



Parent Handbook

201 Mayfield Drive
Smyrna, TN 37167

ELC Office (615) 220-5656
ELC Fax (615) 220-5053

Regional Director: April Bedolla
april.bedolla@lcaknights.com

Executive Director: Michael Tracy
michael.tracy@lcaknights.com

Administrative Director: Delaney Morell
delaney.morell@lcaknights.com

Assistant Director: Ginny Smith
ginny.smith@lcaknights.com

Kindergarten Readiness Director: Stacia Dunning
stacia.dunning@lcaknights.com

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Lancaster Christian Early Learning Center

Our childcare center is licensed by the Tennessee Department of Education and provides quality care for infants (six weeks to twelve months), pre-toddlers (thirteen to twenty-four months), toddlers (twenty-five to thirty-six months), and preschoolers (three years until they enter Kindergarten). An outdoor play area

is located in the rear of the facility. The center operates Monday through Friday, year-round, during the hours of 6:30 a.m. to 6:00 p.m.

CENTER PHILOSOPHY

Childhood is the most critical period in human growth and development, for it is the period when the foundation for learning is laid. Children's brains develop at a rapid pace during the early years. Learning experiences for children must be diverse, creative, and carefully planned on sound principles of child development because quality early care affects children's language and social development, improves reading and math achievement, and sets a strong foundation for later learning.

Lancaster Christian Early Learning Center promotes a quality developmental program that encourages the cognitive, social, emotional, spiritual, and physical development of children from the time they enter our centers until they depart.

Our programs philosophy follows a developmental learning model, which provides for all areas of a child's development including emotional, social, linguistic, aesthetic, physical, cognitive, and spiritual. This model of learning allows for all aspects of our program to be focused on the appropriateness of classroom learning experiences based on the child's developmental age and learning interests, his individual needs and learning styles, and on experiences that reflect the child's cultural background. The daily schedule and activities are planned, yet flexible, to allow time for each child to interact and learn at his own pace encouraging the development of a healthy self concept.

Our quality early childhood program incorporates an integrated curriculum across all disciplines of learning (literacy, math, health, nutrition, science, problem-solving, and Spanish, to help children make meaningful connections and to provide opportunities for rich conceptual development. Teachers plan learning activities that are realistic and obtainable within a safe, nurturing and cognitively challenging environment. There is continuous progress for children from the time they enter the center until they leave. Each child is assigned a primary teacher who builds a relationship with the child. The primary teacher plans special activities that foster the individual growth of each child along with providing a positive and nurturing environment where the child feels safe and secure.

The role of play as well as planned structured activities is recognized as "where learning takes place" (2002, Meckley). Play is an intrinsic part of a child's life and takes up much of their time, energy, and contributes to their daily development. A teacher facilitates optimal learning opportunities by enriching the learning environment with materials with which each child can explore, manipulate, question, and engage in interactive learning with concrete materials, playmates, and teachers. Learning results from participating in these meaningful, relevant activities and experiences. Finally, families are important partners in a child's learning. Mutual sharing of information and insight about the individual child's needs and development helps provide consistency and support in promoting the child's total growth and development.

STAFF

When hiring staff we consider various factors such as education, experience, and a relationship with Christ. All teachers complete a background check, TBI fingerprinting, an employee in-service program including the required child abuse prevention, detection, and reporting education. Many teachers hold C.D.A. credentials, college degrees, or other higher education certificates.

CURRICULUM

Lancaster Christian Early Learning Center provides opportunities for growth in each of the areas mentioned in our philosophy through a thematic integrated approach, which involves learning centers focusing around weekly or monthly themes. We use the A beka curriculum which is a Christian curriculum that provides the children with the necessary skills for kindergarten. In the four-year-old department the students will take S.A.T's at the end of the year to assess strengths and weaknesses in certain areas. Many of our students continue to test two years above the national average. There are many opportunities for active exploration and interaction with adults, other children, and materials. The staff

strives to provide activities that are appropriate to the age of the child as well as meet individual developmental needs. Play enables learning.

Opportunities are provided through self-initiated play activities for questioning, exploring, observing, communicating, problem solving, creating, manipulating, and sharing. This happens in dramatic play, block play, art activities, water/sand play, tabletop learning games, etc.

Language – There are plenty of opportunities for language development and communication throughout the daily program, both through planned activities and interaction with the staff and other children. Listening, reading and expressing ideas are developed through a wide selection of books, educational videos, and other media. Language also develops out of field trips or special activities related to the unit of study.

