CALENDAR**

Parent notification for changes to any published Center calendar will be provided via email as soon as possible.

The Center is not responsible for parents who are not aware of published school closing dates.

The Center is closed for the following holidays:

- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas Eve through New Year's Day
- The Center also closes on Columbus Day, Martin Luther King Day, or Presidents' Day as a teacher professional development day. Please check the published Center calendar to verify the training day scheduled each year.

The Center's yearly calendar also includes the following:

Art Show: Held in conjunction with the Tabernacle Baptist Church Children's Ministry typically in February. Dates are provided as soon as available.

Harvest Fall Festival: Held on or around October 31 to provide a fun and safe carnival for the church and Tabernacle Child Care Center.



Christmas Program: During the month of December the Center presents a Christmas program. Every child has a part! Afterwards, we all enjoy a potluck dinner together. The entire family is invited to join in the event.

Easter Picnic: Sponsored by Tabernacle Baptist Church and the Center, this gathering is held before Easter, usually on the Saturday before Easter. This event includes a visit from the Easter Bunny, an Easter Egg Hunt, and a potluck supper.

Vacation Bible School (VBS): VBS is provided through the support of Tabernacle Baptist Church and varies year to year. Inquiries regarding this programming should be directed to the Center's front office staff.

## **14. EMERGENCY CLOSURES**

### **14.1 EMERGENCY CLOSING NOTIFICATIONS**

In the event of an emergency closing, parents will be notified of the closing by email, Facebook messaging, as well as outgoing messaging on our telephone.

Should the school need to close in the middle of the day, the school staff will attempt to reach the child's parents first to arrange for pick-up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick-up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call of the pick-up location should the children need to be evacuated from the child care center. Parents or emergency contact persons should report directly to the alternate location if one is indicated.

### **14.2 INCLEMENT WEATHER CLOSING**

The Center attempts to adhere to the policies of the City of Richmond Public School System for inclement weather closings. When Richmond Public Schools are closed on the first day due to inclement weather, so is the Center. When Richmond Public Schools are closed for 2 days or more, we post our openings and closings on our Facebook page, email parents and leave an outgoing message on voicemail as soon as possible. The same goes for delayed openings. In cases of snow falling during the day or any other kind of weather-related issues, we will email each parent and post updates on our Facebook page.

### **14.3 EPIDEMIC/PANDEMIC OR HEALTH EMERGENCY CLOSING**

In the event of a health emergency, including, but not limited to, the outbreak of any contagious illness, sickness, bacteria, virus, or disease, or any epi/pandemic, as declared by government officials, then the Center will initiate the Epidemic/Pandemic Policy found in the Appendix A and will look to civil authorities and area schools for guidance.

#### **14.4 PROLONGED CLOSURE DUE TO EMERGENCY OR BY GOVERNMENT OFFICIALS**

If flood, fire, wind, hail, hurricane, tornado, or similar severe weather event prevents the Center from conducting normal activities, or if, in the judgment of the Director, or pursuant to order from an insurance official, building inspector or fire official, that a similar event caused sufficient damage to the facilities to result in the staff and students being unable to safely remain in, at, or have access to the facilities, the Director, in consultation the TCCC Administrative Committee, Ministry Committee, and lead staff of the Church and Center will make decisions based on the needs of the Center and safety of children and personnel.

### **15. CURRICULUM INFORMATION**

#### **15.1 Daily Schedule of Activities**

The Center adheres to a daily routine that is best suited to the classroom and children's needs. For a specific schedule see your child's teacher.

- 7:30 am Greeting, Wellness Check, Child Activities
- 8:30 am Morning Snack
- 9:00 am Group Activity, Circle Time, Art Projects, Music Activities
- 10:45 am Teacher-Directed Indoor or Outdoor Play
- 11:15 am Preparation for Lunch
- 11:30 am Lunch
- 12:00 pm Outdoor or Playroom Free-Time Activities
- 12:45 pm Prepare for Naps
- 1:00 pm - 3:00 pm Naptime
- 3:00 - 3:30 pm Wake-up from Naps bathroom/diapering breaks
- 3:30 pm Snack
- 4:00 pm Indoor or Outdoor Play, Special Activity
- 5:00 pm Quiet Activities: Table Games, Reading
- 6:00 pm Farewell

