

# Williams Christian Daycare Center



## FAMILY HANDBOOK

*“Helping Each Child to Grow Academically and Spiritually”*

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### OWNER

Patrice Williams

### SITE DIRECTOR

Torria Murphy

### FACILITY INFORMATION

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Williams Christian Daycare Handbook

Revised 11/08/2017

**W**elcome to Williams Christian Daycare,

I am blessed and honored that you have chosen WCD to play a major role in your child's education.

We at Williams Christian Daycare Center are very passionate about our commitment to you and your child. Our goals, with your help, are to excel in enhancing your child's spiritual growth, academic excellence and character development. Each child shall be recognized as an individual whose gender, ability, personal privacy, choice of activities, cultural, ethnic and religious background shall be respected.

Our curriculum has been carefully chosen to stimulate your child's desire for discovering the world around them. We provide a basic program of activities geared to the age levels and developmental needs of the children served. We then tailor our curriculum to each individual child to meet their individual needs.

Parents, we realize that it is essential that you be on board with us, so we encourage you to visit the daycare to observe and participate in your children's experience. Collectively we all can work together in a spirit of agreement and cooperation. We encourage you to explore the web site and contact us with any questions please call if you would like to schedule a visit.

There may be times when we need to revise one of our guidelines or policies contained in this handbook due to updated standards for early childcare. If this occurs, we will provide you with reasonable notice of any modifications that will impact you and your child.

Thank you again for allowing us to provide quality childcare to your child.

Sincerely,



Patrice Williams  
Owner / Director

# **EDUCATION AND CLASSROOM PHILOSOPHIES**

## **MISSION STATEMENT**

To help each child give birth to the talents and gifts that are placed down inside of them by educating, inspiring and enriching their character through social, physical, cognitive, language and spiritual development. Each child will be supported in expanding their interests and fueling their creative thinking, realizing that each child is a unique individual.

## **VISION STATEMENT**

Using all of our skills to build spiritual wealth, happiness, and self-determination in all of our children while helping our community at the same time.

## **NON-DISCRIMINATION POLICY**

Williams Christian Daycare Center is a non-for-profit daycare center that admits students without regard to race, color, religion, national origin or ancestry. Students with special needs are accepted as long as a safe, supportive environment can be provided for the child and it is determined that we can successfully meet the needs of that child within our current physical environment.

## **CHILDREN WITH SPECIAL NEEDS**

We act in compliance with the Americans with Disabilities Act and other applicable federal, state, or local laws pertaining to the provision of services to children with disabilities. Our goal is to meet the individual needs of the child within the structure of our program, while maintaining a healthy and safe environment for all the children and staff. We will make reasonable accommodations to afford children with disabilities full and equal enjoyment of our programs and services in the most integrated setting appropriate to their needs. We will make no assumptions concerning any individual's abilities or disabilities and will make an individual assessment to determine if we can meet each child's need in our group child care setting.

## **ADMISSIONS/WAITING LIST**

Children of all abilities are accepted into Williams Christian Daycare and families interested in having their child attend the program will be given an equal opportunity for admission. A waiting list may be maintained and children will be accepted from the list on a first come first served basis.

## **INCLUSION POLICY**

Early childhood educators at Williams Christian Daycare use developmentally appropriate practices and consider the unique needs of all children when planning. Staff will make every attempt to make any adaptations or modifications necessary to meet the needs of the children. Schedules, routines and activities are flexible and early

childhood educators will work with therapists, special educators and other professionals to integrate individual accommodations, modifications and strategies into classroom routines and activities. Any adaptations will be reviewed with families and other professionals supporting the child.

### **CONFIDENTIALITY**

Confidentiality applies to all verbal and written information about potential, enrolling and previously enrolled children and their families. All staff will be briefed on the need for confidentiality and will be expected to fulfill their obligation to respect the protection of privacy. Written records will be stored in a secure location with access limited to the director and the child's teacher. No information will be released about a child and the parent/legal guardian during enrolment or transition to another receiving program or school without first receiving the written permission of the parent/guardian. This excludes the responsibility held by early childhood educators as mandated reporters of suspected child abuse and neglect as outlined in Illinois law or when information is subpoenaed by the court.

### **Family Centered Practices**

Williams Christian Daycare acknowledges and respects the priorities each family has for their child. Families are encouraged and supported to collaborate with staff to ensure that each child has an opportunity for optimum success. Williams Christian Daycare communicated with each family daily and has regular meetings to discuss the child's successes and challenges.