Hands-on math – Matching, copying, sorting, classifying, sequencing, working with number concepts, categorizing, and positioning are a few of the beginning math concepts necessary for later competence in math. Some of these same skills are essential for success in reading. Through manipulating and building with blocks and other building toys, children learn about size, sorting by likenesses and differences, and counting. At the sand and water table, children pour, measure, fill and empty containers. By completing learning games, they learn about likenesses and differences, sorting, classifying and counting. Staff encourages counting and one-to-one relationships. Logical thinking is emphasized through songs, games and teacher directed activities. Through play and structured classroom experiences, children are constantly learning math concepts.

Science and social studies – A child is curious and eager to explore the world around him/her. Recognizing this curiosity as a tool of learning, the staff assists each child by providing objects, pictures, materials, and activities dealing with plants, seasons, community helpers, holidays, other cultures, ponds, oceans, transportation and more. Field trips, guest speakers, art activities, stories and dramatic play and exploration assist in learning more about the world they live in. The children are given opportunities to develop the scientific process skills of hypothesizing, questioning, following procedures and drawing conclusions.

Cooking activities provide opportunities to see changes in materials as well as develop sequencing skills.

Physical development – The rooms and daily schedule are equipped to encourage active play, small motor, and large muscle development. A part of every day, weather permitting is spent outdoors with free choice activities as well as teacher initiated large motor development activities. We are required by the department of education to take the children outside two times daily if the temperature is above 32 and below 95 including the wind chill and heat index. All children must go outside unless they have a doctor's note stating that they cannot go outside. These activities develop coordination, muscle control, and opportunities for practice in getting along with others.

Skills in small muscle development are acquired through the manipulation of materials such as games, educational toys, puzzles, art supplies and other hands-on projects.

Social and emotional development – Helping children to feel good about themselves and to develop effective relationships with others is an important aspect of our program. Children have the opportunity to move from individual self-selected activities to small group to large group activities. Each event encourages them to work together on projects, take turns, and assume responsibility for their feelings and actions, as well as the consequences of those actions. The staff's role is important in establishing a safe and positive environment in which the children can grow in their knowledge of themselves and others.

Creative experiences – Experimentation, discovery, and creativity are encouraged through art media, woodworking, storytelling, puppetry, music, creative movement and dramatic play. This is encouraged through individual, small group and large group activities. Opportunities of self-expression assist children in learning more about themselves and their individuality. Self-expression provides many opportunities to feel proud of their personal accomplishments.

The philosophy is based on the idea that children learn all the time.

TOILET LEARNING

The center believes that children will control their toilet habits when they are ready. We are willing to follow parent recommendations as much as possible in aiding your child(ren) in a successful, stress-free toilet training experience. You should not be surprised if there is some regression in your child(ren)'s toileting habits when first enrolled. When children are becoming toilet trained, please supply the center with three complete sets of clothing, including socks, in case of accidents.

Relax with us knowing that eventually every child becomes toilet trained.

CHILDREN'S CLOTHING NEEDS

Lancaster Christian Early Learning Center programs are developed to give your child the play and learning experiences that are essential to growth and development. Children are encouraged to participate in activities that involve sand, water, paints, glue and other art products. Children's clothing must be comfortable, washable and seasonal. As weather grows cooler, it is important that children wear suitable, warm outer clothing, including hats, mittens, and boots, in order to allow for daily outdoor play. All removable clothing should be labeled with the child's name. Children need fresh air, good nutrition, rest, and proper clothing to help them fight many early childhood diseases. Also, be discriminate when choosing shoes for play; they must be sturdy but comfortable.

All children must have an extra set of labeled clothing at the center at all times in case of accidents, spills, etc. Especially in the case of toddlers – extra diapers and clothing are mandatory. Parents may be called to pick-up their child when a change of clothing or lack of diapers is evident.

CHILDREN'S PERSONAL TOYS

Lancaster Christian Early Learning Center programs are structured to give each child optimum learning experiences. The on-site equipment and play materials are carefully selected. With this in mind, we ask that your child(ren)'s personal toys not be brought into the center for the following reasons:

- They may hurt or injure other children.
- Staff cannot monitor toys at the expense of supervising the children.
- Children do not understand the concept of possession. A child may take your child's toy and this may cause hurt feelings or distress due to breakage or loss.
- Toy guns and other toys that promote aggressive behavior do not promote the type of learning and cooperative play that are the principles of our program.

