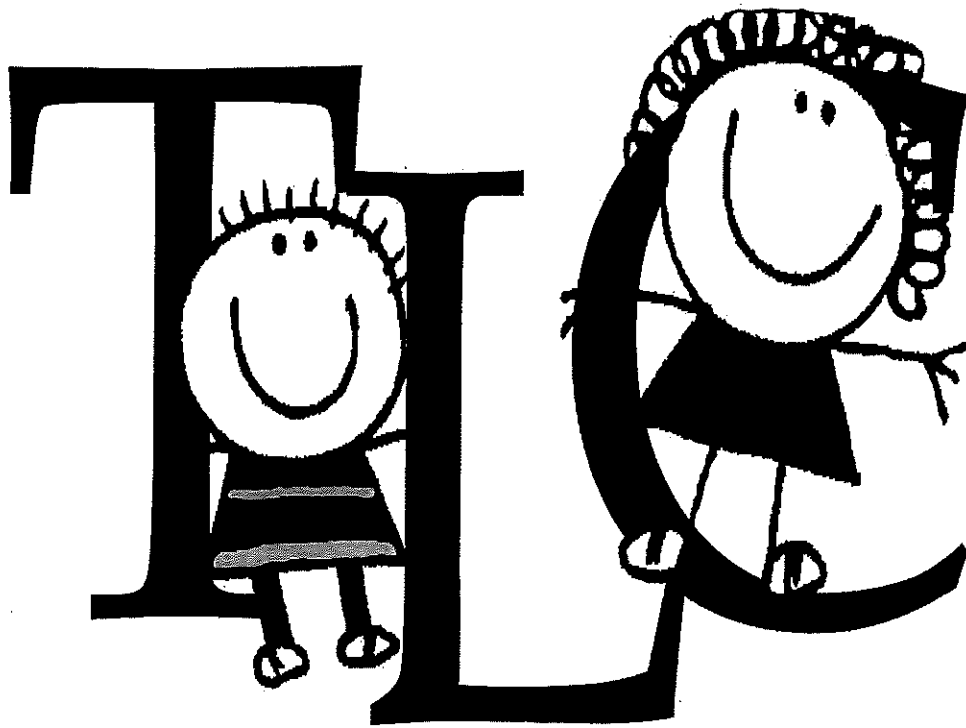
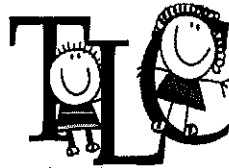


FAMILY HANDBOOK



THE LEARNING CENTER

404 North Jackson Street
Charles City, IA 50616
641-228-4525



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Charles City, IA 50616
(641) 228-4525

WELCOME

Welcome to TLC: The Learning Center! We are looking forward to working with you as you and your child enjoy the wonderful, exciting preschool years. TLC is a center where your child will be in a safe, nurturing environment and will be offered many experiences to promote learning.

It is our philosophy that the early years are critical years for learning and we believe that children learn through a variety of engaging activities. While receiving tender, loving care, your child will also be learning through supervised activities that allow each child to explore, discover, and learn about the world. You and the staff will be partners in this learning experience, as we believe you are the child's first and most important teacher.

This handbook will help you become well acquainted with our program. As you read through the following pages you may have questions about some of the material. Please feel free to share your questions, comments, and concerns with us. Communication is very important as we take this journey together, so please do not hesitate to talk to us. We can be reached Monday through Friday 6 a.m. to 6 p.m. at 641-228-4525 and will gladly set up a time to meet and share information. We also welcome you to stop in when you have time and visit your child's room or with the administrative staff.

Once again, welcome! And thank you for choosing to share these exciting years with us at TLC. Together we can make these early years a growing and learning adventure for your child!

Sincerely,

Pam Ost, Director and all of the TLC Staff

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MISSION OF TLC

TLC: The Learning Center will provide a safe, loving, and nurturing environment available to all children with educational opportunities provided by professionally qualified staff; while having fun!

GOAL OF TLC

It is our goal to offer a quality environment with learning opportunities that foster the development of the whole child: intellectually, physically, and socially/emotionally. We will provide a foundation that will help children enter school ready.