### **Professional Development and Support for Staff**

Training and support is provided to ensure that all staff are comfortable, confident and competent to meet the developmental and educational needs of all children. All staff receives an orientation on inclusion policies and attend training focused on effective inclusion and/or other disability topics whenever possible. The director provides additional support and resources as appropriate.

### **Collaboration with Other Professionals**

Many children with disabilities or other special needs are supported by developmental and educational professionals such as therapists, teachers and others. Williams Christian Daycare welcomes those professionals and works with them to assure the child's success. The service provider is encouraged to provide services to the child in the context of the early childhood classroom environment and the child's teacher and the service provider work collaboratively to determine the best strategies to support the child in the group setting. Williams Christian Daycare supports the teacher's participation in Individualized Family Service Plan (IFSP) and Individualized Education Program (IEP) meetings.

## **LESSON PLAN**

Staff in each classroom will post weekly lesson plans that provide you with information on the week's activities and the skills to be developed through the activities.

## **PROGRAM SCREENINGS - ASSESSMENT**

We continually assess all aspects of our programs in a variety of ways, including classroom observations, quality assurance checks, and parent surveys. We encourage your active involvement in assisting us with this process, as the most important assessment tool at our disposal is the progress of your child and how he or she learns and masters new skills and abilities. Students are screened using the Ages and Stages developmental tool. A screening is a brief procedure to determine where to begin their developmental needs or to see if additional help for a child might be needed. Parents will be given the age appropriate form to be completed at time of registration and annually thereafter. If additional resources are needed based on screening results, families will be referred to their local school, CCR&R or their pediatrician. Every two months parents will receive an assessment report on their child's progress.

## **TRANSITION**

Children will only be transitioned to another classroom when they are developmentally ready. To determine if a child is ready to transition several steps are taken. First, both director and teacher will look at the child's age, determine if the child is developmentally ready by reviewing their assessments, teacher's anecdotal notes, observation and speaking with their parent.

Before a transition is official, the student will first visit their new classroom for two weeks from 9:00am to Noon. This gives them an opportunity to meet the other children and their new teacher. Our goal is to ensure that the child is ready to transition.

If the child isn't ready for transition based on the steps above, both the director and the teacher will meet at a later time and start the process again in about 2 to 3 months.

## **STAFF TRAINING**

We have identified certain skills and competencies teachers must have to meet the child care and early education needs of children. Following a careful selection process, each staff member receives ongoing training, beginning with our New Employee Orientation process. Our management staff observes the teachers and provides feedback to ensure we are providing the most developmentally appropriate, high quality learning opportunities possible. We strongly support the professional development of our staff. Teachers are provided with a wide variety of in-service training and other resources to develop, maintain, and update their teaching skills.

## **TELEVISION AND OTHER PASSIVE MEDIA SOURCES**

We limit television/passive media at the daycare because we focus on interactive learning experiences. Every Friday, children will be allowed to watch an age appropriate

movie. Children are never required to sit and watch television.

**PHOTOGRAPHS AND PUBLICITY**

Photographs, films or video of children participating in the program will be taken from time to time. Photographs will be used for the purpose of advertisement and classroom newsletter. No compensation will be given for the use of these pictures. Unless stated otherwise, your permission will be assumed.

# **FAMILY INVOLVEMENT AND COMMUNICATION**

## **OPEN DOOR POLICY**

Our goal is to collaborate with you to ensure your child has the best experience possible, so we encourage you to visit at any time and join us in our activities. Families are the most significant people in each child's life. Because you know your child better than anyone, we depend on you to help us learn about your child, starting with your initial visit when we gather information from you. We seek your active involvement and input in the daycare's programs, particularly in ensuring your child's progress, and also to assist us in determining program goals and improvements.

## **DAILY COMMUNICATION**

The most important form of communication between teacher and parents is daily communication. At pick up time, staff will be available to answer any questions about your child's day. Please check your child's cubby daily for important information. Also, information will be communicated via bulletin board, monthly newsletter and weekly emails. Please take time to read the bulletin board and newsletter for pertinent information such as upcoming events, field trips, picture date etc.

## **CONFERENCES**

We encourage you to schedule meetings with your child's teacher whenever you have questions or concerns. In addition, we offer family-teacher conferences twice a year. Every May and October our Parent/Teacher Conferences will be conducted. Conferences provide the opportunity for teachers and parents to discuss your child's accomplishments, interests, and developmental progress. Light refreshment and child care will be available. Parents may at any time request a conference with the director. Please see your child's teacher for exact dates and times.

