



H.O.P.E.

Early Learning Center

Helping Our children Prepare Educationally

PARENT HANDBOOK

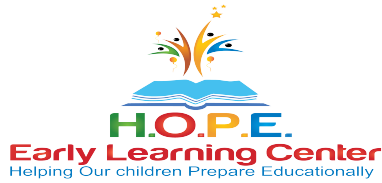
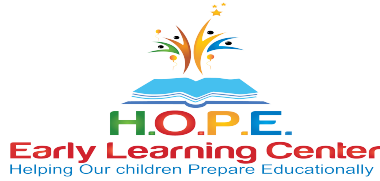


Table of Contents

Topic	Page	Topic	Page
Hours of Operation	3	Neglect and Abuse	10
Absences	3	Parent Advisory Council	10
After Hours	3	Parent Code of Conduct	10
Arrival & Departure Procedures	3	Parent Communication & Newsletter	11
Bereavement	4	Parent-Teacher Conferences	12
Center Closings & Holidays	4	Parties	12
Center Services	4	Personal Safety	12
Confidentiality	4	Records	12
Contact Information	4	Recreation & Play	12
COVID-19 Protocol	5	Special Needs Students	13
Curriculum	6	Summer Enrollment	13
Daily Rest Period	6	Toileting/Potty Training	13
Emergency Procedures	6	Transition for Children & Staff	13
Food Program	8	Trial Period for Students	14
Illness	8	Tuition	14
Inclement Weather	8	Uniform Policy	14
Labeling Belongings	9	Withdrawal Procedures	15
Lost & Found	9	Behavior Policies	16
Meals/Snack	9	Additional Forms	17
Medications	9	Tennessee Department of Human Services Childcare Licensing Summary.	21



Welcome to H.O.P.E. Early Learning Center! We are so glad that you have chosen to be a part of our H.O.P.E. ELC Family. We value your decision to partner with us in the growth and development of your most precious gift/s. We aspire to provide a loving and supportive environment where your children will thrive. Thank you for allowing us to serve you and your family.

This handbook serves as a tool to acquaint you with our policies and procedures. This handbook is updated annually and is accessible on our website at www.hopeelc.com.

Our Philosophy

At H.O.P.E. Early Learning Center, we value education, faith, and family. Our approach to education encompasses the heart, head, and hands. Our curriculum is comprehensive and blends Christian principles with social and emotional learning, rigorous academics, and practical hands-on applications. Using the Abeka curriculum, every subject is approached from a Christian perspective, with Scripture and biblical principles used to emphasize or illustrate academic concepts. Additionally, our curriculum will integrate and align with the Head Start Child Development and Early Learning Framework, TN Early Learning Development Standards, and Creative Curriculum for Infants & Toddlers.

Our Vision

Children loved, reading, writing, and ready for kindergarten and life

Our Mission

In an effort to continue the legacy of Blessed Beginnings Comprehensive Learning Center, H.O.P.E. Early Learning Center will prepare children with the prerequisite skills necessary to be successful in kindergarten and life.

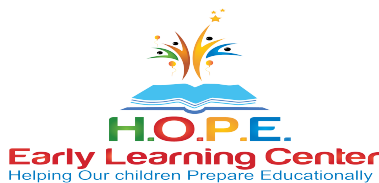
Scripture References

For Our Students

Proverbs 22:6 “Train up a child in the way he should go: and when he is old, he will not depart from it.”

For Our Staff

Titus 2:7-8 “7) In everything set them an example by doing what is good. In your teaching show integrity, seriousness, 8) and soundness of speech that cannot be condemned, so that those who oppose you may be ashamed because they have nothing bad to say about us.”



Hours of Operation

The Center is open Monday through Friday 7:00 AM to 5:00 PM throughout the year with the exception of the days indicated on the Holidays/Closings calendar.

Absences

When your child is going to be absent for non-illness reasons, please notify the Center in advance. In case of a prolonged absence, i.e. vacation, to maintain enrollment and to avoid any late payment fees, please make arrangements to pay all fees during the child's absence. **Please know that staffing decisions are made, according to attendance, so if your child is absent Monday-Wednesday, they will need to remain home for the week.**

After Hours

Children are to be picked up before 5:00 pm. The late fee charge per child is \$30 beginning at 5:00pm and \$1 for each additional minute passed 5:10pm. **Late pickup fees are due upon arrival when picking up your child and will be assessed electronically via bank draft, Cash App, or debit card on file.** Parents are expected to assume responsibility for picking up their children on time. Habitual late pick-up may result in dismissal of the child.

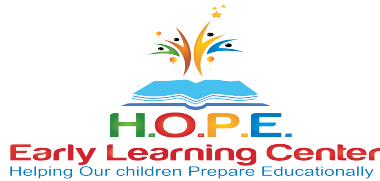
Arrival, Departure and Sign In/Out Procedures

All children are asked to arrive at the Center no later than 8:30 am each day. **Exception: If your child is going to be late due to a doctor's appointment, the Center must be notified 24 hours in advance to provide the estimated time of arrival.** This will allow us to accommodate your child for lunch, classroom scheduling and the necessary staffing requirements. The Center closes promptly at 5:00 pm and children should be picked up by 4:50 pm. Late fees will be applied at 5:00 pm.

Should you need to pick up your child early, please consider picking him/her up before or after scheduled nap time (12-2 pm) so that it will not be disruptive to the other children.

To prevent unnecessary accidents, students arriving or leaving the building must be accompanied by parents or adults to and from the vehicle to the Center. DO NOT ALLOW your child the freedom to run or roam the campus. H.O.P.E. ELC will not be held liable for accidents, incidents, or injuries that may occur to children who are not under the care of H.O.P.E. ELC staff. When children are released to parents/guardians or authorized persons, they are no longer under the care of H.O.P.E. ELC staff.

All parents/guardians or authorized persons of enrolled students in our Center must sign children in upon arrival and out upon departure using the Brightwheel Daycare Center Management App. Each parent/guardian will be given information to download and access the Brightwheel App onto their electronic device. Parents will have the ability to communicate with the Center Director and Teacher using the Brightwheel App. We will use the Brightwheel Daycare Center Management System to record attendance and daily activities.



Due to COVID, we ask that the same parent or guardian pick up and drop off the child. For emergencies, only people authorized to pick up a child are those designated by the parent/guardian listed in the student's registration packet. **We MUST have, on file, authorization to pick-up or have in writing, prior to pick-up, a statement from the parent giving the individual permission to pick the child up.** NO PHONE CALLS OR FAXES WILL BE ACCEPTED! All authorized individuals must download the Brightwheel App to check students in or out. Authorized individuals must present a state issued ID, **for the safety and protection of your child, other children in the Center and the staff.**

Bereavement

In the event of death of an immediate family member such as a sibling, parent or grandparent, you may request in writing an adjustment to your tuition for up to **5 days** during the period of absence. **A copy of the obituary must accompany your written request.**

Center Holidays and Closings

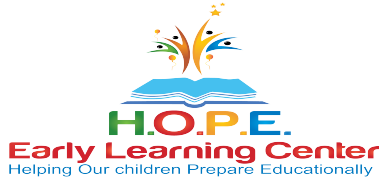
Labor Day
Election Day (November)
Veteran's Day
Thanksgiving Day and Friday after
Christmas Week (Center Shutdown)
New Year's Eve
New Year's Day
Martin Luther King, Jr. Day
President's Day
Good Friday
Memorial Day
Juneteenth (June 19)
Independence Day/Week (Center Shutdown)

Center Services

Our Center serves children ages 6 weeks to 5 years for full-time care only. We give priority to families we have served previously, siblings of currently enrolled children and children of our staff members. The Center does not discriminate against a child or parent on the basis of race, color, or national origin in any of its policies, services or practices. **This is a drug-free, smoke-free, and nut-free environment.**

CONFIDENTIALITY POLICY

H.O.P.E. Early Learning Center takes the responsibility of maintaining the confidentiality of all persons associated with the Center very seriously. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families, and employees associated with H.O.P.E. Early Learning Center. Any parent who shares any information considered to be confidential, or pressures employees, or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy. **Violation of the Confidentiality Policy is grounds for dismissal of families and staff.**



Contact Information

The Center phone number is 615-669-1541. Our mailing address is PO Box 1092, Smyrna, TN 37167 and our fax number is 615-235-1693. You may email the Director at holiver.edu@gmail.com.