In order to allow children to express aggressive feelings, center personnel will utilize play materials and program activities to channel the children's nervous energy into productive play.

For special weekly sharing, encourage your child to tell us about a special happening, to bring in a favorite book, to share a homemade object, or to show something from nature. Your child may bring in appropriate objects that relate with the weekly theme. A stuffed animal or doll for napping or security is permissible, if needed.

YEARLY CALENDAR

The center operates year-round, Monday through Friday, from 6:30 a.m. to 6:00 p.m. We will be closed Martin Luther King Day, President's Day (2 days), Good Friday, Memorial Day, Juneteenth, Independence Day (2 days), Labor Day, Columbus Day, Thanksgiving (2.5 days), Christmas (2.5 days), and New Year's (2 days). Other holiday closings will be determined based on the needs of our parents.

Delays/Snow Closing information: We will attempt to keep the center open except under severe weather conditions. Any snow delays or closings will be on the local news stations.

ENROLLMENT

A "child enrollment packet" consisting of the following five forms is required for each child's admittance into the program:

- Parent Contract
- Parental Consent/Emergency Information

- Birth certificate
- Immunization card
- Handbook form signed

CHILDREN'S ABSENCES

Lancaster Christian Early Learning Center is staffed according to the number of children present in each room each day. Please call the center if your child will be absent or if they will arrive later than 9:30a.m. We do ask that you limit coming in after 9:30 to doctor visits and emergencies. After this time, we cannot ensure that a spot will be available due to staffing.

During the hours of 11:00am-2:00pm, the majority of our classrooms are resting. We ask that you do not bring your child during that time frame. Under special circumstances, you may request permission from a director to drop off your child at 2:00pm.

TUITION & FEES

Faithful and timely payments of tuition and fees help Lancaster Christian Early Learning Centers maintain financial integrity and keep our doors open. It is our expectation that tuition is paid in a timely manner.

Tuition payments are due by the Friday prior to the week of service. Parents are required to pay for a "full week" of care regardless of a closing due to a holiday, weather incident, or when your child is sick and absent. A \$25 late fee will apply for payments rendered after the Friday cut-off. If a delinquent payment is not paid in full within two Fridays after delinquency, your child will not be allowed to attend class beginning the following Monday until the delinquency payment is paid in full. During this suspension, your child's spot may be at risk for being filled by a new student. Personal checks will not be accepted for delinquent payments; only a money order, cashier's check, credit card, or ACH draft will be accepted for delinquent payments.

The first tuition payment returned for Non-Sufficient Funds will be assessed a service charge of \$50. Every returned payment for Non-Sufficient Funds thereafter will be assessed a service charge of \$100. In the event of a returned payment due to use of a personal check, all future tuition payments must be paid with a money order, cashier's check, or ACH draft only.

Curriculum fees, summer fees, classroom fees, and registration fees are non-refundable once paid regardless of how long a child is enrolled with the center. We do not process refunds unless the center is unable to render the care paid for due to lack of teachers or too many students enrolled in the class.

For ages infants to 3 years old: There will be an annual increase to your tuition rate each January. You will receive an acknowledgement letter a month prior to the increase informing you of your child's new weekly tuition rate. The tuition increase will begin on the last Friday of December. For K5R students, registration and new tuition rates begin in August.

The non-payment of tuition or fees, or frequent delinquency status, may result in your child's dismissal from our program upon the discretion of leadership.

OVERTIME CHARGES

If you pick up your child(ren) after the center's closing time of 6:00 p.m., you will be charged \$1.00 for each minute (or any part thereof) past 6:00 p.m.

ILLNESS

Lancaster Christian Early Learning Center is concerned about your child's health and the spread of infectious diseases. It is the responsibility of parents, staff, and the center director to ensure that all children enrolled in the center are cared for when they become ill. To best care for all children in our program, the center follows the guidelines detailed in the CHILD ILLNESS POLICY listed below including exclusion and re-admittance timelines. Parents will be notified when children demonstrate symptoms of illness while in our care. If center personnel are unable to contact the child's parent(s), the emergency contact person will be notified. In the event the child must be excluded from the program due to illness, he/she will be kept comfortable until the responsible person arrives for pick up. Parents are asked to

arrive within one hour of notification. This will assure the comfort of the child and the health of other children in the program.