## **STAFF PROFILES**

In order to help you become better acquainted with the staff involved in the care of your child, information on each staff member is posted, including their experience, education and/or specific qualifications, as well as hobbies and interests. We encourage you to take some time to get to know your child's teachers.

## **SOCIAL MEDIA**

We encourage our families to engage with us both at daycare and online. Our Facebook page is an excellent source for informative daycare updates and helpful parenting tips. Parents we encourage you to use Facebook to share stories of wonderful experiences with our daycare, as well as cute pictures of your little one having fun.

# ENROLLMENT AND TUITION GUIDELINES

## **ENROLLMENT POLICY**

Once your child becomes enrolled, WCD assume the responsibility of them and to you. So to ensure that your child is given the very best care possible it is pertinent that you complete the enrollment registration information packet prior to your child's first day.

Within the Enrollment Registration Information packet, you will be asked for telephone numbers where you can be immediately reached. Please notify us as soon as any of these numbers change. For your child's health and safety, we must be able to quickly reach you while your child is in our care. You will also be required to provide us with the names and telephone numbers of at least three other persons that you authorize to pick up your child from daycare. Please inform these persons that they are required to come to the office before they go to your child's classroom, and they must bring valid, government issued identification.

## **REGISTRATION FEE / ANNUAL FEE**

A non-refundable \$75.00 (1st child) and \$100.00 (2 or more children) set up fee will be charged upon registration for each child and annual thereafter. The annual fee is due the 1<sup>st</sup> Friday in January. If your child enrolled in September then the annual fee due in January will be waived.

## **TUITION**

Each parent, upon registration, will be asked to signs a Financial Obligation form outlining his or her rate. Tuition is due on Monday, for that particular week. After Monday, a \$20 late fee will be charged to your account.

All receipts will be placed in your child's cubby at the end of the month.

Tax statements will be provided only upon request within 24 hours of the request, except for year-end. At that time, statement will be given out no later than January 31<sup>st</sup>.

Tuition rates are as follow and subject to change:

Infants / Toddlers	\$200 per week	Part-time	\$140
2yr / 3yr / Pre-K	\$175 per week	Part-time	\$125
School Age	\$135 per week	Part-time	\$90

## **CO-PAY**

Each parent, upon registration, will be asked to signs a Financial Obligation form outlining his or her copayment. Copayment is determined by the State and can't be altered by the daycare. Co-pay is due the first Friday of each month. If co-pay is not paid on time a \$20 late fee will be charged to your account.

Parents who receive subsidy payments from any outside source will be responsible for all payments that are not paid for by the subsidy source. Ex. registration fees, co-payments, overage and cost that occur because of expired contracts.



## **ONLINE PAYMENTS / CREDIT OR DEBIT CARDS**

WCD have online payment services available as well as credit and debit cards payment processing.

Option 1: Parents have the option to go online and pay via PayPal. Just log on to the center's website at [www.williamschristiandaycare.com](http://www.williamschristiandaycare.com) and click Payment and enter your payment information.

Option 2: For families who bank with Chase Bank have the option of paying my QuickPay. Follow prompts and use the center's email address [contact@williamschristiandaycare.com](mailto:contact@williamschristiandaycare.com)

Option 3: For families who bank with Bank of America or other banks you can complete a bank to bank transfer using QuickPay with Zelles using email address [johpat2000@yahoo.com](mailto:johpat2000@yahoo.com).

Option 4: Families paying with credit/debit card please come into the office and see the assistant director to have your payment processed.

Option 5: Families can also download the CASH APP on their phone. Our center code is \$wcd4300.

## **LATE FEE**

Late payment fees of \$20 will be assessed if all tuition and other charges are not paid on/before the due date. Late pick up charges will be assessed to parents who leave their children beyond regular closing time. If you are unable to pick up your child before the daycares' scheduled closing time, please call us as soon as you know you will be late.

## **LATE PICK UP**

There will be a \$1.00 charge for every minute that you are late picking up each child no exception will be made. Late fee must be paid by the following day. If late fee isn't paid the following day you will be charged a \$10 late fee per day until full payment is made. Parents, please be on time picking your child(ren) up.

All policies regarding tuition and late fee will be enforced in an effort to encourage best practices.

If a child has not been picked before the daycares' scheduled closing time, phone calls to parents will begin within five minutes after closing time. If there is no success contacting parents, we will proceed to your emergency contacts. If unable to make contacts within an hour, we will request for police assistance in finding emergency contacts, and so forth. The center will not keep the child beyond one hour past pick-up time before contacting outside authorities, such as, the child abuse hotline, police and so forth.