ENROLLMENT

Children six weeks to 5th grade entry are welcome at TLC. We maintain the following staff/child ratios as required by the Iowa Department of Human Services:

6 weeks to 1 year	1:3
1 year - 2 years	1:4
2 years	1:6
3 years	1:8
4 years	1:12
School Age	1:15

Application and Enrollment

Parents/guardians wishing to enroll their child in TLC will meet the TLC Office Administrator for an initial explanation of the program. The meeting will discuss and explain the philosophy and curriculum of TLC to determine if it will meet the needs of the family and the child. During this visit, the parent/guardian will have an opportunity to review the Family Handbook and other written materials maintained at the Center. If the parent/guardian decides to enroll the child, the following procedures have been established to guide the process and ensure compliance with the Iowa State Licensing Standards:

- Parents/guardians will complete an initial 3-page Registration packet which includes the Registration Form, Service Policy and the Fee Policy and Financial Agreement. The first three pages are then followed by the inclusive registration packet that includes the Medical/Dental/Emergency Treatment

Consent Form, Release Of Child From Center Form, The TLC: The Learning Center Consent Form, Photo Release Form, TLC Child Health Exam Form, Certificate of Immunization Form, CACFP (food program) Allergy/Food Exception Statement, Child Information Form, REMIND form, and CACFP Iowa Eligibility Application Form (to be updated yearly).

- Parents/guardians will pay a non-refundable \$25.00 registration fee per child.
- Each child must have a physical examination and return a completed TLC Child Health Exam Form before attending TLC. Annual updates are required. All children must have an up-to-date Certificate of Immunization Form or a Certificate of Immunization Exemption Form on file. Please inform TLC of updates and changes as they occur.
- All forms must be completed and returned before the child can attend.

Child Care Agreement

Parents/guardians shall complete and sign a Child Care Agreement. This agreement indicates the child's schedule, the financial arrangements, and records on file. The Child Care Agreement will be updated as necessary to reflect any changes in the initial agreement. Failure to comply with the agreement form can result in dismissal from the Center.

Notification of Absence

The schedule you submit on the Child Care Agreement will be the schedule we will use to determine staffing. If that schedule changes, you must notify us at TLC and submit a new schedule. If your schedule varies, we will need a written schedule each week. This must be submitted by Wednesday for the upcoming week.

If your child will not be attending on a contract scheduled day, you must inform TLC or you will be charged a "no-show" fee. You must call the Center (641-228-4525) before 9:00 a.m. if you will not be bringing your child that day. If you do not call in, you will be charged a "no-show" fee of \$11.00. This fee is in addition to your regular weekly rate.

Days and Hours of Operation

TLC is open from 5:30 a.m. to 6:00 p.m. Monday through Friday. The Center will be closed on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and the Friday after, and Christmas. If the holiday falls on one of your regularly scheduled days, you will be charged for that holiday. We may close one additional day for staff in-service. You may be charged for the in-service day.

Check-In/Check-Out Procedures

Families will be assigned a number to be used for computer check-in and check-out. When bringing the child to the Center, you must use your assigned number to check-in at the computer terminal by the front bulletin board. We ask that you then walk your child to the classroom and write your arrival time on the clipboard posted outside your child's room.

When picking up your child at the end of the day, you must again use your number to check-out at the computer. You may then go to the classroom, write the time on the clipboard, and talk with the staff about your child's day at TLC.

This procedure will ensure accurate billing. **If you are not signed in or out - we will check both the computer and the clipboards. The computer will use 5:30 a.m. to 6:00 p.m. as your child's day. (For Drop In families or families needing an extra day over their three or four day contract this will effect your bill if the clock in and clock out times are not correct.)**

Drop Off and Pick UP

We require that children be brought into the center and personally escorted to the classroom by an adult. We also require that the child be signed-in on the roster. Upon arrival at the center, infants are to be removed from their car seat. If asleep, the child will be placed in his/her crib. The Center provides a storage area for car seats outside of the classrooms which we welcome families to utilize as needed. At the end of the day, we will release your child only to parents or guardians with legal custody or persons over the age of 18 who are designated by you on the Emergency Contact form. Under no circumstances will a child be released to any person who is a registered sex offender. Under no circumstance will a child be released to a person who is not on the contact list or for whom the parent has not written an authorization