CHILD ILLNESS POLICY

Lancaster Christian Early Learning Center and the childcare staff entrusted to care for your child are concerned with your child's health. In spite of everyone's efforts, children do get sick. Young children, in particular, get sick more often because: 1) their immune systems do not fight illness as well as adults and 2) they have not been exposed to many of the germs (viruses, bacteria, fungi, or parasites) that cause infections. Contagious diseases spread from one person to another. Often people who spread disease do not appear or feel sick. The germs spread by direct contact (touching), by coughing or sneezing, or by germs from the stool (bowel movement) or by blood getting on surfaces.

Maintaining health and preventing the spread of contagious diseases are responsibilities shared by parents, our staff, and Lancaster Christian Early Learning Center. Our staff is trained in illness-prevention practices that limit spread of infections. The use of gloves during diaper changing and the employment of the proper cleansing agents, help in reducing the spread of infections. Parents must have their children immunized against major diseases, including but not limited to, diphtheria, tetanus, pertussis, Hemophilus influenzae type b disease (HIB), polio-myelitis, measles, mumps, rubella and chicken pox, according to the latest recommendation of the American Academy of Pediatrics and the United States Public Health Service.

Lancaster Christian Early Learning Center employs procedures for reporting exposures, identifying an ill child, and informing the parent of a child's illness. Parents are responsible for providing up-to-date emergency telephone numbers, promptly picking up their ill child, and consulting with their child's doctor about diagnosis and care. Open and honest communication between doctor, parent, and the childcare center is critical to ensure the health of all children enrolled at our centers. Parents must inform the center when their child is ill with a contagious disease and should request their pediatrician's cooperation in consulting with the center if the illness has implications for the entire childcare program.

Recognizing Ill Children

The childcare staff and parents need to recognize the signs and symptoms of illness in children. Fever is a well-known symptom that the parent or our staff uses to identify a child who may be ill. Fever (a rise in the body temperature above normal) is common in young children and is rarely harmful. There are many causes of fever other than illness. Exercise, environmental conditions, individual variation, and teething may raise the body temperature. However, fever may be a symptom of a contagious or serious illness. Children with fever will not be allowed to participate in the program until the child is examined by a health professional. Such children include those who fit the following description:

A temperature of 99.3°F or greater, using a digital forehead thermometer; or has unusual behavior changes or other signs or symptoms of illness. Parents will be notified promptly when their child is found to have a fever while at the Center and must pick up their child within one hour of notification. Failure to do so will require the Center director to contact another emergency contact person or transport your child to an emergency room.

The child's response to fever-reducing medicines (e.g., acetaminophen) is not helpful in deciding how sick the child is. Regardless of the presence or height of fever, it is how sick a child looks or acts that is important. Have your doctor check your child with symptoms or signs of a possibly serious illness (unusual drowsiness, fussiness, persistent or excessive crying, wheezing, uncontrolled coughing, difficulty breathing, etc.) or who refuses to play or complains of severe pain.

Inclusion/Exclusion from the Child Care Center

Most children with mild contagious illness do not need to stay home from child-care. Usually the child has already exposed others before seeming sick. Other illnesses (e.g. impetigo, conjunctivitis) stop being contagious shortly after treatment is started. Guidelines depend on the specific diagnosis or symptom (see tables attached). Therefore, there is no reason to exclude mildly ill children or those being treated unless:

The child does not feel well enough to participate comfortably in the usual activities. The childcare center staff and/or the center director will make the decision as to whether to exclude your child from the center.

The staff cannot care for the sick child without interfering with the care of other children. Again, the decision to exclude your child from the program will be at the discretion of the child-care staff and/or center director, if the child has any of the following:

- Fever and behavior changes or other signs or symptoms of illness as defined under "Recognizing Ill Children" until the child's inclusion is checked with a health professional who determines that the child may be in childcare;
- The child has signs or symptoms of a possible serious illness as defined under "Recognizing Ill Children" until the child is checked by a health professional who determines that the child may be in child care;
- Uncontrolled diarrhea (stool runs out of the diaper or the child can't get to the toilet in time);
- Vomiting in the previous 48 hours until the vomiting stops or a health professional determines that the child may be in childcare;
- Mouth sores with drooling, unless a health professional determines the child's illness is not from communicable illness;
- Rash with fever or behavior change until a health professional determines that the child may be in childcare;
- Pink eye with white or yellow discharge until 24 hours after treatment is started;
- The child has muscle, body aches, and/or chills. If a child is complaining of muscle, body aches, or chills, we ask that they be kept home until they are cleared by a doctor and have a note to return to school;
- The child is experiencing shortness of breath, we ask that they be out until they are cleared by a doctor and have a note to return to school;
- The child has colored-nasal mucus/phlegm discharge, he/she will need to stay home until all symptoms are gone.
- Scabies, head lice or other infestation until 24 hours after treatment is started and the child is nit-free;

These contagious diseases (until the child meets the requirements listed in the appendix):

Tuberculosis, mumps, impetigo, hepatitis A, chicken pox, measles, pertussis (whooping cough) rubella, herpetic gingivostomatitis, shingles, RSV, strep throat or other streptococcal infections.