Therefore, please keep your emergency contact numbers on file up-to-date. The center assumes responsibility of your child's protection and well being until the parent or outside authorities arrive.

### **RETURNED CHECK – NSF**

If the center receives a returned check due to lack of funds, you will be charged a \$25.00 fee, which include bank charges. After two returned checks you will only be allowed to pay by cash or money order.

### **DISENROLLMENT POLICY**

In certain circumstances it may be necessary to discontinue a child's enrollment. This decision is based on the best interest of the child concerned, other children in the class, and the well being of everyone at the daycare. Every effort will be made to correct a situation before a final decision is made (i.e. moving a child to another class, redirecting behaviors, providing choices, separating children who are not getting along, or other interventions).

Disenrollment may be a result of the following:

- ✚ Abuse of other children, staff, or property by child or parent/guardian
- ✚ Continue violation of policies by child or parent/guardian
- ✚ Disruptive or dangerous behavior by child or parent/guardian
- ✚ The daycare's inability to meet the child's need or the parent's/guardian's expectations.
- ✚ Non-Payment of tuition.

This is a partial list and we reserve the right to end the enrollment of a child at any time for any reason deemed appropriate. Whenever possible, prior notification will be provided to the parent; followed by the State of Illinois Standard Licensing Policy Discharge Produces - Section 407.250 K. This policy states that in all instances, when a facility decides that it is in the best interest of the child to terminate enrollment, the child's and parents' needs shall be considered by planning with the parents to meet the child's needs when he or she leaves the facility, including referrals to other agencies or facilities.

### **Referral Centers**

Mother Goose Learning Center  
4112 183<sup>rd</sup> St.  
Country Club Hills, IL 60478

Lilly's Home Daycare  
19339 Oakwood Ave  
Country Club Hills, IL 60478

If you find that you need to withdraw your child from the daycare, two weeks written notice is required. If a two weeks notice is not given, the parent will be responsible for paying two weeks of full tuition.

### **SCHOOL AGE PROGRAM**

We welcome our school age children to attend additional days, such as school district in-service days and school holidays. To ensure a safe and developmentally appropriate environment for each child in our program, school age children may only attend our program during official school breaks, emergency closures, before and after a regularly scheduled school day, and before and after Kindergarten programs.

School age care will not be provided due to the following situations: suspension from school, expulsion from school, illness, or any other time when school is regularly in session, but the child is not in school.

# OPERATIONAL POLICIES

## **HOURS OF OPERATION**

Normal hours of operation are Monday through Friday from 6:00 a.m. to 6:00 p.m. We accept children from 6 weeks to 12 years of age. We offer both full and part time care. Full time is four or more days per week and part time is three days or less per week.

## **CLOSINGS / HOLIDAYS**

Williams Christian Daycare Center will close in observance of these holidays each year:

New Years Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
The Day after Thanksgiving  
Christmas Eve  
Christmas Day

These are all paid holidays where tuition will not be reduced.

## **VACATION**

Families will be able to take up to one week (5 days) vacation per year. Anything over 5 days your child will lose his/her space unless you pay for that week he or she will miss. You will be able to re-enroll your child if a space becomes available. A registration fee will be due at that time.

## **EMERGENCY CLOSING**

It is our intention to be open and provide child care services every weekday of the year, excluding holidays. However, situations out of our control such as inclement weather, natural/national disasters, or major building issues may disrupt service from time to time.

We ask that you call the daycare to ensure it is open during periods of inclement weather or other unusual situations. If the daycare must close after you have dropped off your child, you or your designated emergency contacts will be notified by daycare management so that you can make appropriate arrangements for picking up your child.

In the event that the daycare is unable to open or must close early, you are responsible for tuition payments for up to three business days.

## **BIRTHDAY PARTIES**

Williams Christian Daycare Center will give month end birthday party each month. The daycare will furnish all of the decorations, treats and a birthday cake. Parents, if you

wish, may bring in a store brought wrapped treats for the entire group.

### **MEALS AND SNACKS**

Williams Christian Daycare Center participates in the USDA food program. This ensures you that your child is getting the best possible nutritious food and snacks. Menus are posted on the parent board in your child's classroom. If parents prefer to have their own copy, please contact the front office for a copy. If your child is on a special diet or requires special food supplements, please let WCD know and provide that information in writing on the "About Your Child" form. WCD will make the necessary arrangements. However, if your child is allergic to or unable to eat or drink a food group requirement such as milk, Williams Christian Daycare Center will need a doctor statement to support that and also a substitution of what should be served in the place of milk.

All meals are prepared on site by a staff that holds the food service sanitation certificate.