note, even if the child and/or staff member are familiar with the person. This includes parents of other children enrolled in the Center as well as staff members. Adults other than parents or guardians will be required to show picture identification. The child must be signed-out by the person to whom the child is released. If you are unable to arrive at the center prior to our closing time of 6:00 p.m., it is your responsibility to contact your emergency pick-up person to make arrangements for timely pick-up of your child. The safety of your child is our highest priority. For that reason, we require that all children be signed in and out each day, be escorted to and from their room by an adult and be supervised at all times in the center, in the parking lot and on Center property. Please make sure that you or your designee has contact with your child's staff both at drop-off and pick-up times. If your child will not attend on a given day, or arrive late, please notify the center no later than 9:00 a.m.

Children Requiring Special Accommodations

TLC will make every attempt to accommodate children with special needs, consistent with the requirements of the American with Disabilities Act. These accommodations may be a specific treatment prescribed for that child, modification of equipment or removal of physical barriers. If the program is unable to accommodate the child's needs as defined by the child's health care provider or the Individual Family Service Plan/Individual Education Plan without posing an undue burden as defined by federal law, TLC will work with parent/guardian to find a suitable environment for the child.

FEES AND FINANCIAL AGREEMENT

Families are allowed to contract for THREE, FOUR, FIVE DAY, BEFORE, AFTER, or BEFORE AND AFTER SCHOOL. Parents/guardians will be charged the agreed upon weekly fee as defined and signature agreed to fee policy, even if the child misses a day. This guarantees the child's space in the program. If a child attends for more hours than the weekly minimum, the per hour rate will be charged for each additional hour.

There is also an option to contract as a "DROP-IN" for occasional use. The child would not be guaranteed a spot in the program and may only come if space is available, which would be determined by staffing availability.

A current fee schedule is available from the office staff.

Families are required to give two week notice when child care services are no longer needed. TLC reserves the right to charge the contracted fees for families who do not provide the required notice.

Billing

Bills will be available Monday afternoon and will cover services for the previous week (M-F). A billing week for TLC ends on Friday. Bills are available at the front desk and are due by 6:00 p.m. Tuesday evening. If a payment is late, the parents/guardians will need to meet with the Director/Financial Manager and the child will be subject to dismissal as per the Policies and Procedures for Child Care Handbook. A LATE FEE of \$10.00/week will be charged.

If you wish to pay every two weeks or once a month, you may do so by pre-paying. These arrangements can be made with the Office Administrator and/or Director.

Additional Fees

A late fee of \$1.00/each minute per child will be charged to the parents/guardians of children not picked up by 6:00 p.m. unless there is an emergency. This will be handled on a case-by-case basis with the Director.

There is a \$35 fee for all returned checks. There is an \$11.00/day "no-show" fee. If a child is going to be absent, families must notify the Center by 9:00 a.m. or be charged a "no-show" fee. This fee is in addition to the regular agreed upon fees.

There will be a \$25 annual charge for art and craft supplies. This fee may be waived if adequate grant funds or monetary donations have been received by TLC to cover the cost of art and craft materials.

PERSONAL/VACATION/SICK DAYS

Each family that is enrolled on a Four or Five day contract will be accumulate 1 day personal credit each month. These days can be used for vacation or sick days. A written Personal Day Request Form must be given to the Office Administrator a minimum of a week prior to the days requested to be considered for vacation or the next day after a sick day off has occurred. Personal days must be taken in full days and your child may not attend the Center at all during the day(s) requested off. **Additionally a Personal day may be used for weather related absences if the Center has not determined that the contract families will not ALL receive this day at no charge.** If personal days remain at the end of the year, one day may be carried over for use in the next year. Families could have a maximum of 12 personal days to use for vacation/sick leave each year.

"FAMILY" LEAVE FOR INCREASE IN FAMILY MEMBERS

A \$25 a week is available to support our families that are having additional children. Families will be charged a \$25 a week fee to maintain their current child's slot at the Center until that child returns to their regular schedule. This is available for a maximum of 6 weeks.

SCHOLARSHIPS

Depending on the receipt of grant funds, scholarships may be available to families needing assistance with tuition. Please contact the Director/Center Coordinator for more information and application.