In the event antibiotic treatment is required, the child must have received the treatment for 48 hours before returning to the center.

Inclusion or exclusion of children with non-contagious conditions such as a disabling injury or illness, asthma, or failure to thrive will be determined by the center's and staff's capacity to provide proper care for the child's special needs. Each case must be considered individually.

However, the final decision whether to exclude a child from the center will be made by the center director and/or center staff caring for your child. In addition, a doctor's excuse or plan of care may be required by the center director prior to allowing your child to return to the center.

A Reminder . . .

It is usually a good idea to call or consult a pediatric health provider early in the course of an illness. The pediatric health provider will help you determine how sick the child is and what treatment can be given.

All parents must adhere to all policies and procedures listed in this Child Illness Policy. Failure to do so may cause an interruption in your child-care services or termination of your Parent Contract. All parents are required to sign and date the Acknowledgement of Receipt of the Child Illness Policy, a copy of which will be maintained in your child's file.

Please note - the information in this handbook is meant to be a helpful guide. You should obtain health information from your health care provider.

STUDENT ACCIDENTS

In the case of a minor injury, a staff person(s) certified in first aid procedures will administer first aid to your child. The parent/guardian will be contacted regarding the extent of injury. An Accident Report will be completed by the center personnel present at the time of the accident and will be signed by both the staff member and the parent. The original copy of the Accident Report will be given to the parent and a copy will be maintained in the child's file.

When emergency medical care is needed for a child, the parent or the emergency contact person shall be contacted as soon as possible. If the parent or the emergency contact person cannot be reached, center personnel shall record, in writing, the attempts made to inform the parent and the emergency contact person. A staff member shall accompany the child to a source of emergency care and shall remain with the child until the parent or designee assumes responsibility for the child's care.

ALLERGIES

If a student has any food allergy, we must have a signed doctor's note. The student should then bring their own lunch if an item is on the menu that they are unable to eat.

NUTRITION

Lancaster Christian Early Learning Center is committed to serving quality morning and afternoon snacks, which include items from the protein, fruit/vegetable and/or grain food groups. Hot lunches, which include items from each of the food groups, are provided. All menus will be posted weekly. The food groups and meal portions are regulated by the Federal and State mandates. The center provides children with breakfast, lunch and two snacks. Parents are required to provide written notification of any food/dietary restrictions. For the safety of your child, parents are required to provide notification, in the form of a doctor's note, of any allergies with instructions for treatment should a child have an allergic reaction. Lancaster Early Learning Center will assist parents of those children who have been found to have food allergies. We will attempt to modify menus to accommodate those children. In order to bring a lunch to school your child must have a doctor's note stating that they must bring their lunch due to nutritional needs. In some cases of severe multiple food allergies we may not be able to provide all food categories. Please do not bring food items to the center without authorization due to potential allergic reactions. If a substitution is necessary for reasons of health or religious beliefs, we ask that you discuss this with the center director.

Food items such as cupcakes or birthday cake for special occasions should be purchased from a commercial bakery and include an ingredient list.

Due to the extreme nature of allergic reactions in some children to peanuts and products containing peanuts, Lancaster Early Learning Center avoids peanuts and/or foods containing peanut products. These peanut allergies can be so severe that exposure to peanuts can result in an anaphylactic reaction. An allergic child can have a reaction from simply smelling peanuts on someone's breath. In an effort to avoid these reactions, please assure all food items brought to the center do not contain peanuts or peanut products.

MEAL TIME POLICY

Nutrition is important for the development of a physically and emotionally healthy child. Lancaster Christian Early Learning Center believes that children build healthy eating habits from birth. For this reason, we have developed the following mealtime policy:

Each child is served all components of the meal at the same time. This allows the child to choose what he/she will eat first. This also diminishes the idea that "dessert" is a reward for eating a "good" lunch. Food is never used as a reward or punishment. All children will be given the same opportunities at mealtimes unless there is a medical or religious reason for omission of a particular food. Children are never "belittled" for not eating or drinking a particular item - each person's tastes are different. Children are not forced to eat or drink. Children are encouraged to eat and/or join the other children at the table, but it is ultimately the child's choice.