#### **15.2 Child to Staff Ratios**

- One staff member to four children from ages zero to 16 months
- One staff member to five children from ages 16 months to 24 months
- One staff member to eight children from ages 24 months to 36 months
- One staff member to 10 children from ages 36 months to 5 years

#### **15.3 Nap/Rest Time**

Every child in the Center is given the opportunity to take a nap daily. Please feel free to bring a sleepy friend, a small stuffed animal that is small enough to fit in a child's cubby. Though your child will not be allowed to carry these things around with them during the day, it may

help them feel more comfortable and sleep better at naptime. Each child is given a cot or crib and blanket to sleep on.

If your child does not normally sleep during the day (nap), he/she must still “rest” and will be asked to remain quiet on his or her cot/crib.

We also ask parents to not pick up or drop children off during naptime hours (1:00 pm to 3:00 pm), if possible.

#### **15.4 Birthday/Holiday Celebrations**

Recognition of special events, such as birthdays, may be prearranged in consultation with the Center’s Director. Make sure when bringing in a special treat for an event, such as birthdays, that you include all in the classroom. Birthday celebrations are limited to a snack/special treat for the child’s class at the end of lunchtime.

Snacks should be discussed in advance with the class teacher or the Center Director/Assistant Director to ensure that all children are included due to various allergies.

Please follow our guidelines for no sugar treats for our children. It is best to consult with the Director before choosing a treat for your child or group of children to be certain that it supports the desire to reduce sugar intake.

#### **15.5 Pre-K and Junior Kindergarten(JK) Graduation**

The Center’s Pre-K and JK Graduation program is held each year during the week before Memorial Day. Please check the yearly school calendar for the exact date and time.

The graduation ceremony is held in the church main building, providing seating for parents and various family members.

#### **15.6 Resource/Enrichment Activities**

Children in age appropriate classrooms are provided resource activities such as music and chapel as part of their weekly curriculum during the academic school year. The Center works with outside vendors to provide extra-curricular activities such as soccer, dance, and yoga. These are provided at the discretion of the center and are an additional cost, paid directly to the vendor.

#### **15.7 Scholarships**

The Center serves as a mission of the church. Reaching out to neighbors and serving the community remains the core of this mission. As a result, the Center and Church work to identify families/children that may benefit from programming offered. Scholarships are

awarded based on this premise. A committee of parents and church members oversee this program and the selection of recipients.

## **16. DISCIPLINE**

When correction is needed, the staff at the Center try to take into consideration a child's personality and the function of the behavior. Most often the first action is to give the child time away from the situation in the classroom. Teachers implement positive reinforcements and consequences as best practice, and will develop individualized strategies for those experiencing difficulty. Parent/teacher conferences are scheduled if deemed necessary.

## **17. TOYS FROM HOME**

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

If the parents fail repeatedly to enforce this policy with their children, the staff will call the parents and require that they come to the school and remove the toy.

Children in classrooms with nap/rest time are permitted to include with their bedding supplies one plush/non-musical toy with which to nap/rest. This toy is to be placed with the bedding supplies and use of it will only be allowed at nap/rest time.

All toys brought in for use as part of the curriculum, and/or for nap/rest time will be inspected by the Center staff for safety and appropriateness, and may be prohibited at the sole discretion of the Center.

## **18. DRESS CODE**

### **18.1 CHILDREN**

Clothing:

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing.

Parents are prohibited from dressing children in overalls, or clothing with difficult closures. These types of clothing present particular challenges for children in relation to toileting.

Coats, hats, gloves, scarves and winter shoes must be provided in the winter months.

Children are not permitted to wear open toe, and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled sneakers/tennis shoes.

Children are required to have one seasonably and size appropriate complete change of clothing at the Center at all times. Children under 3 years of age are required to have two seasonably and size appropriate, complete changes of clothing at the Center at all times. A complete change of clothing includes, shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes of clothing as the weather begins to change.

All clothing items must be clearly labeled with the child's first and last name. This includes coats, hats, gloves, scarves, and boots. The Center is not responsible for lost or damaged items of clothing.