FIRST DAY AT TLC

The first day that a child attends the Center is an important one. The child needs to feel safe and secure. One best way to accomplish this is for the parent/guardian to come in with the child for a tour and talk with the room staff prior to the child's first day at the Center. This will give you a chance to see the room, talk with staff, and let your child know that you are connected to the Center.

Even with the visit, tears are to be expected by both child and parent! Our staff is very caring and will help your child adjust. Please feel free to call and ask to speak to a staff member in your child's room throughout the day. They will be happy to talk with you about your child. You can call the main desk (641-228-4525) and ask to be transferred to your child's room.

ACCESS POLICY FOR PARENTS/GUARDIANS

TLC has an open door policy for parents. Parents/guardians shall have unlimited access to their children and to the provider caring for their children during the Center's hours of operations, unless parental contact is prohibited by court order.

Parents/guardians may stop in at any time to spend time with their child. Schedules will be posted by the classroom so parents/guardians will know where to find their child if the group is out of the Center at an activity. During a parent's visit, responsibility for the supervision of the other children in the classroom will remain with the TLC staff. Persons visiting the Center that have not undergone or passed a criminal records check will be monitored and supervised by the Director or the Director's designee. For additional details, see the Access Policies in the Policies and Procedures for Child Care Handbook.

Parents/guardians may request a conference appointment with their child's room staff provider. The Director will arrange to have another adult substitute for the provider if possible. This will be arranged as quickly as possible upon request.

SAFETY POLICY

Parents/guardians will be required to complete an Authorization to Release form for the child(ren) enrolled at the Center. This form will contain the names, phone numbers and relationship to the child of any person(s) authorized to pick up the child from the Center. It is the parents'/guardians' responsibility to make sure this form is updated as needed or at least yearly.

Any authorized person who is not recognized by staff will be required to provide photo identification such as a driver's license or work ID before the child is released. The parent/guardian may provide a photo of authorized persons, which will be kept in the child's file at the Center.

No child will be released without the presence or authorization of the custodial parent/guardian. If a person not listed attempts to pick up the child, staff **WILL NOT** release the child. In such cases, the Director will notify the parent/guardian immediately and will contact the police. If parents/guardians choose to change the persons on their form, they must meet with the office staff to update the form. In case of a custody situation, the custodial parent/guardian must supply the Center with a court order if the non-custodial parent is not allowed to pick up or have contact with the child.

CONFIDENTIALLY

All TLC staff are bound by a confidentiality policy. Parents/guardians are also encouraged to respect the privacy and confidentiality of all children and families associated with TLC. This includes posting information about TLC families or staff on social networks such as Facebook.

ANY information about a staff member employed by TLC: The Learning Center, child(ren) and their families that attend TLC: The Learning Center or procedural practices and protocols followed by TLC: The Learning Center cannot be discussed by employees or members of the Foster Grandparent program at work or with ANYONE outside the center. This includes internal center conversations, posting information on Facebook or other electronic communication. ANY staff/Foster Grandparent person caught doing so will be violating the rights of that person(s) and the confidentiality regulations of

TLC: The Learning Center and will receive disciplinary action and/or immediate termination from the Center.

The communication of information between staff members regarding the care of a child will be shared in a manner in which cannot be overheard by other adults and/or children.

ANY violations of the above agreed terms will be brought to the Center Director for resolution.

HEALTH POLICY

Our policy is set up to protect the children against the spread of illnesses. To prevent the spread of illness or disease, all staff and children shall wash their hands upon arrival at the Center, immediately before and after eating or serving food, after using the restroom or assisting a child in the restroom, diaper changing, sneezing or coughing into hand or blowing nose, and before and after administering first aid. Each child must have an annual physical exam or obtain a statement of health condition and an up-to-date immunization record or a Religious/Medical Exemption Form. Parents/guardians should keep the staff informed of any changes in their child's health and/or eating habits. (example: a child who develops an allergy or an infant changing formula, teething, immunizations, etc.)

Children who are ill should not be brought to the Center. Each child shall have direct contact with a staff member upon arrival at the Center to detect any apparent illness, communicable disease or unusual condition or behavior that may adversely affect the child or other children. Children should be able to participate in daily activities, not compromise the health and safety of other children, or demand greater care than staff can provide. Parents/guardians should alert the staff if their child has been exposed to a communicable disease. TLC does not have the staff or facilities to care for a child if they are too ill to participate in regular activities. If children are too ill to go outside, they are too ill to be at the Center.