COVID-19 PROTOCOL

Drop off and pickup

- Temperature checks are done on students; parents; and staff.
- Children with temperatures greater than 99.0, will not be checked in for the day.
- No Parents are allowed in the Center. Children are signed in and out at the Entrance and they are ushered in/out of the Center by the teacher.
- We ask that only parent drop off and pick up children.
- Sanitizer stations have been set up for parents to use when entering and leaving the Center Lobby.
- Parents and children must sanitize hands immediately upon entering the Center Lobby.
- Children are to wash hands immediately upon entering the classroom.

Social distancing strategies

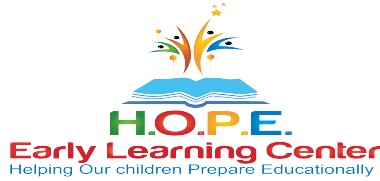
- If a child becomes sick during the day, the parent is contacted immediately to come and pick them up. The child is isolated from the other children until the parent arrives.
- We have adopted low classroom ratios to help with social distancing. No more than 10 children will be in a classroom.
- We attempt to have the children stay in the same classrooms all day, dependent upon staffing.

Sanitation and disinfection of Center

- We routinely clean, sanitize, and disinfect surfaces and objects that are frequently touched, especially toys and games. This may also include cleaning objects/surfaces not ordinarily cleaned daily such as doorknobs, light switches, classroom sink handles, countertops, nap pads, toilet training potties, desks, chairs, cubbies, and playground structures.
- Center is closing early to allow staff to deep clean and disinfect classroom and materials.
- All bedding is sent home weekly or more often, if needed, to be cleaned and disinfected. Any other bedding or soft toys that are used in the classroom is washed weekly or more often, if needed.

Healthy hand hygiene

- Staff is required to wash their hands immediately upon entering the center and before coming into contact with children.
- Children and staff immediately wash their hands before allowing the child to go play with other children. This procedure is also done before the child leaves the classroom each day.
- Staff wash their hands often with soap and water.
- Staff wash their hands when visibly dirty.
- If someone coughs or sneezes in their hands, hands are immediately washed.



Daily health checks – screening children upon arrival

- Daily Health Checks are performed immediately including taking temperatures upon arrival. The thermometer is sanitized after every use.
- If a child has a temperature of 99.0 degrees or higher, he/she will not be allowed to stay. Children must be fever free for 24 hours, without medication, to return. The child will have to have a statement from the doctor stating that they are safe to return to the center.
- Staff's temperatures will be taken as well prior to the start of their shift. If they have a fever of 99.4 or higher they will not be allowed to stay. They will have to have a statement from their doctor stating that they are safe to return to work.

Outside visitors

- No outside visitors are allowed in the center.
- An exception is made for people with legal authority to enter such as law enforcement, child care licensing staff, and child protected services.

Food preparation and meal service

- Staff should ensure children wash hands prior to and immediately after eating.
- Staff should wash their hands before preparing meals and after serving meals.
- Sinks used for food preparation are not used for any other purposes.

Center will also follow updated guidance and procedures from the Department Human Services and the Center for Disease Control and Prevention.

Curriculum

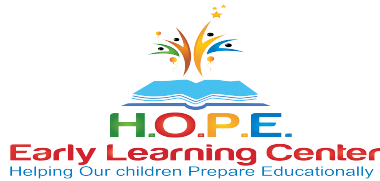
Our Center uses the Abeka Christian Pre-School Curriculum and the Creative Curriculum for Infants and Toddlers. Parents are required to pay a \$100 curriculum fee at the time of registration and annually in September of each year.

Daily Rest Periods

A 2 - 2 ½ hours rest time is required by DHS. Please provide a crib sheet and a small blanket to cover cots at nap-time. The linen should be picked up every Friday afternoon to be laundered and brought back to the Center on Monday mornings. Please label your child's linens and all personal items with his/her name or initials. A laundering fee of \$20 is charged for the use of Center blankets and sheets.

Emergency Procedures

In Case of Fire: The fire alarm will sound, alerting the staff and the Fire Department. Children will be evacuated through the nearest safe exit. Teachers will gather all children and perform a name to face attendance check. With the emergency backpack, teachers will walk children to the evacuation site. Infant teachers will place infants in a fire evacuation wagon and proceed to the evacuation site. We will assemble near the playground behind the parking lot. The Director will make the final sweep and proceed to the evacuation site taking a master roster containing parent/guardian names and phone numbers. At the evacuation site, teachers will perform a name to face attendance check. If there is a missing child the fire department will be notified immediately.



In Case of Tornado/Severe Weather Warning: Teachers will do a name to face attendance check, collect the emergency backpack, and gather in the center of the main floor, away from windows. Teachers will keep children occupied until the warning has expired. Infant teachers will be sure to take any bottles that may be needed during the warning. When all danger is passed the children will return to their regular scheduled classes.

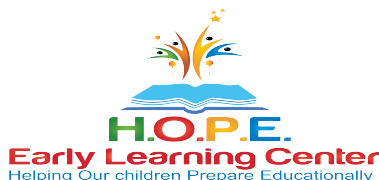
In Case of Threat: In the event that there has been a threat made to the H.O.P.E. ELC facility, to a teacher within the facility, or to a student at the facility, La Vergne Police Department will be called and the Center may close as a result. In the event of a closing, the parents will be notified of threat and immediate pick up procedures.

In Case of Missing Child: If a child is MISSING, the teacher will immediately check with others in the Center and then notify the administrator on duty. If after a quick search (no more than 2 minutes), the child is not located, the administrator will immediately dial 911 to report the child missing and notify the child's parents. When the child is found, the parent will be immediately notified, followed by all involved in the search. When the crisis has passed, the administrator and staff will reconstruct the incident including, what happened, how it happened, why it happened, and what to do to prevent it from ever happening again. This event will be recorded on an Incident Report form and then be reported to the Department of Human Services within 24 hours of the occurrence.

In Case of Building Service Loss: In the event of but not limited to: no heat, no air conditioning, no water, no electricity, or plumbing problems that lasts for **more than 1 hour**, parents will be notified immediately and required to pick up children within 1 hour of the phone call. If it will be a prearranged loss of service for repairs, then parents will receive notification and have to make other arrangements for child care until service is restored. If phone service is interrupted at any point, a backup cell phone will be utilized.

In Case of an Intruder on Campus: The Center doors remain locked at all times. In the event of an intruder on campus, La Vergne Police will be notified. Teachers and children will discontinue all activities and take cover, away from all doors and windows until an all clear signal is given and it is safe to resume the regular classroom activities.

In Case of Evacuation: If the situation arises where the staff and children need to be evacuated from the building, it will be done in an orderly fashion. Children will be evacuated through the nearest safe exit. Teachers will gather all children and perform a name to face attendance check. With the emergency backpack, teachers will walk children to the evacuation site. Infant teachers will place infants in an evacuation wagon and proceed to the evacuation site. We will assemble near the playground behind the parking lot. The Director will make the final sweep and proceed to the evacuation site taking a master roster containing parent/guardian names and phone numbers. At the evacuation site, teachers will perform a name to face attendance check. A member of the administrative staff will monitor the evacuation to determine if the staff and students may return to the building. If not, staff and students will report to the Center evacuation site next door at Word of Life



Family Worship Center, 555 Old Nashville Highway, La Vergne, TN. Once children and staff are safe, parents will be contacted to pick up their children from the evacuation site.