However, they are encouraged to taste each food item. Remember it may take a child between ten to fifteen tries to acquire a taste for a new food. Children are encouraged to taste foods each time they are served. All children are given silverware, and are encouraged to use it; however, it is developmentally appropriate for infants and toddlers to use their hands and fingers.

If your child has a sensitivity or allergy to foods, we will need a doctor's note on file and the food allergy action plan filled out. On days where foods are served that your child is unable to eat, you will be responsible for providing food for your child that day. For example, if your child can't have dairy and we are having mac-n-cheese, you would provide a main course and we would provide the fruit and vegetables. Please remember, we are a peanut free facility.

ARRIVAL AND DEPARTURE

In an instance where you expect to arrive late picking up your child, please call the center to notify center staff so they may assure your child that all is well. Please be advised that there is a \$1.00 per minute charge for picking up your child after 6:00p.m.

All children must be accompanied into the building by a parent/guardian and be placed under the direct supervision of the center staff. Children must also be accompanied by a parent/guardian when leaving the center.

Please bring your child(ren) a few minutes before you need to arrive at your workplace so that you may help him/her get settled. When you pick up your child(ren), if your child(ren) is playing with a toy or doing an activity which needs to be put away, please allow him/her to do so. You may help, but the more he/she does alone the better.

AUTHORIZATIONS TO RELEASE CHILDREN

Children will be released only to the person(s) specifically authorized by the parent/guardian on the required forms contained in the child's file. Parents/guardians will be required to give written authorization for any changes in release procedures. In the event an individual arrives to pick up a child and this person is not listed in the child's file, even if it is an individual easily recognized by the child, it will be necessary for center personnel to contact the parent for verbal authorization. Please remind all authorized persons upon arrival at the center, identification will be required. Listing several authorized persons upon enrollment of your child will eliminate any inconvenience that may arise due to the lack of documentation.

TRANSPORTATION

Transportation is **not** provided for children attending the center. Parking spaces are located near the center and have been designated for childcare pick-up/drop-off.

Please turn off your automobile's engine upon entering the building (for the safety of children and other parents). The four-year old department may take an off campus field trip during the year. If so, a signed permission slip will be required from each parent.

THE ROLE OF THE PARENT

Lancaster Christian Early Learning Center programs are developed with parent participation as an integral component. It is our hope that parents become involved in as many aspects of our program as possible.

Prekindergarten parents are invited to participate in parent-teacher conferences in October and April of each year to review the developmental programs of your child. In addition, you may request a meeting with the Center Director and/or your child's teacher at any time to discuss any matter concerning your child's development and participation at the center. A better understanding of your child(ren)'s experience contributes in a positive way to reinforcement and carry-through at home. We want to keep the lines of communication open at all times.

Parents are encouraged to discuss their child's daily activities with the center staff. Open communication between parents and teachers provides for a smooth transition from home to center, and will alleviate the anxiety of the child's daily experiences.

Parents are welcome to visit the center at any time during the day as long as the children are able to continue with programmed activities. We welcome your participation in classroom activities. The Center Director will be sending home a survey sheet early in the year asking parents to list special skills, talents or resources that may be utilized in the program throughout the year.

Newsletters, including reports of classroom activities and other useful information, will be sent home on a monthly basis.

We believe the most important persons in a child's life are his/her parents. As a parent, we understand that this may be your child(ren)'s first group experience in an unfamiliar setting, and we want it to be a rewarding and memorable one.

PARENT CODE OF CONDUCT

Lancaster Christian Early Learning Center requires that parents of enrolled children shall at all times behave in a manner consistent with courtesy and respect. One of the goals of the center is to provide an appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of Lancaster Christian Early Learning Center employees but is also the responsibility of each and every parent or adult who enters the center. Parents who violate the Parent Code of Conduct will have their services terminated immediately and will not be permitted on center property thereafter.

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 the frustration or anger using non-offensive language. At no time shall inappropriate language be directed toward members of the staff.

Threats of any kind will not be tolerated and shall be reported to the appropriate authorities. While apologies for such behavior are appreciated, the center will not assume the risk of a second chance. Parents must be responsible for and in control of their behavior at all times.