**Jewelry/Accessories:**

Children are not permitted to wear jewelry of any kind. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, the Center will not be responsible for lost or stolen valuables. It is the parents' responsibility to enforce this policy with their children. Should a child come to school wearing any jewelry, parents will be required to take it with them, or return to the school to remove the jewelry if it is discovered after the parent leaves. Repeated (more than 3 violations per school year) violations of this policy are considered to be violations of safety policies and will result in dismissal from the program.

Hair beads, barrettes, bobby pins, etc. are not to be worn by children. These accessories are considered to be safety hazards. When choosing accessories for your children, be mindful of the potential safety issues they present not only for your child, but also for the older and younger children attending the Center.

The Center is not responsible for damage to or loss of and articles of clothing.

## **18.2 Parents**

**Clothing:**

Parents are required to be dressed in appropriate clothing while at the Center, or involved in any Center sponsored events. Inappropriate clothing would include revealing, extremely short, ripped/torn (in inappropriate places), and/or see-through articles of clothing. Anything with suggestive or vulgar language is prohibited.

Parents wearing high heels, work boots, or shoes with wet/dirty soles will be required to remove their shoes prior to entering any classroom with children under 18 months of age.

This will reduce the risk of injury to a child on the floor, and will help to maintain a clean floor. Parents can simply leave their shoes outside the classroom door prior to entering the classroom.

## **19. FIELD TRIPS**

The Center frequently supplements the in-class curriculum with off-site field trips. Parents are required to give written permission for their child to attend each field trip. Notification of a field trip will be sent home in advance of the trip, with all pertinent trip information including destination, date, time, reason for trip, cost, and mode of transportation. Field trip information may include a permission slip. If a permission slip is created per event, all signatures and applicable event fees must be turned in to the center staff prior to the event.

If parents wish to attend the trip with their child, they should discuss attending with the classroom teacher.

The Center provides all required supervision for all field trips, but always invites and welcomes parents to attend.

Parents will not be permitted to transport any child, other than their own, on a Center- sponsored trip.

If your child is not scheduled to attend on the day of a field trip and you wish for your child to participate in the trip, please discuss this with your child's teacher at least three days prior to the date of the trip. Your child will be permitted to attend if required ratios can be maintained with his/her addition to the class.

## **20. PARENT PARTICIPATION/VOLUNTEERS**

Parents are invited and encouraged to be involved in their child's Center activities. Parents may volunteer to attend trips, read in the classroom, assist teachers, and/or coordinate special events. Volunteers are required to complete background investigations and should see the Director regarding these procedures.

## **21. HEALTH AND SAFETY**

### **21.1 Pre-Enrollment Requirements**

Each child is required to complete a pre-enrollment packet of information. This packet is to be returned to the Center's office prior to the child's first day of attendance. All children are required to have a complete up-to-date immunization record as provided by your pediatrician on file at the Center. This is required by our licensing regulations. There are no exceptions. Updated immunizations are required every six months for children under age 2 years.

## **21.2 Children with Severe Allergies**

For the safety of your child, parents are required to provide a signed copy of the “Food Allergy Action Plan” form, detailing any allergies, food or otherwise, from which their child suffers, at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child’s physician and parent(s) or legal guardian(s), and must be updated every six months, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional physician’s orders and procedural guidelines relating to the prevention and treatment of the child’s allergy. This form can be obtained by request from the Center Director.

Parents must also execute a “Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies” form. This form releases the Center from liability for administering treatment to children with severe allergies and taking other necessary actions set forth in the “Authorization for Emergency Care for Children with Severe Allergies” form, provided the Center exercises reasonable care in taking such actions.

Any medication required to treat an allergic reaction must be provided in accordance with the Dispensing Medication Policy [Policy 21.5] detailed herein.

## **21.3 Communicable Diseases**

The Center follows all health/communicable disease policies as outlined in the American Academy of Pediatrics Model Health Policies and Procedures Manual and The Code of Virginia 63.2-1716B3. A copy of this manual Virginia code is located in the Center and can be provided by the Center Director for your review.

Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached, but cannot pick their child up within 45 minutes, it becomes the parent’s responsibility to arrange for alternate pick-up with someone listed on the child’s emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent is reached. If a parent cannot be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

Children will be excluded from participation if they are unable to participate comfortably in classroom activities as determined by staff members of the Center, are presenting with caregiving needs that are greater than staff members can provide without compromising the health and safety of other children, or pose the risk of spreading harmful disease or exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children may be required to present a doctor’s note stating they are no longer contagious and can return to the program, as needed. The Center reserves the right to refuse to allow a

child to return if the Center Director or designee believes the child to be too ill to participate in the program. The Center's guidelines for specific and common ailments is available via this link or at <https://tinyurl.com/TCCCWellnessPolicy>.

***Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least 100.4 degrees Fahrenheit.***

***Children are required to be excluded from the program for loose bowels, diarrhea, or vomiting which occur 2 or more times in a 24 hours period of time. Children may return to the program when normal bowel movements resume and vomiting has ceased. A doctor's note for return to the Center may be required at the discretion of the Center Director.***

If your child will be absent due to illness, we request that you notify the Center Director. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with faculty on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. The Center will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence.

#### **21.4 Toilet training**

The Green Room is the room for introducing toilet training while enrolled at the Center. Guidelines are provided to parents interested in embarking on this skill set with their child. These include; signs of readiness, Center best practices, supplies required, practice done at home prior to attempting at school, and teacher input. Teachers are responsible for the care, safety, toileting, and diapering of an entire classroom of children. Children having more than three accidents will be placed back in a diaper for the remainder of that day. Multiple accidents does not promote positive feedback and requires more one on one interaction with a child than can be provided safely in this setting. If the classroom teacher determines the child is not ready after a week of trying, then the practice while *in school* will be put on hold. Toilet training while at school versus in the home setting can present different challenges in either setting. Teachers are enthusiastic and proud of the children taking on this new responsibility and have their success as the main objective. This process is meant to be positive and built on successes. Any break in the practice, is part of the building process and not a loss of skill. A more detailed toilet training plan can be found in the Appendix B.



## **21.4 Biting**

The Center recognizes that biting is a developmentally appropriate behavior for children in the infant through three year old classrooms. Parents with children in these classrooms should expect that their children may be bitten, or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations that provoke or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. Uncooperative parents will have their child's services terminated.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day in the child's daily report. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and cannot be disclosed. The staff of the Center cannot discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

The Center has specific information regarding biting and the typical function of the behavior which is available for parents. It is also used as a training tool for teachers in these classrooms. It can be found in the Appendix C.

## **21.5 Dispensing Medication**

The Center does not dispense any medications to our children, except in the case of documented emergency medications required in the event of severe allergic reaction (See Policy 21.2).

Parents are welcome to come to the Center to give over-the-counter and/or prescription medication to their own child.

## **21.6 Fire/Emergency Drills**

The Center conducts monthly fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

In the event of a real fire/emergency situation, the Director or designee will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency

contact persons will be notified by telephone of the situation. As with the sick child pick-up policy, children must be picked up within 45 minutes of the telephone call.

Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. If the Center is having a real fire/emergency situation, parents will be asked to wait until the Director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and Center administration during these important and critical situations.

### **21.7 Alternate Safe Location**

Should the administration of the Center or any emergency services personnel determine the building which houses the child care center to be too dangerous to be occupied, the staff and children will be taken to Tabernacle Baptist Church Fellowship Hall. Once the children are assembled here, the staff will begin contacting parents or emergency contact persons for pick-up. As stated before, children must be picked up within 45 minutes of the telephone call.

### **21.8 Incident/Accident Reports**

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report. The Incident/Accident Report will be signed by both parent and teacher and each will keep a copy on the day of the incident/accident. The Center staff will call parents to notify them of the incident during the day that the incident occurs.

Parents or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the Center during the course of the day.

Should a person other than the parent or one designated to act "in loco parentis" pick-up the child, a parent or person designated to act "in loco parentis" must sign the Incident/Accident Report acting as the parent, and provide parents with the signed copy.

## **21.9 Foods**

Please do not bring foods from outside of the Center for your child except as provided below for children up to one year of age. Any questions related to this policy should be directed to the Center Director.

### **Infant through 12 months old age groups:**

Children enrolled in the infant through 12 months old classrooms must have all food items for consumption prepared and labeled by parents and/or legal guardians each day the child is in attendance. This includes formula/breastmilk bottles, baby food, snacks, and juice bottles. Be sure to prepare one more bottle than you think your child will consume in a day to assure that your child won't run out. Prepared bottles must be stored in the designated refrigerator and will be warmed in a water bath prior to feeding. No bottles will be microwaved. All bottles must be taken home by the parents each night to be washed.