In Case of Any Emergency: The children will remain well supervised at all times. A first aid kit is located in all classrooms and all staff has been trained in first aid and cardio pulmonary resuscitation (CPR). All precautions will be taken to prevent emergencies. The staff is well trained and prepared to act in the case of an emergency. Parents will be contacted as soon as possible, if their child is involved in an emergency situation.

Food Program

Our Center participates in the *U.S. Child and Adult Care Food Program*. We request that each family comply with the requirement to complete a *Food Program Eligibility Application (HS-1949)* upon enrollment and yearly on your anniversary date. Due to the strict guidelines of the program, outside food is not allowed. Exceptions may be made in case of any medical or religious purposes. See the Director or Assistant Director for further instructions.

Illness

Children that present with signs or symptoms of illness will not be allowed to check-in for the day. Should a child become ill during the day, his/her parents will be notified and expected to pick up the child within 1 hour. Late fees will be applied, if children are not picked up within an hour. Please notify the Center of any changes in emergency contact information as they occur.

A child sent home whose illness includes fever/diarrhea cannot return to the Center until he/she has been fever/diarrhea free without medication for a period of 48 hours.

Note: Diarrhea is loose, watery stools (bowel movements). You have diarrhea if you have loose stools three or more times in one day. Upon the 3rd episode of diarrhea, with or without a fever, a child will be sent home.

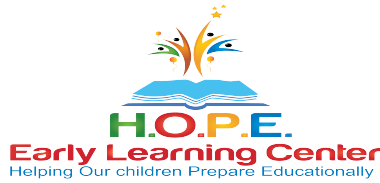
Where there is a communicable illness within the Center, i.e. **COVID-19 or the Flu**, we will close to disinfect the Center and issue a **Health Alert** to inform parents.

Children are required to stay for the first 48 hours after immunizations, in the event of fever, nausea, diarrhea, or any other adverse reactions.

In the event of hospitalization of the child or an immediate family member such as sibling, parent or grandparent, you may request in writing an adjustment to your tuition **for up to 5 days** during the absentee period. **A doctor's statement must accompany your written request.**

Inclement Weather

In the event of inclement weather, the Center will make every attempt to open or remain open during normal business hours. However, should we decide the conditions are too dangerous or potentially dangerous; we will notify the parents as soon as possible. During the winter months, we will contact **Channel 4 News** to announce any adjustments to our operating schedule. **Should we decide to operate on a Snow Schedule**



for the day; the hours of operation will be 8:30 AM to 4:30 PM. If you are unable to pick up your child promptly, please make other arrangements. **Late pickup fees will apply.**

In case of an emergency, please keep your contact information up to date. If you have given us a cellular phone number only, please provide us with an alternate phone number in case cellular phone usage is unavailable.

Labeling of Belongings

Unmarked items can become easily lost or misplaced. **Parents are asked to mark ALL belongings to avoid/prevent loss.** Coats, bottles, clothing, blankets, cups, bottle tops and pacifiers should be marked with initials, last and/or first name of the child. Items such as backpacks, binders, agendas and jackets for older children should be marked as well. If we cannot identify items that remain at the Center for a period of time, items will be discarded.

Lost & Found

Please check with the Center's staff for lost items. Please label all personal belongings with your child's name in permanent marker - this is helpful in identifying lost items.

Meals/Snacks

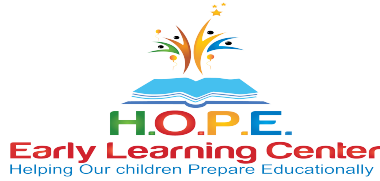
Our Center will provide breakfast, lunch and mid-afternoon snack each day. All meals and snacks are prepared based on the Recommended Dietary Allowances contained in the Food Pyramid. Menus will be posted on the bulletin board in the Lobby and on the Brightwheel App. All enrolled children are served the same meals at no additional charge, regardless of race, color, national origin, sex, age, or disability, and there is no discrimination in the course of the Center's food service. This Center participates in the U.S. Child and Adult Care Food Program, which meet all federal recommended daily nutritional standards. All parents/guardians are requested to fill out a Child Food Program Eligibility Application annually, in order for the Center to maintain compliance. Parents are asked to supply an infant feeding schedule before the first day of care and as feeding routine and/or dietary needs change. The Center will try to accommodate infant schedules, but we will not let your child cry or become anxious to adhere to the schedule. Parents must provide food for children who are on special diets that are prescribed by the child's physician. Parents must have a Physician or Dietitian to substantiate the need for a special diet in writing. **Notes from Physicians are also needed to substantiate food allergies.**

Extra snacks, other foods and/or beverages are not permitted in the Center. The Center provides a balanced snack, which meets nutritional guidelines.

Breakfast will be served at 7:45 a.m. Because our lunch is catered, please call or post in Brightwheel app. to inform us of your child's absence before 8:00 a.m. **This is a drug-free, smoke-free, and nut-free environment.**

Medication

All medications, including ointments, must come in their original packaging. Prescribed medications require a doctor's note on letterhead and signature on our form. First aid, Epipens, and Albuterol Inhalers will be administered in the event of an emergency only. Parents must complete a consent form providing the Center



permission to administer medications. If your child requires prescribed medications during the day, you may arrange to come by the Center to administer such medications.

Neglect or Abuse

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of H.O.P.E. Early Learning Center are considered mandated reporters, under this law. The employees are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior, or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We take this responsibility very seriously and will make all warranted reports to the Tennessee Department for Children Services as required. The Child Protective Services Act is designed to protect the welfare and best interest of all children. As mandated reporters, 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." Causes for reporting suspected child abuse or neglect include, but are not limited to:

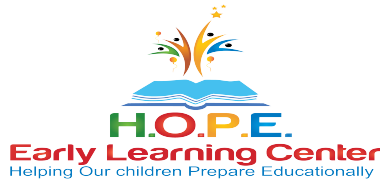
- ◆ Unusual bruising, marks, or cuts on the child's body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, and/or season
- ◆ Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child
- ◆ Sending a sick child to school overmedicated to hide symptoms, that would typically require the child to be kept at home until symptoms subside
- ◆ Children who exhibit behavior consistent with an abusive situation

Parent Advisory Council (P.A.C.)

The P.A.C. is made up of concerned parents, guardians, and staff of H.O.P.E. ELC whose children attend the Center as well as the staff who are employed by the Center. Parent Advisory Council meetings are held 3 times a year (September, January, & April). The dates will be listed on the Center calendar; which is made available for every parent. P.A.C. and the Director solicit the participation of all parents in this organization by being active and involved in your child's educational life during their most formative years. Joining the P.A.C. is vital to improving the quality of care for your child care and your child. We believe that indeed "It takes a village to raise a child" and we want to partner with you while your child experiences the wonders of Center.

Parent Code of Conduct

H.O.P.E. Early Learning Center require the parents/caregivers of enrolled children behave in a manner consistent with decency, courtesy, and respect at all times. One of our goals is to provide the most appropriate environment in which a child can grow, learn, and develop. Achieving this ideal environment is not only the responsibility of the employees of H.O.P.E. Early Learning Centers but is the responsibility of each and every parent or adult who enters the Center. Parents who violate the Parent Code of Conduct will not be permitted on Center property thereafter.