### **CLOTHES**

All children should have an extra set of clothes, label with their name, at daycare at all times. Parents, please be mindful that your child will be participating in a wide range of activities. Smocks are provided for painting and water activities. Please dress your child accordingly.

### **PERSONAL BELONGINGS**

Williams Christian Daycare Center will not be responsible for personal items that children bring from home such as clothes, toys, electronic devices etc that are lost, stolen and or damaged while at daycare. For that reason, we ask that all personal items be left at home. If your child does bring toys from home we will require that the child place the toy in his or her cubby until a parent pickup the child and at that time the toy will be given to the parent.

### **REST PERIODS**

Rest time is incorporated in our program. During this time, children are encouraged to rest, but not required to sleep. Each child will be provided with a cot labeling with his/her name. Parents are responsible for providing a small crib size blankets for their child. All blankets should be labeled with your child name. The blanket will be left at the daycare Monday – Friday. Every Friday, it is the parent responsibility to take the blanket home to wash and return back to daycare on Monday. All cots will be cleaned and sanitized after each use.

### **FIELD TRIPS**

All parents must sign a permission slip before your child can be taken on any field trips. Children on the field trips will either wear a matching green T-Shirts, nametag, or other identification listing the name and telephone number of the center. Occasionally, teachers will take the children for walks to the local park, library or through the neighborhood. When require, children will be transported in vehicles with seat belts for each passenger by a chartered bus. All drivers will be over the age of 21 with a current Driver's License. If you chose not to let your child participant on any of the trips, your child will spend the day in another classroom.

Field trips begin and end at the daycare. You may not drop-off your child at the field trip site and we will not release your child to you while on a field trip; all children must return to the daycare before being released to their parents.

### **PRAYER**

The children will be asked to participate in prayer each morning and before all snacks and meals. All enrolled children must have a signed consent form on file indicating permission to participate in prayer.

### **CHRISTIAN BELIEF**

We believe the Bible to be the inspired word of God. Children need to be exposed to God and have a relationship with Him at a very early age. God's love for each of us is so great and is beyond our human understanding. We believe that Jesus is the Son of God and that He died for our sins, and rose on the third day. We believe Jesus went back to Heaven and is preparing a place for us to spend eternity with Him.

### **GUIDANCE AND DISCIPLINE**

When dealing with inappropriate behavior, WCD:

- ✚ Acknowledge and encourage appropriate behavior
- ✚ Allow preschool children the opportunity to resolve their own conflicts.
- ✚ Stop inappropriate behaviors immediately and communicate to the student why his/her behavior is unacceptable.
- ✚ Redirect the student toward other activities in order to reduce conflict.
- ✚ Teach the student how to use acceptable alternatives.
- ✚ Model and verbalize acceptance and forgiveness.

Discipline will be the responsibility of staff (adult) that has an ongoing relationship with child. When there is a specific plan for responding to a child's pattern of unacceptable behavior, all staff member who affect the child shall be aware of plans and cooperate in its implementation.

If inappropriate behavior continues, WCD:

- ✚ Separate the child from the group (removal from group will not exceed one minute per year of age; removal from group won't be used for children under 24 months.)
- ✚ Record ongoing problems and behaviors.
- ✚ Discuss the problem with parent(s) in order to alleviate the problem.
- ✚ Any child, after attempts have been made to meet the child's individual needs, demonstrates inability to benefit from the type of care offered by Williams Christian Daycare Center, NFP, shall be discharged from the program. Please see disenrollment policy.

The following behaviors are prohibited at the Williams Christian Daycare Center:

- ✚ Corporal punishment, including hitting, spanking, swatting, beating, shaking, pinching and other measures intended to induce physical pain or fear.

- ✚ Threatened or actual withdrawal of food, rest or use of the bathroom.
- ✚ Abusive or profane language.
- ✚ Any form of public or private humiliation, including threats of physical punishment.
- ✚ Any form of emotional abuse, including shaming, rejecting, terrorizing or isolating a child.

Williams Christian Daycare Center is very serious about keeping your child safe. Therefore, if any child is beat or suspected of being beat then the police will be notified immediately. No exception will be made.

Depending on the severity of the inappropriate behavior, you may be asked to pick up your child early or keep your child home for a day or two. If the child's inappropriate behavior persists, the Director may request that you disenroll the child.

# **SAFETY AND SECURITY**

## **DROP OFF AND PICK UP**

Our daycare is equipped with a security entry system to protect the children in our care. The front office will buzz each parent in to the building. Please do not allow other persons to “piggyback” into the building when you enter our daycare. While we all want to be polite and hold the door for others, the security system cannot be enforced if parents allow others to enter at the same time they do, with no knowledge of whether that person had legitimate access to daycare property.