CONFIDENTIALITY

Within Lancaster Christian Early Learning Center, confidential and sensitive information will only be shared with our employees who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about staff, 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, telephone numbers, disability information, and other health related information of anyone associated with Lancaster Early Learning Center.

Outside of the center, confidential and sensitive information about a child will only be shared when the child's parent 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.

PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT THE CENTER

Lancaster Christian Early Learning Center does not support nor condone corporal punishment of children and such acts are not permitted in the childcare 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 their child's caregiver and/or the center director and to seek advice and guidance regarding appropriate and effective discipline techniques.

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, the parent should direct their concern to the child's caregiver and/or the center director.

Parents should not seek out another parent to discuss their child's inappropriate behavior. These concerns should be brought to the child's caregiver and/or center director. At that point, our staff will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, classroom staff 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 protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

DISCIPLINE

Teaching appropriate social skills is a very important part of our day. We strive to provide a environment that encourages positive behavior as a result of having consistent boundaries and enforcing reasonable consequences. Our plan consists

of:

1. Specific instructions will be given
2. Redirect the child's attention to the desired behavior while ignoring negative behavior
3. Use positive reinforcement
4. Role model the desired behavior
5. State the consequence for continued inappropriate behavior (change color)
6. Time-out

BITING POLICY

1. When another child bites a child, the biter should be taken aside and told, "it is not nice to bite your friends". The child bitten will receive lots of attention "TLC". A note will also be sent home to both parents to make them aware of the situation.
2. The "biters" name will not be given to the parents of the bitten.
We do want to emphasis that the "biting months" are 15 to 19 months old and can continue until 24 months. We will document all biting's regardless of age. There are numerous reason children bite. We will work with you and your child to help prevent this from being excessive to the best of our ability.
3. Once the child has reached age 2, 3, and 4, the biting should taper off. The child should begin to use their words at this age. If the biting continues, the child will be put on probation.
4. While on probation if the same behavior occurs, the child will be asked to get into a treatment program or leave the center.

GRIEVANCE PROCEDURE

We are committed to ensuring your full satisfaction within our center. Experience has demonstrated that open communication between parents and center staff is the key to maintaining a positive relationship. We continually look for parents' input on how we can improve our programs.

If you have a problem or concern:

- Discuss the problem with your child's caregiver. We maintain an open-door policy in which parents are encouraged to visit their child's school at any time. Staff will make

every effort to be available to discuss parental concerns regarding their child or classroom operations.

- Discuss the problem with your center director. Parental concerns or questions that cannot be resolved or answered by your child's caregiver should be redirected to the center director who is capable of responding to most issues.
- In rare instances, an issue may arise that cannot be resolved to the mutual satisfaction of the center and the parents. Under such circumstances, it may be necessary to withdrawal from our program. Lancaster Early Learning Center reserves the right to do so at its sole discretion.

GUIDANCE AND TERMINATION FROM THE PROGRAM

The staff at Lancaster Christian Early Learning Center strives to interact with the children frequently showing affection, interest, and respect. Each child is recognized as an individual in his growth and development. Teachers understand that the social-emotional development of a child is as critical to a child's success in life as the child's cognitive abilities.

Teachers assist children's social and emotional development through creating age and individual appropriate room arrangements, curriculum, and positive teacher-child interactions that are supportive, responsive, and model for the child appropriate ways to interact with others. To facilitate the development of responsibility, self-regulation, and self-control in children, teachers implement the following guidance techniques:

- Teachers set clear, consistent, fair limits for classroom behavior and in the case of older children, help them to set their own limits.
- Teachers use children's mistakes as learning opportunities, describing the situation and encouraging children's evaluation of the problem rather than imposing the solution.
- Teachers anticipate and eliminate potential problems, redirecting children to more acceptable behavior or activity.
- Teachers listen and acknowledge children's feelings and frustrations and respond with respect.
- Teachers guide children to resolve conflicts and model skills that help children to solve their own problems.
- Teachers encourage appropriate behaviors, patiently reminding children of rules and their rationale as needed.
- Teachers apply logical or natural consequences in problem situations.

At no time does a teacher use corporal punishment or other negative discipline methods that hurt, humiliate, or frighten children. Food or beverage is never withheld as a form of discipline. The environment is always arranged so that a minimal number of "no's" are necessary, especially with young children.

Teachers help children to deal with anger, sadness, and frustration by comforting, identifying, and reflecting feelings. Children are encouraged to talk about feelings and ideas instead of solving problems with force.