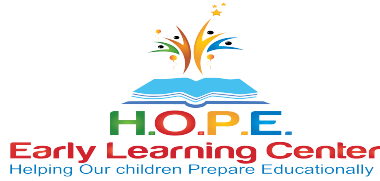
SWEARING/CURSING: No parent or adult is permitted to curse or use other inappropriate language on Center property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it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

THREATENING OF EMPLOYEES, CHILDREN, OTHER PARENTS, OR ADULTS ASSOCIATED WITH H.O.P.E. Early Learning Center: Threats of any kind will not be tolerated. In today's society, we cannot afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. **PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT H.O.P.E. EARLY LEARNING CENTER: While H.O.P.E. Early Learning Center does not necessarily support or condone corporal punishment of children, such acts are not permitted in the Center. While verbal reprimands may be appropriate, it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures. **Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own.** Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or center director. Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or director's attention. At that point, the teacher and/or director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the center director are strictly prohibited from discussing anything about another child with you. All children enrolled in our Center have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center, without your consent.

Parent Communication and Newsletter

We will communicate with families with the **Brightwheel App**. **Brightwheel** is an all-in-one application, downloaded to your electronic device, that allows us to document daily activities and communicate with families. Additionally, families will receive quarterly **Newsletters**. This newsletter will contain a listing of weekly/monthly themes and units, along with information on upcoming events and a "looking back" section detailing events of the past month. Please be sure to read this as it is a pertinent form of communication with our families. Teachers will also post weekly lesson plans and activities on the **Parent Communication Board** in the Lobby of the Center.



Parent-Teacher Conferences

We welcome communication between the parents and teachers. We have scheduled parent-teacher conferences in the fall and the spring. However, if a parent-teacher conference is desired, this can be scheduled at a convenient time for both teacher and parent. Please submit your request in writing to the Center's office. If you need to communicate with your child's Teacher during the day by phone, the best time will be during nap coverage. Ask your child's Teacher to find out her/his coverage hour. Please feel free to call the office to check on your child during the Center hours.

Parties

The standard themes of Thanksgiving Day, Christmas, Valentine's and Passover (Easter) will be observed. However, because of the strong emphasis given to these seasons, special emphasis will be given in respect to the celebrations of each as follows:

Thanksgiving - Emphasizing the harvest and the reformation.

Christmas - Emphasizing the birth of Christ.

Valentine's – Emphasizing to 'Love One Another'

Passover (Easter) - Emphasizing the death and resurrection of Christ.

Birthdays - Parents are welcome to send cupcakes for birthday celebrations.

Personal Safety

The Curriculum for PreK 3 and PreK 4 will include a TDHS recognized "Keeping Kids Safe" curriculum that has a component on personal safety to include child sexual abuse prevention.

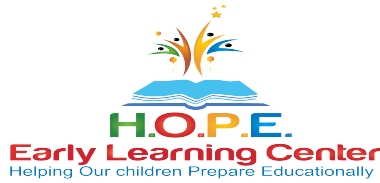
Records

Please keep the office informed so your child's records may be accurate to any change of address, telephone number, place of employment of the mother and the father, and the current phone, the name, and address of one to be called in case of emergency. **All changes of address which affect your child should be made in the office before they become effective.**

DHS requires that each child must be signed in and out every day. This is done via Brightwheel Childcare Management System. H.O.P.E. Early Learning Center is not responsible for children before they are signed in or after they are signed out. For your convenience and your child's safety, it is imperative that transportation plans are kept updated. Your child will not be released to anyone who is not listed in your file; nor, will children be released to anyone under the age of 18. **For your child's safety and the safety of the Center, any unfamiliar person will be required to submit to an identification check.** The transportation plan will be checked as well as a driver's license. Please remember this is for the security of your child.

Recreation and Play

Two outdoor play periods are scheduled each day, including infants and toddlers. Parents must send appropriate outdoor clothing for daily variations in the weather. Children will be protected against extreme hot and cold outdoor temperatures; however, they will be allowed to experience a variety of weather conditions. Children shall be provided an opportunity for outdoor play when the temperature range, after adjustment for wind chill and heat index, is between thirty-two (32) degrees and ninety-five (95) degrees Fahrenheit and not raining.



Toys brought from home are not allowed unless otherwise specified or on a Show and Tell Day. No guns, war toys, or other toys of destruction may be brought to the Center. The Center offers developmentally appropriate toys to encourage creativity, dramatic and active play, and intellectual and social growth.

Special Needs Students

H.O.P.E. Early Learning Center strives to meet the individual needs of children. However, there are a limited number of children whose needs we cannot accommodate. If we receive an application from a family that has a child requiring a special educational environment or special health accommodation greater than our resources will allow, we will try to help the family find a more appropriate program. If we determine attendance at H.O.P.E. Early Learning Centers should be a part of the child's educational program, the following conditions apply:

- We cannot provide one-on-one supervision for children on a consistent/daily basis for special education or special health needs.
- We cannot be responsible for providing a therapeutic program.
- The child's attendance cannot compromise the program.

Summer Enrollment

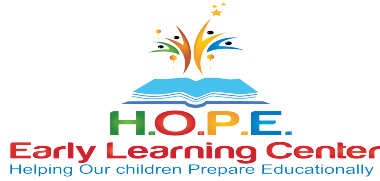
Part-time enrollment (Tuesdays and Thursdays) is available in the Summer months of June and July. The tuition is 50% the full-time rate for your child's age. If you choose to inactivate your child's enrollment during the summer months of June and July, you may do so and pay 50% of the full-time weekly rate to HOLD your child's spot. Re-enrollment begins August 1 and full tuition will be due weekly on Mondays.

Toileting/Potty Training

All enrolled children MUST be toilet trained upon their 3rd birthday, unless the child has a condition (documented by physician's statement), whereby toilet training is not developmentally appropriate for the child. **Toddlers will not transition to Pre-K 3 until potty trained. We will allow up to 2 months past the 3rd birthday for training, afterwards the child may be dismissed from the Center. Parents are encouraged to reinforce potty training at home.**

Transition Plan for Children

Our Center transitions children once a year. During the month of July, you will receive a memo or letter approximately **two (2) weeks** prior to your transition period, informing you of the upcoming change. **Our Center staff will schedule a time of sharing so that you might meet your child's new teacher and discuss pertinent information regarding the transition process as well as address any questions or concerns you may have.** We realize that the transition process is not an easy one, especially from the Infant Room to the Toddler Room. During the transition period, we ask you to remain patient. Not only does your child have to adjust to their new surroundings, classmates, and teacher, but our staff must adjust to the change as well. (Please note that there may be times that a child is transitioned due to accelerated development. This may be at any time during the year.)



Transition Plan for Staff

Should a staff member terminate employment, return from leave of absence or be reassigned to another classroom, we will assign the Center Assistant, Assistant Director or Director to temporarily assist the remaining Teacher in the classroom until a suitable replacement is found. When a replacement is found, that Teacher will be trained for a designated amount of time based upon previous experience. The time will be adequate enough to address classroom training, completion of the employee-training manual and building relationships with the students, parents, and staff.

Trial Period for New Students

Our Center has a two-week trial period for all enrolled children. We reserve the right to request the withdrawal of a child during or after the trial period if one or more of the following conditions exist:

- (1) the child is not participating in or not benefiting from the program;
- (2) there are not reasonable accommodations the Center can make to provide adequate or safe care for the child;
- (3) there are no reasonable accommodations this Center can make to provide adequate or safe care to other enrolled children due to the care needs of the child;
- (4) If the child becomes violent towards the staff and/or other children and does not adhere to behavior policy; or
- (5) if the child is not adjusting well to the Center staff, as noted by excessive crying or anxiety.

Should your child need to be withdrawn, you will be given 2 weeks to obtain accommodations.