## **ARRIVAL AND DEPARTURE**

Please keep your child with you at all times, especially when exiting your vehicle in our parking lot. Do not leave children, regardless of their age, unattended in your car when dropping off or picking up. Lock your car, as we cannot be responsible for any personal belongings taken from your vehicle while it is on our property.

You must sign in , accompany your child into his or her classroom, and let the teacher know your child has arrived. This provides a smooth transition and allows you a brief exchange with the teacher to convey information about your child and to learn of the day’s plans. Children must be supervised at all times; therefore, if you have more than one child at our daycare, take your older children in their rooms.

When we first open for the day and attendance is low, children may be gathered into one/several rooms before moving to their respective classrooms. Likewise, at the end of the day as children are picked up, remaining children may be placed in a room other than their assigned classroom.

## **EMERGENCY CARE**

Due to any unforeseen reason that the daycare center is unsafe to occupy all children and staff will go immediately across the church parking lot and into the church’s community center. Parents will be notified immediately.

## **FIRE DRILLS**

We conduct fire and emergency evacuation drills regularly. Parents, staff, and children will not be made aware of drill dates or times, as this is the most effective way to assess the success of fire and emergency/evacuation plans. During a fire/emergency drill, parents may not sign children into or out of the daycare, but must wait until the drill is complete and children have returned to the building. Parents can wait with their child’s class in the designated safe zone outside of the building until the drill is completed.

## **INSURANCE COVERAGE**

Williams Christian Daycare Center, NFP has insurance as mandated by Illinois



# INFANT AND TODDLERS

Infants are fed, changed, and placed in a crib to sleep on demand. They are also held while being bottle fed and are placed in their cribs only to sleep. They are removed from the crib for playing and nurturing during their waking hours. You are encouraged to visit the daycare to feed, play and interact with your infant. You are welcome to breast feed your infant at any time. Infants will be feed formula or breast milk accordance with parent/guardian instructions.

## Formula:

Please bring bottles in prepared each morning. Per licensing standards please don't put anything in your child bottle but formula, such as cereal, juice, etc. Glass bottles are prohibited.

## Breast Milk

Breast milk can be brought in frozen and kept in the freezer located in the classroom. Please make sure each bag is label with your child's name and the date that the milk was stored in bag. Breast milk will not be returned at the end of the day unless requested; otherwise it will be kept in the freezer. Per licensing standards, we cannot keep frozen breast milk longer than 5 days, therefore, all unused frozen breast milk will be returned on Friday.

Breast milk will not be served to toddlers without a note from a physician stating there is a medical need.

## Diapers

Please bring a box of diapers to be left at the center to be used by your baby only. We will notify you at least 2 days in advance when diaper supply is getting low.

## Baby Wipes

Each parent is required to bring in a box of sensitive baby wipes (4 refills) on the 1st of each month.

## Jar Food

Families are required to provide a nutritional diet for their infant. All jar food must be supplied and labeled by the parent. Parents, please label your child's food with their child's name. Open jar food can't be accepted and will be discarded.

## Clothes

Parents, we ask that you leave at least 2 outfits at the daycare so we can change your baby as needed. Please do not bring bibs...we have plenty. Donated bibs are welcome.

## Daily Reports

Each day you will receive a daily report informing you of all of your child's feedings, diaper outputs, sleeping times, and miscellaneous information. We want you to be fully informed of your child's day.

### **SAFE SLEEPING POSITION**

In accordance with the recommendations of the American Academy of Pediatrics, we place infants on their backs to sleep in cribs with no blankets, pillows, or wedges of any kind. Infants are in assigned cribs according to their individual schedule. If you request that your infant sleep in a different position other than on his or her back, a physician's note that explains your baby cannot use a back sleeping position is required. For the safety and security of infants, blankets may not be used in cribs at any time. Sleep sacks or other fitted items of this nature are recommended as an alternative.

### **TOILET LEARNING**

Learning to use a toilet is a gradual process that takes place over a period of time as a child's body matures. Successful toilet learning depends upon the physical, cognitive, and language development of the child. For example, for a child to be ready for toilet learning he or she must:

- ✚ Be aware of bowel and bladder fullness
- ✚ Have the muscle development to control elimination
- ✚ Have the language and locomotor skills to signal the need to the caregivers
- ✚ Have the gross and fine motor skills to get to the toilet on time, remove clothes, and them to actually use the toilet.