Infants are to be fed breakfast and bottle before arriving each day.

Parents are required to complete a feeding schedule for their child on a weekly basis, or as the child's feeding requirements change. Staff will complete a daily report for each child detailing for the parent what the child ate, when, and how much.

Breastfeeding mothers are welcome to come to the Center during the day to feed their child. Appropriate, private feeding locations will be made available. Please discuss your desire to come to the Center to breastfeed your child with the classroom teacher.

### **12 months to 5 years classrooms:**

The Center provides children in the Walker, Blue, Green, Yellow, Pre-K, and JK classrooms with a healthy morning snack including water and/or milk at approximately 9:00 a.m and afternoon snack at 3:30pm. Lunch is at approximately 11:30am. The Center curriculum focuses on developing healthy, well-balanced eating habits. Lunches should be sent in daily with your child in an insulated lunch box and should include a sandwich (or main entrée item), fruits, vegetables, and a drink. The Center will provide water or milk for children who wish to have it with lunch. Staff will encourage children to eat their main entrée first.

## **21.10 Firearms & Weapons**

At no time is any person permitted to carry any type of Firearm, Ammunitions and/or Weapon on Center property for any reason. Violation of this policy will result in immediate dismissal from the program.

## **22. STAFF EMPLOYMENT BY CLIENTS**

The staff of the Center may at times wish to assist parents during non-operating hours of the Center. The Center requests that there is a signed release of liability form signed by both parents and on file with the Center Director prior to any work engagement. The Center takes no responsibility for hiring relationships and actions of the staff outside of the Center curriculum and activities.

## **23. CENTER CONTACT INFORMATION**

### **Tabernacle Child Care Center**

1925 Grove Avenue Richmond, VA 23220

**Office Phone:** 804-353-2433

### **Email:**

**Center Director:** Kristen OSullivan

[tccdirector@gmail.com](mailto:tccdirector@gmail.com), [tccc@tbcrichmond.org](mailto:tccc@tbcrichmond.org)

**Assistant Director:** Courtney Durrett [tccassistantdirector@gmail.com](mailto:tccassistantdirector@gmail.com),

[courtney@tbcrichmond.org](mailto:courtney@tbcrichmond.org)

**General mailbox monitored by lead staff:**

[tccc.teacher@gmail.com](mailto:tccc.teacher@gmail.com)

## **APPENDIX A**

### **Epidemic/Pandemic Policy**

An epidemic is an outbreak of disease that spreads quickly and affects many individuals at the same time. A pandemic is a type of epidemic (one with greater range and coverage), that occurs over a wide geographic area and affects an exceptionally high proportion of the population.

In the event of an epidemic/pandemic in our area, the Center may close down for an undetermined amount of time to mitigate the spread of disease. Parents and staff will be informed through email, postings or by telephone if the Center is unable to provide care for your child. An epidemic/pandemic plan may also be used in place of an emergency plan noted in Section 14.4 of the TCCC Parent Handbook depending on the severity of the emergency. Please note that each outbreak or epidemic/pandemic may have different outcomes and directives.

The Center will remain open when recommended by relevant civil authorities and only if it is able to maintain required personnel ratios, proper sight and sound supervision, and follow isolating or quarantining recommendations. In some instances, it may only be necessary to close particular classrooms or follow mitigating protocols. The Center may need to alter the hours and days of operations. Tuition payments will continue in full, unless otherwise noted, and parents wishing to withdraw to avoid tuition will be required to follow the Withdrawal Policy, Section 10 in the TCCC Parent Handbook. A child withdrawn will then be required to follow regular enrollment procedures. The TCCC Administrative Committee, Ministry Committee, and lead staff of the Church and Center will make decisions based on the needs of the Center and safety of children and personnel.

## APPENDIX B

### Toilet Training Policy

The Green Room is the room for introducing toilet training into your child's life. This is a grand responsibility and often a difficult one – so let's work together as teachers and parents to meet the challenge! We have a few guidelines that we ask you to follow in order to help the process to be pleasant for the children, the teachers and you!