Tuition

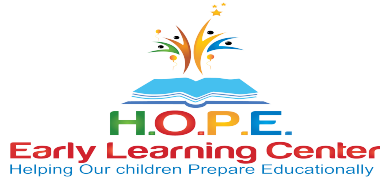
Tuition is due and payable regardless of absences, holidays, illness, vacation, or Center closings. Students will be granted 1 tuition-free week occurring during the Christmas holiday each year, after 1 year of enrollment. Tuition must be paid for all other weeks or days missed. **Tuition is due each Monday by 6pm.**

Tuition payments may be drafted electronically via automatic bank draft, debit card, check, or Cash App (\$HOPEelc). (See draft authorization form in the appendix) A \$5 fee will be assessed for credit card payments. A \$30 fee will be assessed for insufficient funds and late tuition. Failure to pay weekly tuition will result in your child being removed from the Center. Our Center participates in the DHS Child Care Payment Assistance Programs. **Parents are responsible for tuition not covered by this program. Failure to comply with this policy will result in removal from the Center.**

Uniform Policy

ALL children enrolled, EXCEPT INFANTS, must be dressed in uniform Monday - Thursday.

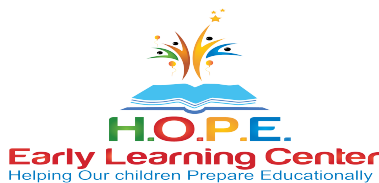
The uniform consists of **SOLID navy or khaki colored bottoms and a SOLID red, yellow, blue, green or white colored top.** Fridays are designated as "Freestyle Fridays" for students and staff. The **first time** your child arrives on any Monday - Thursday not wearing uniform dress, we will **remind** you of the uniform dress code. Should your child arrive again out of uniform on a uniform dress day, you will be asked to bring a change of clothing (if one is not available at the Center) or to come and pick up your child. Repeated failure to abide by the Center's uniform dress code may lead to dismissal from the Center. **Children are not allowed to wear open-toe shoes to the Center.** It is considered a safety hazard. Please provide a complete change



of *seasonal* clothing for your child including underwear, shoes, and socks. **Except for Infants, the change of clothing must be uniform appropriate.**

Withdrawal Procedures

The Center requests a written (2) two-week notification of your intent to withdraw your child. In your notification, you must list the last date of attendance and the reason for withdrawal. Prior to your last tuition payment, please meet with a member of Management to ensure that you leave with your account reflecting a zero balance. **DHS does not allow Center transfers until all fees are paid. Confirmation for payment of all fees must come from the Center.** If you choose to withdraw without following these required procedures you forfeit any account credits and your account balance is subject to collections for final resolution. Additionally, your child will not be permitted to re-enroll at the Center unless your account is in good standing.



Behavior Policy, Discipline Procedures, Restoration, and Rewards

Behavior Policies

All children are REQUIRED to follow the rules as outlined by the classroom teacher.

Students are to keep their hands, arms, feet, and legs to themselves at all times.

We have a **ZERO TOLERANCE POLICY** regarding children that are a direct threat to the safety of themselves, other students and staff. Such behaviors include hitting, kicking, biting, lewd sexual behavior, use of objects to harm others, and destruction of property. If your child exhibits any of these behaviors you will be called to immediately pick up your child. Behaviors may be reported to the Tennessee Department of Human Services. (Toddlers who are biting will be handled on a case-by-case basis.)

Discipline Procedures

These procedures apply to students that exhibit disobedient and/or rebellious behaviors.

Such behaviors include defiance and disobedience, screaming, name-calling, and temper tantrums.

- **First Incident:** The teacher(s) will give a verbal warning.
- **Second Incident:** The teacher(s) will give a verbal warning and place child in time out according to child's age.
- **Third Incident:** The teacher(s) will send the child to the HOPE ELC Office to visit with the Director and the child will receive the color **YELLOW** on their behavior report.
- **Fourth Incident:** The teacher(s) will send them to the HOPE ELC Office to visit with the Director and the child will receive the color **RED** on their behavior report. The child will lose their special privileges for the day and receive a **1-day suspension**.

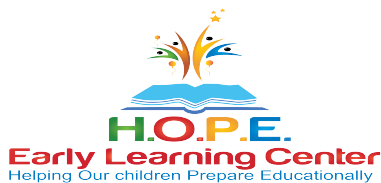
Upon return, if the child still continues to misbehave after one visit to the Director's office, you will receive a phone call to immediately pick up your child. **The child will be suspended for a period of three days.** You will be required to pay tuition for the absence period.

After the three-day suspension is completed and the child returns to the center, **continued disruptions may result in dismissal of the child from the Center.**

Restoration and Rewards

Children who receive the color yellow or red on their behavior reports will have the opportunity to receive the color green with good behavior. Children who receive the color green on their behavior report at the end of the day will be rewarded and those who receive the color green for the entire week will be rewarded with something special.

If you have any questions or concerns regarding these policies and procedures, please see the Director or Assistant Director. Thank you for your assistance in the social and emotional development of your child.



PERMISSION TO ADMINISTER MEDICATION

Child's Name _____ D.O.B. _____

Diagnosis (reason for medication) _____

Name of medication/s

1. _____ 2. _____

Does medication need to be in the refrigerator? Yes _____ No _____

Dosage: _____

Child's usual response to medication: _____

Possible side effects: _____

Doctor's Signature (For Prescribed Medications) _____

Date _____

Parent's Signature _____

Date _____

DOCUMENTATION OF MEDICATION ADMINISTRATION

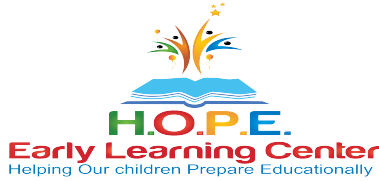
Date:	Date:	Date:	Date:	Date:
Time:	Time:	Time:	Time:	Time:
Provider:	Provider:	Provider:	Provider:	Provider:
Date:	Date:	Date:	Date:	Date:
Time:	Time:	Time:	Time:	Time:
Provider:	Provider:	Provider:	Provider:	Provider:

MEDICATION RETURNED TO PARENT

Date: _____ **Amount:** _____

Parent Signature _____

Staff Signature _____



Publicity Permission

In today’s information age, informational technology has drastically altered how we teach and learn. The Center’s website www.hopeelc.com is a great way to keep our parents and community informed of the activities and achievements of our students and staff. Additionally, we will utilize Facebook to highlight student achievements and Center Happenings.

We would like to include pictures of our students and staff on our website, our social media, our newsletter, and submit them to our local newspaper. If we have your permission to photograph or video tape your child/ren participating in Center Activities to promote the Center, please sign below.

I, _____, **DO GIVE** H.O.P.E. ELC permission to use my child’s
Parent/Guardian Signature

picture/s, video, and or likeness/es in the promotion of Center activities.

Child/ren’s Name/s

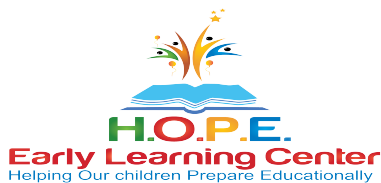
Health Screenings

As a benefit of our partnership with Early Head Start, health professionals will be at the Center to offer dental, speech, mental, hearing and vision screenings. If you want your child to be screened, please sign below.

I, _____, **DO GIVE** permission for my child/ren to participate in the
Parent/Guardian Signature

above stated health screenings by licensed health care professionals.

Child/ren Name/s



Permission to Use Sunscreen

My child, _____, may have sunscreen applied to exposed skin areas before going outside on warm sunny days.

Parent/Guardian Signature _____ Date _____

Parent will provide Sunscreen. Yes _____ No _____

Permission to Use Diapering Ointment

My child, _____, may have diapering ointment (zinc oxide, A&D ointment, and or petroleum jelly) applied to protect skin from rashes and chaffing.

Parent/Guardian Signature _____ Date _____

Parent will provide diapering ointment. Yes _____ No _____

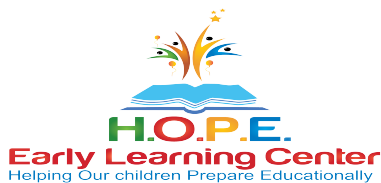
Permission for Emergency Care

In case of an emergency, I _____
Parent/Guardian's Name

authorize H.O.P.E. ELC to immediately seek emergency medical attention for

Child's Name

Parent/Guardian Signature Date



Parental Agreement

I acknowledge that I have received the H.O.P.E. Early Learning Center Parent Handbook.