If a child attending TLC has been exposed to, or is being treated for, a communicable disease, a notice shall be posted by each classroom. This notice will include the symptoms of a disease and the period of communicability.

Admission and Permitted Attendance

Children with the following conditions may be permitted to attend TLC if they can participate in the usual daily activities with the other children, or the care provider is not leaving the other children unattended to care for the ill child:

- Infants and young children may have as many as six respiratory illnesses each year. These diseases include the common cold, croup, bronchitis, pneumonia, respiratory syncytial virus (RSV), and otitis media (ear infection). Exclusion of children with these illnesses from TLC has not helped in preventing these infections.
- Children who are carriers of an infectious disease in their stool or urine that can cause illness, but who have **no** symptoms, exceptions include *E. coli* O157:H7, *Shigella* or *Salmonella typhi*
- Children with a rash, but **no** fever or change in behavior, however, TLC may require proof of medical evaluation
- Children with cytomegalovirus (CMV) infection, parvovirus B19, HIV or carriers of Hepatitis B
- Children with influenza may return to child care when the child feels well enough
- Children with Methicillin-resistant *Staphylococcus aureus* (MRSA) **do not** need to stay home as long as the wound is covered and drainage is contained
- Children with norovirus infection who have **no** diarrhea and are not otherwise ill, may remain in the program if special attention is paid to hand washing, proper diaper disposal, and maintaining a clean environment
- Children who have ringworm, if covered (treatment may take at least four weeks)
- Children with viral meningitis may return to child care when the child feels well enough

Exclude Children with the Following Conditions

To ensure the overall health and safety of all the children, we ask that you DO NOT bring your child to TLC if one or more of the following exists:

- The illness prevents the child from participating comfortably in the activities planned, including outdoor play
- The illness results in a greater care need than the staff can provide without compromising the health and safety of the children
- The child has any of the following conditions:
 - Fever, 100 degrees F or higher, accompanied by behavior changes or signs or symptoms of illness until medical professional evaluation finds the child able to return to the Center, or child has been symptom free for 24 hours
 - Symptoms or signs of possible severe illness, such as lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, wheezing, or other unusual signs for the child
 - Persistent abdominal pain (continues more than two hours) or intermittent pain associated with fever or other signs or symptoms
 - Diarrhea, defined as loose, watery, and frequent stools; children may be allowed to return once the diarrhea resolves for 24 hours
 - Norovirus, children and child care center staff with diarrhea and/or vomiting should remain at home until 24 hours after diarrhea and/or vomiting cease, and until stools are formed
 - Blood in stools not explainable by dietary change, medication, or hard stools
 - Vomiting illness (two or more episodes within the last 24 hours) should not return until they have been symptom free for 24 hours

- Mouth sores with drooling, unless a health care provider determines the condition noninfectious
- Rash with fever or behavior change, until a health care provider finds the child able to return to the Center
- Scabies or other infestation, until 24 hours after treatment
- Pediculosis (Lice) if found while at the Center, the parent/guardian will be notified to pick up the child; may return after appropriate treatment is completed and child is free of live lice
- Tuberculosis, until medically cleared by a health care provider
- Impetigo, until 24 hours after treatment
- Strep throat or other streptococcal infection, until 24 hours after initial antibiotic treatment and cessation of fever
- Chickenpox, until 6 days after onset of rash or until all sores have dried and crusted
- Pertussis, until 5 days of appropriate antibiotic treatment has been completed
- Erythema infectiosum (5th Disease), keep child at home if fever is present
- Mumps, child may return to child care five days after start of symptoms or after symptoms are gone, whichever is longer (usually about 9 days after onset of parotid gland swelling)
- Hepatitis A virus, until 1 week after onset of illness or as directed by the health department when passive immunoprophylaxis has been administered to appropriate children and staff
- Herpes simplex, children with herpetic gingivostomatitis, an infection of the mouth caused by the herpes simplex virus, who do not have control of oral secretions