As you can see these are complex abilities that develop over an extended period of time.

Beginning the toilet learning process too early will cause frustration for children, therefore, WCD don't start our toilet learning until your child entered into the two year old classroom. We will start the process once the parents have started the process at home first.

Parents are responsible for bringing in their child's "pull ups" to leave at the center. Also, the pull ups must be able to snap apart on the sides.

### **BITING**

If you are the parent of an older infant or toddler, we know it is distressing to learn your child has been bitten or has bitten a friend. Experts in the field of child development agree that biting is within a range of expected behaviors among toddlers 13 months to 3 years of age. Common reasons cited for biting are: need for autonomy and control, exploration, teething, attention getting, frustration (frequently due to lack of language or unmet needs), anxiety, mimicking, self defense, and lack of experience interacting with children in a group.

At the first sign of biting, we evaluate the environment and activities at the time of the bite. If warranted, adjustments in the environment, routines, or the transitions in the classroom may be made.

If a bite occurs, the teacher will first attend to the bitten child by comforting the child and gently cleaning the bitten area with soap and water. Staff will complete an incident report for the bitten child.

The child who has bitten will be removed from the immediate area and closely supervised for a period of time after the incident. We will complete an incident report for the child who has bitten and discuss the incident with the child's parents. It is important to remember that biting is a developmentally appropriate behavior. For children who continue to bite, more specific intervention will be initiated, including a conference with the family and the creation of a Behavioral Intervention Plan. Each case will be assessed on an individual basis.

Staff cannot discuss with either parent the identity of the other child involved in the incident.

# HEALTH AND MEDICAL ISSUES

## **IMMUNIZATION REQUIREMENTS**

All children must be up to date on their immunizations before being admitted to our daycare. The health care form must be completed by a licensed physician with their signature and rubber stamp of their address. Validated proof of immunizations should be submitted as your child received new immunizations or booster shots.

You have the right to waive immunizations. To do so, a written statement must be provided to us indicating the religious, cultural, or medical reasons surrounding the waiver.

## **ILLNESS**

All parents are asked to use good judgment in determining when their child is too sick to attend daycare. Some of the illnesses, which prevent the child from participating comfortably in program activities, are: fever, diarrhea, vomiting, flushed appearance or shivering.

If we observe your child developing symptoms of illness during the day we will isolate him or her from the other children and call you to pick up your child.

## **DISPENSING MEDICATION**

Parents must fill out and sign the medication authorization form before any medication can be administered.

Prescription medications must come in a container labeled with: child's name, name of medicine, time medicine is to be given, dosage, and date medicine is to be stopped, licensed health care provider's name and prescription number. Pharmacy name and phone number must also be included on the label.

Over the counter medication must be labeled with child's full name. Medications may be dispensed in accordance with manufacturer's instructions when provided by the parent with written permission. If medication given isn't age appropriate, then a doctor's note must be given to the daycare given up permission to administer medication.

Under any circumstances will medication be administered without the form being properly completed. Please see the front office for a form.

We have the unilateral right to refuse or discontinue administration of any product if (1) an adverse reaction results, (2) the product expires, (3) the child is ill or injured, (4) the product can be administered before or after child care, (5) the consent and waiver from is incomplete, or (6) for any other reason if, in management's opinion, it is in the best interest of the child.

## **ACCIDENTS**

Day to day accidents can occur while your child is at daycare, so in order to prepare ourselves; staff is certified in CPR, first aid, and Heimlich maneuver for all ages. For minor injuries, staff will treat your child with appropriate first aid training and fill out an incident/injury form. For major injuries, your child will be transported to the most appropriate medical facility for treatment. In either event, parent will be notified immediately.

## **PESTICIDE POLICY**

The Program director will be in charge of the daycare monthly pesticide treatment. All treatments will take place after hours if needed. Staff and parents will be notified in writing prior to treatment taking place. The program director will keep all records concerning treatment on file.

Daily cleaning and sanitizing will take place throughout the day to maintain a clean safe classroom. Some precautions that are currently being used are: taking garbage out immediately, storing food in plastic containers, shampooing the classroom rugs weekly, etc. WCD also have a janitor who comes to the daycare at the end of each day to clean all of the classrooms (sweep and mop), cleaning the bathrooms and hallway.