I have read, in full, the *Parent Handbook* for H.O.P.E. Early Learning Center.

I understand and agree to abide by all policies and procedures of H.O.P.E. Early Learning Center during the extent of my child's enrollment at the Center.

I understand that these policies have been implemented for the well-being of my child, the other children at the Center, and the Center as a whole. I further understand that **either** party may terminate enrollment upon two (2) weeks' notice.

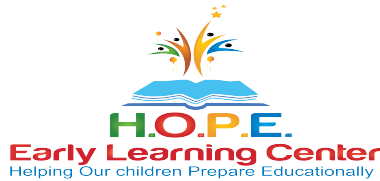
Please note: H.O.P.E. Early Learning Center policies and procedures are subject to change to reflect the needs of the program, children and families we serve, and licensing requirements.

H.O.P.E. Early Learning Center will inform parents of policy changes in a timely fashion.

I have made a pre-placement visit to the Child Care Center.

Parent Signature _____ Date _____

Parent Signature _____ Date _____



TENNESSEE DEPARTMENT OF HUMAN SERVICES SUMMARY OF LICENSING REQUIREMENTS FOR CHILD CARE AGENCIES

This summary is a guide for parents of children in licensed child care agencies. It outlines some of the requirements child care agencies must meet in order to be licensed. The Department of Human Services licenses child care agencies with five (5) or more unrelated children operating for three (3) or more hours per day unless exempt. **The purpose of licensing is to help maintain healthy, safe, and developmentally appropriate environments for your child.** Questions about these requirements or concerns about an agency's compliance should be referred to the local DHS office. You may ask your agency to see the complete set of licensure rules for child care agencies or you can access the rules through the Department's website at:

<https://www.tn.gov/humanservices/for-families/child-care-services.html>

Ownership, Organization, and Administration

General liability, automobile liability and medical payment insurance coverage shall be maintained on the operations of the child care agency's facilities and vehicles.

Enrollment of children less than six (6) weeks of age is prohibited.

Children shall not be in care for more than twelve (12) hours in a twenty-four (24) hour period except in special circumstances.

Written documentation that the parent performed an on-site visit to the agency to review the agency's facility and parent engagement strategies prior to enrolling the child (not required for children of homeless families).

Child care agencies shall establish a drug testing policy for all staff having direct contact with children.

A copy of the agency's policies, procedures, and the Department's Summary of Licensing Requirements shall be supplied to the parent upon admission of the child.

Parents shall be permitted to see the professional credential(s) of staff upon request.

During operating hours, parents shall be permitted immediate access to their children, unless legal documents prohibit or restrict access.

Children's Records

Written consent for emergency medical care.

Written plan stating to whom the child shall be released.

Written transportation agreement between parent and the center regarding daily transportation.

Daily attendance that includes time in and time out for each child.

Prior written permission of parent for each off-site activity.

The agency or agency staff shall not disclose or knowingly permit the use by other persons of any information concerning a child or family except as required by law.

The child care agency's current license and agency report card shall be posted near the main entrance.

Written expulsion policy clearly shared with parents and staff.

Staff

Family and group home child care agencies must notify parents in advance of the person in charge during primary educator's absence.

A staff member shall be designated in charge in the absence of the primary educator / director and the name of the person in authority shall be posted.

At all times, one (1) adult educator with at least a high school diploma shall be on the premises.

Pre-service training for all staff prior to assuming duties.

Substitutes providing services for more than 36 hours in a calendar year shall meet background check requirements and have a physical exam prior to beginning duties. Volunteers cannot be counted to meet the adult: child ratios and shall never be left alone with children.

Criminal Background Check

Criminal background checks are required for all staff at least every five (5) years.

Record Keeping

A record for each child shall be maintained within the child care agency.

Written plan of action must be endorsed by a physician for a child with life threatening allergies.

Parent must provide written consent for emergency medical care/treatment.

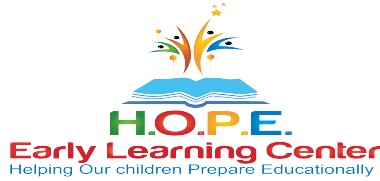
Written statement must be on file that lists to whom the child shall be released

Written transportation agreement between parent and the child care agency regarding daily transportation.

Maintain daily attendance records that include the full name and time in and time out for each child.

Written permission slips from the parent for each field trip prior to the activity.

Each child shall have a written transition plan for moving from one age group to another.



The records of any child who is five (5) years old in an agency which lacks approved kindergarten status shall include a signed acknowledgment by the child’s parents that recognizes that the child’s attendance does not satisfy the mandatory kindergarten prerequisite for the child’s enrollment in first grade.

Children of homeless families and/or children in state custody may receive care for up to sixty (60) days prior to providing documentation of immunizations and well-child examinations.

Incident Reporting

Incidents, accidents, injuries and signs of illness shall be reported to the parent no later than the child’s release on the date of occurrence. Incidents, accidents, injuries and signs of serious illness to children shall be documented immediately and must include: child’s name and date of birth, name of person writing report, date & time of occurrence and completion of incident report, description of incident and circumstances, and actions taken by agency.

The child care agency shall notify the Department of all serious incidents the same day of the incident by contacting the Complaint Hotline at 1-800-462-8261.

Duty to Report Child Abuse and Neglect

Every operator, owner, licensee, director, primary educator or staff member of, or substitute staff member or volunteer in, a child care agency licensed by the Department of Human Services is individually responsible and required to immediately report any reasonable suspicion of child abuse or neglect to either the Department of Children’s Services and/or local law enforcement or the judge of the juvenile court in the county of the child’s residence, pursuant to T.C.A. §§ 37-1-403 and 37-1-605.

All child care agency staff shall receive annual training regarding proper procedures to report child abuse and neglect.

Supervision

All areas of the building and grounds shall be visually inspected after closing the child care agency for the day to ensure no children have been unintentionally left in any part of the child care agency’s facilities.

Children shall be released to only the child’s parent, or other person authorized by the parent in accordance with child care agency’s policies.

Child care agencies shall maintain a daily sign-in and sign-out sheet that includes each child’s printed full name, date, time of entry, time of departure and space for the printed name and signature of parent or authorized representative.

Educators providing supervision to children during meal and snack times are prohibited from performing activities/ duties unrelated to food service.

Child care agencies shall develop, follow and post a written mealtime supervision plan.

Child care agencies shall develop and follow a written playground supervision plan.

During field trips, the adult:child ratios shall be doubled and attendance shall be checked upon departure and arrival at each destination and at the beginning and end of each activity (in family and group homes the adult:child ratio shall be increased by one (1) during field trips).

When children are engaged in activities in or near a body of water, the following requirements shall be met:

Age Group	Adult:Child Ratio
6 weeks–12 months	1:1
13 months – 35months	1:2
Three (3) years	1:4
Four (4) years	1:6
Five (5) years	1:8
School-age (Kindergarten and above)	1:10

One (1) adult present shall have a current certificate in advanced aquatics lifesaving skills and shall supervise above the level of the swimmers.

Safe sleep supervision procedures must be followed to prevent suffocation and deaths in infants:

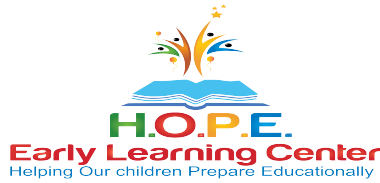
Infants shall sleep in cribs or play yards.

Infants shall not sleep on a sofa, soft mattress, adult bed, in a car seat, swing or other restraining devices.

Bibs shall be removed prior to placing a child in a crib for sleeping.