- Measles, until 6 days after onset of rash
- Rubella, until 6 days after onset of rash
- Meningitis (bacterial), until 24 hours after starting antibiotics.
- Unspecified respiratory tract illness
- Coxsackie (Hand, Foot, and Mouth Disease), until there is no weeping lesions or excessive drooling and child has been fever free for 24 hours
- Conjunctivitis (pink eye) with white or yellow discharge, until 24 hours after treatment, however, children who have a clear, watery eye discharge and **do not** have any fever, eye pain, or eyelid redness do not have to be excluded

Illness While in Child Care

If a child becomes ill while in child care and it is determined that the child should be excluded, staff will:

- Contact the parent/guardian immediately, with the expectation that the child be picked up within an hour
- Care for the child apart from the other children
- Give appropriate attention and supervision until the parent/guardian picks up the child
- Give extra attention to hand washing, diaper changing, and disinfecting surfaces
- Use universal precautions

MEDICATION PROCEDURES POLICY

TLC staff will administer prescribed medication ordered by a health care provider for a specific child with written permission of the parent and a copy of the prescription with instructions from the health care provider. The medication must be in the original container with the child's name and dosage on the label. TLC will also administer non-prescription medications recommended by a health care provider for a specific child or specific circumstances, with written permission of the parent and health care provider defining specific age/weight appropriate dosage. Medication must be in the

original container with the child's name and dosage written on the outside. Medication must be given to the staff in the room for safe storage.

MEDICAL EMERGENCY POLICY

If a child becomes ill, has an accident resulting in injury, has a dental emergency or needs medical or dental attention while at the Center, the staff will attempt to contact the parent/authorized person listed on the consent form. If TLC is unable to reach the contact listed, a staff member will care for the ill or injured child until the authorized person can be reached. If the illness or injury is serious and requires immediate attention, an ambulance will be called and the child will be transported to the facility listed on the form or to the Floyd County Medical Center if the emergency treatment team determines it necessary. A staff member will accompany the child and will remain with the child until full care has been given or a parent/guardian arrives and assumes responsibility for the child. Any charges incurred will be the responsibility of the child's parents/guardians.

INCIDENT/ACCIDENT REPORTING POLICY

If an accident occurs resulting in the injury of a child, staff shall complete an Incident Report. This report will include the name of the child, date of incident, type of injury, location of incident, treatment required, description of incident, witnesses, and medical professionals consulted when applicable. If other children are involved in the incident, they shall not be identified by name in the report. An incident report should also be filled out when a child exhibits an unusual behavior or unexplained change of behavior (such as change in napping habits, unusual crying or whimpering, and sudden changes in self-care, i.e. refusing to do previously learned developmental skills such as walking and self-toileting).

This report will be given to the Director to be kept in the Center's files. A copy shall be placed in the child's file and one sent home with the parents. If the injury is not serious, staff will report the incident to the parents/guardians when the child is picked up at the end of the day. In case of serious injury, parents/guardians will be notified immediately.

NUTRITION POLICY

All meals and snacks, (including baby food, preparation, service, and storage) shall meet the requirements for meals of the child care component of the USDA Child and Adult Care Food Program (CACFP). TLC shall ensure that children in care are offered breakfast, lunch and afternoon snack according to their attendance schedule

Menus will be posted in each classroom and in the main lobby. TLC will maintain records as required by the CACFP, including menus and number of meals served to each child.

As per CACFP requirements, TLC will provide infant formula and infant cereal, however parents/guardians may choose to bring an alternative brand of formula for their infant. Parents/guardians may be responsible for baby food.

FOOD FROM HOME POLICY

Parents/guardians may bring treats to celebrate special occasions such as birthdays. If bringing treats, parents/guardians need to contact the Director to ensure the food will comply with TLC's Food Allergy, and Peanut/Nut Free Policies. Treats must be store purchased and not home made.

FOOD ALLERGY POLICY

If a child has a food allergy, the parents/guardians must provide written notice to the Director, including documentation of the food allergy from the child's health care provider, instructions on precautions that need to be taken to avoid the allergic food and the doctor's order for medication, if any. A Food Allergy Action Plan form must be completed.

TLC will take the necessary precautions to keep the allergic foods away from the child and train staff on the proper management of the specific food allergy, including emergency procedures and how to administer medication.