# LICENSING AND LEGAL REGULATIONS

## **LEGALLY RESPONSIBLE FOR PROGRAM**

Patrice Williams / 4300 180<sup>th</sup> St. / Country Club Hills, IL 60478 / 662-360-5789

## **STATE LICENSING REQUIREMENTS**

State licensing requirements and strict enforcement of standards are in the best interest of all children. Our daycare, meet or exceed applicable licensing regulations and standards. These standards relate to our facility, staff, health and safety procedures, nutrition, teacher/child ratios, and record keeping. Our daycare is subject to inspection by state, county and city health, fire, and licensing officials.

## **REPORTING OF SUSPECTED CHILD ABUSE**

The State of Illinois mandates that staff report all cases of suspected child abuse and/or neglect to the Department of Children and Family Services.

## **CONFIDENTIALITY**

Information pertaining to a child and his or her family is kept confidential at all times. Occasionally, records may be reviewed by regulatory agencies or accrediting bodies for information that may be pertinent to a child's well-being or requested by a legal subpoena. Student files are otherwise confidential and monitored only by the management. If your child is involved in an incident involving another child, our staff will not reveal the other child's identity.

# **FAMILY EXPECTATIONS**

Just as we set guidelines for appropriate behavior of children, we also must ensure that parents and other adults who come to our daycare know what our expectations are in terms of their interactions with our staff, other children and parents.

## **APPROPRIATE LANGUAGE IN DAYCARE**

Parents/Guardians and their guests must use appropriate language while on daycare property. Foul language of any type is not permitted on daycare grounds, which includes our parking lots and playgrounds.

If a problem or concern arises, the first step is to move the discussion in to a private office area where you can express your concerns with the Director. We will do our best to address every problem or concern that arises. If another time must be scheduled to address the problem or concern, we can reschedule the meeting for a time at which you and the Director can discuss the problem or concern.

## **SMOKING**

Smoking is prohibited on all daycare property, including parking lots and playgrounds.

## **PHYSICAL AND VERBAL PUNISHMENT OF CHILDREN ON DAYCARE PROPERTY**

We do not allow parents or their guests to use any type of corporal punishment on any child, whether enrolled in our program or not, while on daycare property. This included our parking lot, playground and bathrooms. Further, while verbal reprimands may be appropriate, it is not appropriate for a parent to verbally abuse their child while on our premise. Doing so can cause undue embarrassment and emotional distress to your child or an observing child. Violations of this policy will result in immediate disenrollment from our program.

## **THREATS AND THREATENING BEHAVIOR**

We have a responsibility to provide a safe environment for our employees, the children we serve, and other adults. Therefore, we have a zero tolerance policy regarding threats or threatening behavior in our daycare, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. This included, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. This type of behavior will result in immediate disenrollment from our program.

## **FIREARMS AND WEAPONS BAN ON DAYCARE PROPERTY**

At no time is any person permitted to possess firearms, ammunition, or other weapons on daycare property, or at events sponsored by the daycare. For person authorized to carry concealed weapons, we respectfully request that any/all weapons be left in your vehicle during the period of time when you are in the daycare. Any violation of this policy may result in immediate disenrollment from our program.

### **CUSTODY AND VISITATION ISSUES**

It is our policy to not interfere with the custody relationship of a child's parents. As such, we assume that both parents/guardians have equal rights to pick up/drop off, visit, or request documents about their child. If this is not the case, it is the parent's/guardian's responsibility to provide court documents and/or legally binding parental agreements to clarify the rights and responsibilities of the parents and /or guardians. We will follow the last dated court documents, without prejudice, to either parent/guardian. We ask that parents/guardians keep the daycare, our staff, and other children out of any legal entanglements or other custodial issues and resolve these issues in another forum. Failure to adhere to this request may result in disenrollment.

### **STAFF HIRED BY PARENTS**

We strongly discourage our employees from making independent child care arrangements with families at the daycare. However, in the event that you enter into an agreement with a WCD employee to babysit or provide transportation for your family outside of the employee's normal work hours and/or outside of the daycare hours, it must be done away from the school and with full knowledge and understanding that the sitter enters into such an agreement as a private citizen and not as a WCD employee.

### **PERSONS APPEARING TO BE IMPAIRED BY DRUGS OR ALCOHOL**

If a parent or other adult enters the daycare to pick up a child and appears to be intoxicated either by the smell of alcohol/drugs or his or her actions appears to be impaired, we may refuse to release the child to them and call another contact on the emergency contact list to pick up the child. If the intoxicated individual becomes aggressive or unruly, the Director may notify the local authorities.

### **RESOLUTION OF DISPUTES**

In the event that dispute arises out of or relates in any way to our services, we encourage you to attempt to resolve such matters in good faith directly with management. Your Director can provide you with the contact information for additional management personnel who will be happy to work with you to resolve any issues you may have.