Teachers demonstrate, coach, and model actions and words to help children learn to solve their problems in appropriate ways and on their own. All these problem solving skills such as turn-taking, helping, listening, negotiating, and appropriate choices begin in infancy.

The rules and guidelines are based on helping children to feel deeply that "I am safe here."

- My body is safe,
- My feelings are safe,
- My thoughts, ideas, and words are safe, and
- My work (the things I made and materials I use) is safe.

With a sense of safety comes trust—one of the most basic developmental needs of children and an essential foundation on which all social, emotional, and cognitive development is founded. If children do

not feel safe, efforts to teach them nonviolence will always be undermined and the goals to meet the whole needs of the child will be deterred.

If a child places his/hers or others health and safety in jeopardy, the teacher or director will arrange a conference with the family to discuss the situation and possible solutions. A plan of action will be discussed and written with weekly goals in redirecting the child's behavior to create acceptable social behaviors of the child. The child's behavior will also be charted, and solutions will be implemented. If the jeopardizing behavior continues, additional family conferences will be requested to discuss alternative methods to remedy the behavior, possibly consulting with outside services as an additional resource.

With reasonable and age appropriate progress, all efforts will be arranged to continue the child in our program. However, if the child is causing danger to another student or teacher there may be times that it is in the best interest of the child to be removed from the center and placed in alternative care for a period of time or permanently. Some children function better in smaller groups of children, and/or more structured settings.

When resistance is met in carrying out this policy, termination may be immediate. If a child's behavior is determined to be a severe concern or problem to the safety of himself, staff, or other children, termination of services may need to be immediate. The decision to terminate services, in these extreme cases, will be made without regard to the above Discipline and Termination Policy and will be solely at the discretion of the center director in consultation with the Assistant Director and teacher of curriculum and instruction to ensure the safety of all children and staff.

Please remember that each case must be considered on an individual basis. Open communication and collaboration between families, teachers, the director, and Lancaster Christian Early Learning Center Management team is our primary goal and concern for each child.

DISMISSAL FROM THE PROGRAM

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, respectful manner immediately. Lancaster Early Learning Center will request assistance from local authorities 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 the center following a dismissal. Appointments are made at the discretion of the center director and are not a right of the dismissed child or parent.

Local authorities will be contacted if any parent or child harasses, threatens or in any manner causes harm to anyone affiliated with the center by calling, writing, or any other means.

In the event it becomes necessary for Lancaster Christian Early Learning Center to employ an attorney-at-law to represent it for the collection of any money due under this agreement, or to present its claim for damages by reason of this agreement, the contracting party shall pay Lancaster Christian Early Learning Center. In addition to such sums, Lancaster Christian Early Learning Center will be entitled to reasonable attorney fees, court cost, other litigation, and consequential damages, if applicable.

MANDATED REPORTER INFORMATION

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. Child day care center employees are considered mandated reporters under this law. Teachers and child care administrators 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. This responsibility is taken very seriously and we will make all warranted reports to the appropriate authorities. No one, including center management and/or a child's parents, can interfere with this reporting requirement. As mandated reporters, the staff 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." The Child Protective Services Act is designed to protect the welfare and best interest of all children.

TENNESSEE STATE LAW

The department of Education requires that Lancaster Christian Early Learning Center formulate the following policy:" No child shall be released to persons whose behavior/condition may put a child at risk. Behaviors include, but are not limited to: intoxication, or actions that indicate that he or she is not able to operate a vehicle or provide for the welfare of the child. A Director or designee will make the final decision. If a questionable situation arises, the decision to release or not to release the child will be made in the favor of the safety and welfare of the child.

WITHDRAWAL

A two-week notice must be given if you intend to permanently withdraw your child from the center. If you withdraw your child without notice, you will be held financially responsible for tuition for those two weeks even if your child is not attending. We plan our program and staffing around anticipated numbers of students and must pay costs even if your child does not attend.

SCREENTIME

While screentime is very limited, it is also monitored closely by administration. Any videos or movies being shown in our center are G rated or come from GoMinno.com.

Around Christmas each year our 3 year old classes watch The Polar Express (G) and our 2 year old classes watch Frosty the Snowman (G).

Parent Acknowledgement

I acknowledge that I have read the parent handbook and fully understand its policies and I assume financial responsibility for

_____’s (child’s) tuition at Lancaster Christian Early Learning Center. I also acknowledge that I have reviewed the screentime policy and have no objections.

Parent or Guardian _____

Date _____