#### When to start?

- If you feel your child is ready to be toilet trained and your child is expressing a **deep interest**, then we ask that you start the toilet training process on a Friday evening and continue to work with your child through the weekend.
- If your child has not started to express interest in using the toilet and they are close to the age of three, then we encourage you to talk to them about it – at that point in your child's life you really need to be the motivator and we will also assume that role.

#### TCCC Best Practices

Prior to the weekend, let the teachers know that you plan on beginning training at home, so that they can be prepared on Monday if your child has had a successful weekend. If your child stays dry for most of the weekend, during daytime hours with underwear on (not diapers or pull-ups) **AND** has had at least a *couple of BMs in the toilet* then we can begin the process at TCCC. If not, we ask you to bring your child in a diaper for the rest of the week and try again the following Friday evening. It may take a few weekends in underwear before being ready to try underwear at school.

At TCCC we use an incentive system rewarding successes. If a child goes to the bathroom on the toilet, then they are praised and given a treat (M&M, jelly bean, skittle, etc.). If they have an accident, they are responsible for changing their soiled clothes and putting on dry ones – this becomes a chore for them and they soon realize it is much easier to use the toilet!

During the toilet training process, children are taken every 20 minutes whether they have to go or not – this gets them acquainted with the bathroom and sitting on the toilet. They are usually taken in groups to the bathroom – this offers effective and positive peer influences noticing their friends being “big boys/girls.” If your child does not express an genuine self-initiated interest after a week of training or has frequent accidents then we will end the process and begin at another time. If they have 3 accidents in one day, we put them back into diapers for the remainder of the day and will try underwear the next day.

TCCC will not pressure a child who is not showing self-initiated interest to use the toilet. Pressure can have a negative rebound effect resulting in regression and withholding which can be unhealthy for the child. Children succeed at personal rates and have differing habits at home then in the school environment. Teachers are responsible for the care, safety, toileting, and diapering of thirteen other children. If they determine your child is not ready after a week of trying, then we may put the practice while in school on hold. All our teachers are enthusiastic and proud of the children taking on this new responsibility and have their success as the main objective. Please respect their point of view regarding what is best for your child and the entire classroom in this specific setting. In depth discussions at drop-off are not ideal, we encourage parent conferences should there be a need. This is true at any time for any reason. We are a team in all regards.

***\*We strongly encourage you to try the same methods we use at TCCC in your home.\****

**What you will need:**

When your child has completed a weekend of at home toilet training, you will need the following at TCCC for their cubby: at least **three** complete changes of clothing (underwear, socks, pants and a shirt) **daily** and LOTS OF PATIENCE!!!

Please do not send your child to TCCC in a diaper or pull-up if they are in the process of toilet training. If you do this because of a long car ride, then you are responsible or the child is before you leave the center to put on underwear so that they can start off their day in the right frame of mind.

Please note, your child has to be toilet trained and three years old before they move up to the Yellow Room.

Thanks so much!!! Please don't hesitate to ask any questions you may have.

## APPENDIX C

### Toddler Biting Behavior

“What do you do about biting?” It is a fairly common problem facing people who provide group care for toddlers. Unfortunately, there is no simple solution. Not **all** toddlers bite other children. Sometimes a toddler classroom will go for months and months without a biting incident and then suddenly there’s a “rash” of biting. Since toddlers cannot analyze and explain their actions to us we can only speculate about their motivations. Common motivations include lack of language skills, overstimulated/overwhelmed, experimentation, over-tired, teething, under-stimulated, needing oral stimulation.

#### **What to do to prevent or cut down on biting**

One of the most effective techniques for changing behaviors in very young children is redirecting the unwanted behavior to the closest possible parallel activity. Considering the reasons **WHY** a toddler bites and then offering an alternative and appropriate activity that may satisfy the same urge is the best strategy. Ideally, teachers are proactive and observe behaviors or clues that may lead to biting and get toddlers involved in alternative activities before they bite, and dissipate the need.