Soft bedding, mobile toys and other toys that attach to any part of the crib are prohibited.

Infants that arrive asleep in car seats or fall asleep in any piece of equipment other than a crib must be immediately removed and placed on their back in a crib.



Any practice that is an exception to the Department's safe sleep supervision procedures shall not be used without written authorization from a physician.

Health and Safety

Children shall be checked upon arrival each day for signs of illness and injury.

The receiving educator shall document any obvious marks or injuries and shall note any comments from the parents pertaining to the marks or injuries.

A child showing signs of illness shall be cared for apart from other children to the extent that supervision can be

maintained for all children, and the parent shall be contacted and arrangements made for pick up.

At least one staff with certification in first aid and one certified in CPR on duty at all times.

Impetigo and diagnosed strep shall be treated according to a licensed medical professional's instructions prior to readmission to the child care agency.

Children diagnosed with scabies or lice shall have proof of treatment prior to readmission.

All medications and preventative products such as non-prescription diaper cream, sun screen and insect repellent, shall be received from the parent by a designated staff person and administered by a designated staff person.

Unused medication shall be returned to the parent.

Medication shall never be handled by children or administered in bottles or infant feeders unless authorized by a physician.

All medications shall be inaccessible to children unless a physician's authorization for the current school year is on file that allows a school-age child to have self-administered medication.

Smoking is not permitted in any indoor area or vehicle of the child care agency at any time.

The use of alcoholic beverages is not permitted in a child care agency during the hours of operation.

Firearms shall not be on the premises of a child care agency, in any vehicle used to transport children or in the presence of a child. (In a private residence, these items must be locked, out of sight and inaccessible to children).

All items labeled "keep out of reach of children" shall be stored so that they are inaccessible to children.

Personal belongings of residents and staff (purses, backpacks, coats, etc.) shall be inaccessible to children at all times.

Children's diapers should be checked throughout the day to determine if they are wet or soiled.

Educators shall provide rich social interchanges and engaging eye contact during diapering.

Educators shall utilize sanitary diapering procedures.

Pre-school and school-age children requiring assistance with toileting needs, shall receive assistance in a location designated for that purpose which provides privacy from other children and adults.

Staff members with signs of a communicable disease shall not be present.

Food and Food Service

Educators and children shall wash their hands with soap and water.

At mealtime, children shall be seated at tables and chairs of appropriate size, and an educator shall be near any table or high chair where a child is eating.

Educators shall ensure that infants have completed feeding and swallowed all milk/formula prior to being laid down.

Bottles shall not be propped or given to a child while lying flat.

Children shall not be permitted to carry a bottle with them throughout the day.

Children shall not have food or drink while in beds, cots, cribs or on mats.

In order to prevent injuries related to bottle warmers and microwaves:

Crock pots are prohibited as bottle warmers.

Crock pots shall be kept in kitchen and inaccessible.

Microwave ovens and surrounding area, including cords, shall not be accessible to children.

School-age children shall use microwaves only under direct supervision.

In order to prevent choking:

Solid foods, including cereal, shall not be given in bottles or infant feeders to children with normal eating abilities unless written authorization from doctor.

Food shall not be accessible/served until cut, chopped, diced, mashed for each child's age, chewing and swallowing ability.

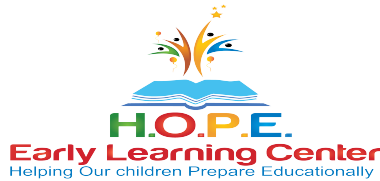
Educators shall check to ensure that no food is left in the mouth of a child prior to placing down for nap.

Educator is prohibited from performing classroom duties unrelated to food service during mealtime.

Children shall not wear teething necklaces, pacifiers, or any item around their neck or attached to their clothing.

All contents remaining in bottles after feeding shall be discarded immediately after feeding.

Frozen breast milk shall be labeled with date expressed and name of child.



Food, formula, milk or breast milk brought from home shall be labeled with the child's name; the date received and shall be refrigerated immediately.

Previously opened baby food jars shall not be accepted in the child care agency.

If food is fed directly from the jar by the educator, the jar shall be used for only one feeding and discarded.

If the child care agency provides food, it shall be in accordance with the USDA's Child and Adult Care Food Program (CACFP) nutritional guidelines.

Breakfast shall be provided to children who arrive before 7:00

a.m. and have not had breakfast at home. (Not required if received at school)

Children shall be given adequate time to eat.

Food shall not be used as a reward and should not be forced or withheld.

Each child's food allergies shall be posted where food is prepared and served.

For a child with life threatening allergies, a written plan of action should be posted where the educator has immediate access.

Staff shall support and facilitate a parent's decision to continue breast feeding.

Home preserved food and raw milk are prohibited.

Equipment for Children

Developmentally appropriate equipment and furnishings shall be available for each age group.

All indoor and outdoor large and heavy equipment, appliances and furnishings shall be secured to prevent falling or tipping over.

Electrical cords and cords on window blinds or curtains shall be inaccessible to children.

Indoor equipment, materials, and toys shall be available to provide a variety of developmentally appropriate activities so that each child has at least two (2) choices during play time.

In infant/toddler rooms, equipment and a safe space shall be provided for climbing, crawling, pulling up and exploring without the use of confining equipment.

Trampolines are prohibited.

Climbers, swings and other heavy equipment that could cause injury if toppled shall be securely anchored.

Climbers and swings shall have a protective fall zone surface recognized by CPSC as a shock absorbing, resilient material maintained at a minimum depth of six (6) inches. (Effective for family and group homes by 7/30/2019).

Portable equipment shall be securely anchored or rendered immobile if required by manufacturer.

A quiet rest area and cots or mats shall be available for all children who want to rest or nap.

For health and safety reasons each crib, cot, bed or mat shall be labeled to assure that each child naps on his/her own bedding.

Cribs and play yards must comply with CPSC requirements.

Mattresses and foam pads shall fit the crib without any gaps or spaces.

A blanket or covering shall be available to each child age thirteen (13) months and older.

Program, Language and Literacy

The educator(s) shall give individual attention to each child throughout the day (activities are specified for infant/toddler, pre-school, and school-age children). These activities include, but are not limited to, reading to infants, toddlers and preschool age children individually or in a group daily.

Every child should have an opportunity to participate in program activities.

Upon arrival, infants and toddlers shall be removed from car seats immediately.

Child shall never be left unattended in any restraining device and shall not be kept in any restraining device longer than fifteen (15) minutes, except when eating while in a high chair.

The use of electronic media and other electronic devices is prohibited for children less than two (2) years of age.

Programs, movies, computer games, and music with violent or adult content shall not be permitted in children's presence.

Child care agencies shall inform parents in writing of any scheduled media program viewing.

Other activity choices shall be available to children who do not wish to participate in media time.

An opportunity for outdoor play shall be extended to children of all ages who are in care for more than three (3) daylight hours unless outdoor play is prohibitive or dangerous.

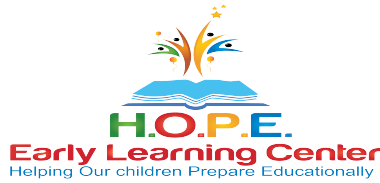
Children of all ages who are in care more than three (3) daylight hours shall have a daily opportunity for outdoor play when the temperature range, after adjustment for wind chill and heat index, is between thirty-two (32) degrees and ninety-five

(95) degrees Fahrenheit and not raining; children shall be properly dressed and the length of time outside adjusted according to the conditions and the age of the child.

During outdoor play educators shall be alert for signs of weather related distress such as, dehydration, heat stroke, etc.

Children in care for more six (6) hours or more shall have an opportunity for a reclining rest period.

No child shall be forced to lay down/nap or stay on a cot/mat for an extended period of time.



Nap areas shall have adequate lighting to allow the educator to see each child with a quick glance and respond appropriately to the child's physical and emotional needs.