REST TIME POLICY

All children enrolled at TLC, regardless of age; need to have at least 30 minutes of quiet rest time each day. They do not have to sleep but need to lie quietly so that other children can rest and fall asleep. After a minimum rest time, the child who has not fallen asleep will be given something quiet to do

(books, lacing cards, small puzzles, pattern blocks, paper, and crayons/markers, etc.). If at all possible we will try to follow parent's wishes about rest time.

SMOKE FREE AIR POLICY

To comply with federal and state laws regarding smoking in child care centers. TLC is a completely smoke free property. This includes inside the Center building, playground, and parking lot.

DISCIPLINE POLICY

We believe that discipline is best obtained through leading and guiding children in an environment that is safe and nurturing. All staff will serve as role models for appropriate behavior. The environment and the activities offered at TLC will be structured to provide appropriate limits for children to help them develop self-control while maintaining self-esteem. Within those limits, children will have the opportunity to make choices, interact with others (peers and adults), work with materials, and express themselves; all with the support of caring adults. If children are given this type of environment, it is believed that fewer discipline problems will occur.

It is natural, however, for some problems to arise. When these problems occur, the staff will handle them calmly with respect for the individuals involved. If there is a conflict between children, the following steps will be used:

- Acknowledge the children's feelings and gather information about what happened
- Restate the problem according to what the children say
- If verbal, ask children for possible solutions
- Restate the solutions given and have the children decide which one to use
- Encourage the children to act on their decision
- Offer follow-up support

If this problem solving/conflict resolution does not work, other techniques used may include the following:

- Redirection to another activity
- Temporary separation from the group/activity until the child is ready to return
- Modeling
- Conferencing with the staff in the room

The technique(s) used will depend on the nature of the discipline issue and the child/children involved and will be based on the principles of the Positive Behavior Supports method of dealing with challenging behaviors.

Aggressive physical behavior toward staff or children is unacceptable. If a child becomes physically aggressive, caregivers will intervene immediately to protect all of the children and encourage more acceptable behavior. For acts of aggression or fighting, the following steps shall be followed:

- Separation of the children involved
- Immediate comfort for the individual who was injured or on the receiving end of the teasing/bullying
- Care of any injuries suffered by the victim involved in the incident
- Completion of an incident report
- Notification of parent/guardian of the children involved in the incident
- Review of the adequacy of caregiver supervision and appropriateness of Center activities
- Administration of corrective action if behavior continues without improvement or behavior worsens

Physical restraint (restricting a child's movement) will not be used except as necessary to ensure a child's safety or that of others and then only for as long as is necessary for control of the situation.

No child shall be subjected to verbal abuse, threats, or derogatory remarks about the child or the child's family. Corporal punishment, including spanking or slapping is prohibited. Punishment or the threat of punishment, which is humiliating, frightening, causes pain or discomfort to the child or is associated with a child's illness, lack of progress in toilet training, or in connection with food or rest is not allowed.

Medications or drugs that affect behavior will not be used except as prescribed by the child's health care provider and with specific written instructions from the child's health care provider for the use of the medication.

If necessary, the staff may request a conference with the parents/guardians regarding a child's behavior. If such a conference is requested, the Director will sit in on the meeting. At this meeting a plan will be put into place for resolving the issue. This plan will detail what actions the staff, the child, and the family will take and what consequences may be enacted. After a trial period for the plan, the child's behavior will be reviewed.

If there is little or no improvement, the child may be dismissed from the program. Parents/guardians will have the right to appeal to the Board of Directors concerning the issue. The decision of the Board of Directors is final.

BITING POLICY

TLC recognizes that biting is a common behavior exhibited by young children as a part of normal child development and will address this challenging behavior in a positive and appropriate manner. Children bite for reasons relating to their developmental stage, expression of feelings or their environment so TLC's response to biting behavior will include observation, understanding, teaching and environmental changes.

When a biting incident occurs, staff will immediately move the biter away from the victim. The staff's response to the biter will be age-appropriate but will send a firm message of disapproval using such words as "Biting hurts!" or "We Don't Bite our friends."

The victim will be comforted, wound examined, and first aid administered. If the skin is not broken, the area of the bite will be washed with soap and water and an ice pack used to reduce the swelling. If skin is broken, pressure will be applied to stop bleeding if necessary, the wound washed using mild soap and rinsed under running water. The wound will be bandaged and an ice pack applied. Due to possible blood exposure, staff will have the child who has bitten immediately rinse his mouth with water.