#### **Biting motivations and alternatives**

1. *Teething.* Keep teethers in the fridge. Try clean washcloths which were wet and wrung out in the freezer. This requires that you stay alert and perceptive of children’s teething distress.
2. *Sensory Exploration.* Toddlers use all of their senses to learn all about the world, and they bite everything, not just their friends. The “oral mode”, an important style of learning in infancy, is still very strong in toddlers. Both the sense of taste and the sense of touch are rewarded through biting. Give children plenty of opportunities to release tension through “tactile” experiences. Water play, playdough, rice, shaving cream activities allow children to manipulate through touch and work through tensions.
3. *Environmental.* Encourage a variety of activities that include differentiated experiences. Active indoor and outdoor play, together time reading quietly, indoor sensory walks, outdoor strolls, musical exploration, crafts, and routine physical exercises are beneficial. Toddlers encouraged to seek out their choice of activities or stations that may suit their personal needs makes for best classroom practices. Quiet zones, jumping practices, and stretches build mindfulness into their physical experiences during the day.
4. *Cause and Effect.* There are lots of ways you can allow children to cause legitimate effects on their environment. Of course, if you perceive the effect they’re after is to get your attention, that’s another matter. The obvious and simplistic answer is to give them more attention. Look at children. Use their names. Smile. Pick them up and waltz with them for no apparent reason. Be sure to offer as much child initiated positive individualized attention as possible. Positive behavior **specific** praise cannot occur too much.
5. *Allow for autonomy.* Give children options and many legitimate choices as much as possible. Let them play where they want to play. This gives children a feeling of self-control, power and reduces frustration. Offer zones for activities that have expected behaviors in each zone, (e.g., reading/quiet zone, dramatic play, building, arts and crafts).



6. *Mimicking*. This may be why after a long “biteless” period you suddenly have a bunch of biters! Children learn behaviors from other children, just like cup banging, waving bye-bye, etc. Do not make a scene, limit the conversation/attention given to the child that is biting. Discuss biting behaviors individually with the child that is biting rather than in front of other children.
7. *“Head them off at the pass.”* Be proactive and preventative. If you see frustration building in a child; grabbing toys or fighting with other children, screaming, whining, tantrums, etc. redirect the child. Intervene, and get them involved in something else. Be reflective and ask yourself what is the function of the unwanted behavior and what is an appropriate alternative.
8. *Don’t require children to share too much or wait too long*. Sharing is an unnatural state for toddlers; it is an emerging skill not an established skill. Toddler programs need to have multiple identical toys so children do not have to wait for a turn.
9. *Communication*. Work diligently and daily on building children’s verbal communication skills, both in giving messages and receiving messages, “Johnny, say ‘stop - don’t hit me!’.” “Jason, do you hear Jenny? She said, ‘Mine.’ That means she’s using that now. You can have it when she’s through. Here’s another puzzle you can use.” When children use their words, praise them with specific praise. Encourage use of sign language and acknowledge when a child uses these signs to communicate.

### **What to do when biting occurs in the classroom**

Sometimes classroom conditions can be just fine and children will still bite. It just happens too fast for effective intervention. The first thing you have to do, of course, is attend to the victim. Put ice on the area immediately. If there is a break in the skin the area must be thoroughly cleaned immediately. Depending on the severity, it may need attention from a physician.

Toddlers must learn empathy. In a firm, matter-of-fact voice, say, “No biting. Biting hurts.” Teachers should comment on the victim and acknowledge her feelings and pain “Look Baby Doe is crying. She is crying because you bit her. Biting hurts.” Keep it short and simple and keep the attention on the victim rather than the child that is biting. Redirect the biting child to another activity and help them to get involved in the new activity and provide supervision until they are settled. Be sure you are not providing additional attention, just supervision. You do not want to reward the biting behavior with attention. Offer oral stimulation through toothbrushes, textures to the face, cold foods, a teething ring, and food that needs some chewing at each meal. This can be very helpful for some children.

Be sure to report the incident on the daily report to both the victim and the child that has bitten. Do not use names as information about children cannot be shared with anyone, but their immediate family. If biting becomes habitual, report to the director, and seek assistance.

### **What can a parent do if their child begins to bite?**

Removing significant stresses on the child at home, such as a demanding schedule or difficult transitions, will make it easier for a child to handle times of stress that do arise. Be sure your child is offered age appropriate choices where possible which can facilitate a sense of control in children. Give two choices for outfits, meals, snacks, and activities. If the child bites other children in your presence, take the same steps suggested above immediately after the biting occurs and look for ways to adapt the environment to prevent biting in the future. If the child is biting at daycare, speak with the teachers to maintain consistent expectations and close communication. Send in teething rings, toothbrushes, and other items your child may prefer that offer oral stimulation.