If the skin is broken or the bite located near the eye, on the face or on the fingers, the parent/guardian of the victim will be notified immediately since medical attention may be necessary. If blood is present, the parent/guardian of the child who has bitten will also be called immediately because the child may have come in contact with blood from the victim. The parent/guardian may choose to seek medical attention.

After the victim's needs have been met, staff will talk with biter and the victim (if verbal) to determine why the incident happened.

Staff will complete a Bite Fact Sheet to be signed by biter's parent/guardian and an Incident Report to be signed by the victim's parent/guardian with the original forms kept in the appropriate child's file. A Bite Incident Report will also be completed by staff and given to the Director.

The Director will review the Bite Incident Report and work with staff to determine actions that should be taken to prevent future biting incidents.

Actions may include shadowing the biter, changes in the classroom environment, and/or teaching the biter appropriate ways to express his feelings.

Ongoing biting behavior will be handled as any other ongoing challenging behavior following the policy as described under Discipline in the Policies and Procedures for Child Care Handbook.

All staff and volunteers will maintain the confidentiality of the children involved in biting incidents.

DISMISSAL POLICY

TLC is designed to meet the developmental appropriate needs of all children and their families. However, there may be times that we need to re-evaluate a child's placement in the Center. If a child is not ready for the group experience, or if his/her needs are not met in the group setting, we may ask for removal of the child in a confidential conference with the parents/guardians. We do not believe that the child should remain in the Center unless he/she derives some benefit from the program and/or experiences. For additional details, see the Policies and Procedures for Child Care Handbook.

CLOTHING

Think of your child's comfort and provide simple clothing that is free of complicated fastenings. We will provide a variety of experiences for your child, and some of these activities may be messy as the child explores materials and creates masterpieces. Please have your child wear play clothes that are washable. Your child should bring an extra change of clothing to TLC.

We do go outside daily, even in the winter when the temperature and weather permit. Please bring boots, snow pants, mittens, warm hat, and coat for your child.

ITEMS FROM HOME

At time of enrollment or when transitioning to a new room, office staff will provide you with a list of materials that your child will need to bring from home.

We ask that money, candy, gum, small toys, and small objects be left at home. If there is something special your child wants to bring to share, please talk with the staff member in your child's room and we will make arrangements to keep the item in a safe place before and after your child shares.

FIELD TRIP POLICY

Children at TLC may be involved in field trips designed to add to the curriculum. Children may take field trips to neighboring cities to see special places or take part in special events. When a field trip is planned, parents/guardians will receive written notification in advance. The notification will include the destination, time leaving and returning, method of transportation, and any special items your child may need. Extra adults will be present for all field trips.

If you do not want your child attending a specific field trip, you must submit a written note requesting that the child not attend the trip. In this case, we will find an appropriate placement for your child within the Center, but it may be with a different age group.

Transportation for field trips will be arranged through the school district, YMCA, or public transportation carrier such as the Charles City Taxi.

NON-CENTER ACTIVITIES

Often we will offer a chance for the children to explore their community. Non-center activities will be offered on a regular basis, appropriate for the age level of the children. These activities may include library time, touring local businesses, visiting the parks, the Charles City Art Center, YMCA, Charles Theater, and feeding the ducks. Each room will post all such activities with their weekly schedule.

PARENT ADVISORY COMMITTEE

The Parent Advisory Committee believes in the mission and the goal set forth by the staff and helps to carry out these statements, to the best of their ability. The PAC is comprised of volunteers consisting of parents/guardians of children enrolled at TLC, and staff. The PAC meets monthly, meeting dates and times will be posted throughout the Center. Free child care and a meal will be provided (with a two day notice) for these meetings. During these meetings, it is understood that policies and procedures are to be discussed and not events that point to one particular staff member. Should there be a concern about staff, it is advised to talk to the Lead Staff of the classroom involved, or the Director. The PAC is the voice of the parents/guardians and staff. With approval from the Board of Directors, the PAC shall raise funds to benefit the Center.

ADDITIONAL POLICIES AND PROCEDURES

Additional TLC policies and procedures are available from the Director upon request and can be found on TLC's website (www.charlescacitytlc.com).