## **What to do if your child is bitten**

There's not much worse than seeing a bite mark on your child, and worse, infant and toddler bites are often on the face. All of our parental primal instincts as our child's protector come into play. It is natural to be upset. But try and keep in mind that it is a consequence of the group situation and not really the fault of the child, the family, or the program. Your child might as easily have been the child that is biting.

### **References**

[http://citruscollege.edu/cdc/Documents/Child-Related%20Resources/General%20Development/When\\_Toddlers\\_Bite.pdf](http://citruscollege.edu/cdc/Documents/Child-Related%20Resources/General%20Development/When_Toddlers_Bite.pdf)

<https://www.naeyc.org/our-work/families/understanding-and-responding-to-children-who-bite>

## **When Biting Becomes a Habit**

When proactive and preventative measures fail and biting continues it is necessary to be sure the best strategies and approaches are being applied. A conference with parents, teachers, and the director is recommended to facilitate communication and be sure a unified, consistent effort is being applied across all environments and situations. It may be the time to admit that group care is not the right place for this child at this giventime. Be mindful, that biting is a phase that some children go through and all eventually outgrow. Leave the door open for the parent to try the child in your program in another three months or so. In the meantime though, a private sitter may be better for this child. You are not only protecting the other children, you are doing what is probably best for the child.

The real key to prevent biting in the classroom is to keep children busy and happy; touch and hug a lot; cut down on toddler frustration; and give children a lot of individual attention. Do what you can to develop empathy in toddlers by describing a variety of feelings of other children. Organize the teaching team so one person's function for a given period is to handle "custodial" matters, diapering, etc. leaving the other staff free to be the "play person", directly involved with the children. Reinforce positive behaviors: "You wanted that doll, Jenny, but you waited for Jason to finish. Good job!", "Good talking, Joe! You used words to tell her what you want."

1. Observe the child to learn where, when, and in what situations biting occurs. Sometimes an adult may need to stay close to the child to prevent biting.
2. Pay attention to signals. Stay close and step in if a child seems ready to bite.
3. Suggest acceptable ways to express strong feelings. Help the child learn to communicate her wants and needs ("Amy, tell your friend you were still playing with the truck").
4. Use a reminder system to help a child learn to express strong feelings with appropriate words and actions ("Tell Manuel that you don't like it when he gets that close to you").
5. Reinforce positive behavior by acknowledging a child's appropriate words and actions ("You didn't like being tickled so you used your words to ask me to stop").
6. Provide opportunities for children to make choices and feel empowered.

7. Be sure your behavior expectations are age-appropriate and individually appropriate for your classroom. Expecting a child to do something he or she is not able to do can cause children to feel stress. Stress can lead to biting.
8. Offer foods with a variety of textures to meet a child's sensory needs.
9. Teach children words for setting limits, such as "no," "stop," or "that's mine."

**What strategies are not helpful?** These strategies should not be used to address a child's biting habit.

1. Avoid labeling a child as a "biter." Negative labels can affect how you view your child, and even affect the child's feelings about him- or herself.
2. Never bite a child back to punish or show him how it feels to be bitten. Biting a child sends the message that using violence is an acceptable behavior that can be used to solve problems.
3. Avoid getting angry, yelling, or shaming a child.
4. Avoid giving too much attention to a child who bites after an incident. While this is usually negative attention, it can still reinforce the behavior and cause a child to repeat it.
5. Do not force a child who bit and the child who was hurt to play together.
6. Do not punish children who bite. Punishment does not help children to learn discipline and self-control. Instead, it makes children angry, upset, defiant, and embarrassed. It also undermines the relationship between you and your child.

#### **References**

[http://citruscollege.edu/cdc/Documents/Child-Related%20Resources/General%20Development/When\\_Toddlers\\_Bite.pdf](http://citruscollege.edu/cdc/Documents/Child-Related%20Resources/General%20Development/When_Toddlers_Bite.pdf)

<https://www.naeyc.org/our-work/families/understanding-and-responding-to-children-who-bite>