If music is played in areas where children sleep, it should be soothing and soft enough so children can be heard.

Potentially shaming, humiliating, frightening, verbally abusive, injurious discipline methods/techniques that isolate children are prohibited.

Discipline shall not be related to food, rest, or toileting.

Spanking and all types of corporal punishment are prohibited.

Staff shall not restrain a child by any means other than holding and then for only as long as necessary for the child to regain control.

Toilet learning shall be done in cooperation with the parents, and communication with parents maintained throughout the process.

Activities shall be intentionally planned based upon the developmental age of the child.

Infants, less than six (6) months of age shall have direct supervised tummy time every day when they are awake.

For ages three (3) through school-age, a personal safety curriculum shall be provided annually

For school-age children the curriculum shall include instruction on reporting physical, verbal or sexual abuse.

Parents shall be consulted in developing a plan to meet the individual needs of a child with special needs.

Physical Facilities

All facilities shall annually pass an inspection verifying compliance with all applicable state and local fire and environmental requirements.

At least one (1) working telephone shall be available in the agency and the number made available to parents.

Outdoor play areas shall contain a minimum of fifty (50) square feet of usable play space for each child using the area at one time.

The outdoor play area shall be enclosed by fence or barrier at least four (4) feet in height.

Pre-play inspection of outdoor play area prior to use.

Children shall not be present if an adequate water supply is not available.

Children shall not be present if the sewage system is not operating.

All rooms used by children shall be maintained at a temperature of between 68 to 78 degrees by means of heating, cooling or ventilation sources approved for use.

Children shall not be present if indoor temperature cannot be maintained between 68 to 78 degrees.

Unvented fuel burning heaters and portable heaters are prohibited.

Swimming pools made inaccessible to children by use of fences and locked gates.

Swimming is prohibited in drop-in care.

Swimming pools and/or wading pools shall not be used without prior approval by the Health Department.

If animals or birds are kept in classrooms as pets, they shall be caged away from the food storage and preparation area, and cages kept clean.

Reptiles and amphibians shall not be kept as pets.

Transportation

Child care agencies shall not transport children without prior written approval by the Department.

Vehicle emergency evacuation drills conducted quarterly.

Use of cell phones and texting is prohibited while driving.

Routine transportation is limited to forty-five (45) minutes each way (does not apply to field trips for school-agers).

Maintain documentation of daily inspections and necessary repairs

The interior temperature of the vehicle shall be monitored during extreme weather to ensure child safety.

An adult must be in the vehicle whenever a child is in the vehicle.

A passenger log with the first and last name of each child shall be used to track the loading and unloading of children during transport.

If the child was loaded from home, the parent or other authorized person will additionally sign the log indicating that the child was placed on the vehicle.

The log shall be updated as children are released from the vehicle.

When the child is released to a parent or other authorized person, that person must sign the log indicating the release of that child to them.

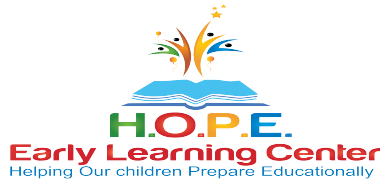
Immediately upon unloading the last child the driver must walk through the vehicle to confirm that all the children are off the vehicle.

A staff person designated as reviewer shall walk through the vehicle to confirm that all the children are off the vehicle. The reviewer shall have no other responsibilities during the walk through of the vehicle.

Family and group homes with a single educator shall develop a Department approved alternative system for ensuring all children are off the vehicle.

When children are transported to school, they shall be unloaded only at the location designated by the school and only at the time the school is officially open with staff present to receive them.

Drivers must submit to an annual health examination and pass a drug screening test.



Drivers and monitors shall hold current certification in CPR and First Aid.

The following equipment shall be maintained in the vehicle and stored in a manner which is not readily accessible to children: fire extinguisher, emergency reflective triangles; first aid kit; seat-belt cutter or similar device manufactured and designed to immediately release the vehicle’s child restraint system(s) in an emergency; blood borne pathogenic clean-up kit; and working flashlight.

All child care vehicles designed to carry ten (10) or more passengers must conform to the Federal Motor Vehicle Safety Standards for school buses.

All child care vehicles designed by the manufacturer to carry ten (10) or more passengers must be inspected by the Department of Safety.

Child passenger restraints must be used in accordance with state law and federal law.

Signage that includes the agency name, phone number and

the Department’s toll-free Child Care Complaint phone number must be on child care vehicles.

Emergency Preparedness

The agency, in consultation with appropriate local authorities, shall develop a written plan to protect children in the event of disaster.

Specific Requirements For Family Child Care Homes

Adult:Child ratios shall be maintained at all times.

Licensed capacity shall not be exceeded.

Family Child Care Home Ratios and Group Size Chart

Maximum Number of Children and Ages (Including children “related” to the primary educator under nine (9) years of age)	Educators Required
Seven (7) or fewer children; and no more than four (4) under two (2) years	1
Seven (7) or fewer children; and five (5) or more under two (2) years	2
More than seven (7) children; and no more than four (4) under two (2) years	3
More than seven (7) children; and five (5) or more under two (2) years	3

Effective 7/30/2018, primary educators receiving an initial license shall have a high school diploma or equivalent.

The primary educator shall not be employed or engaged in any other full-time activities during hours of operation.

A qualified educator shall be on site any time the primary educator is not on site during child care operating hours.

Ongoing training required in specific health and safety topics.

The maximum number of children present inside a physical space shall be determined by minimum square footage requirements.

If the number of children exceeds seven (7) at one time or care is provided in one room of the home, the area shall provide thirty (30) square feet per child of usable play space.

Specific Requirements For Group Child Care Homes

Adult:Child ratios shall be maintained at all times.

The maximum number of children present shall not exceed twelve (12). Exception: Three (3) additional school-age children may be in care before/after school, school holidays/snow days and during summer vacation.

Group Home Ratio and Group Size Chart:

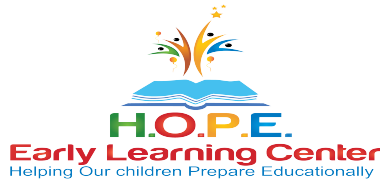
Number of Children	Ages of Children	Educators Required
Twelve (12) – Fifteen (15) (any number over twelve (12) must be school-age)	No more than twelve (12) children three (3) years of age or older	1
Twelve (12) – Fifteen (15) (any number over twelve (12) must be school-age)	Up to nine (9) children under three (3) years of age; and no more than four (4) present under two (2) years of age	2
Twelve (12) – Fifteen (15) (any number over twelve (12) must be school-age)	Ten (10) or more under three (3) years of age	3

If school-age children are enrolled, a school-age program shall be provided.

If four (4) or more infants/toddlers attend a group child care home, they shall have a separate and distinct space and their own educator.

When children are sleeping or resting, there shall be at least one (1) adult awake and supervising and adult to child ratios shall be maintained.

Primary educators shall have a high school diploma or equivalent.



Owners who are employed elsewhere shall ensure that a primary educator is always on-site. The primary educator shall not be employed at any other job during the hours of operation unless the Department has approved the primary educator's employment in an official capacity in a program sponsored or recognized by the Department. An educator shall be on-site any time that the primary educator is not on-site during child care operating hours. Ongoing training required in specific health and safety topics. A minimum of thirty (30) square feet of useable indoor play space shall be provided for each child. The maximum number of children who may be present inside a physical space shall be determined in accordance with the minimum square footage requirements.

Specific Requirements For Child Care Centers

Adult: child ratios must be maintained at all times.

Ratio Chart first/last hour and one-half (½) of each day only:

Age of Children	Adult: Child Ratio	Maximum Group Size
2 ½ years – 5 years	1:10	10
3 years – 12 years	1:15	15
4 years – 12 years	1:20	20

Each child must be on roll in a defined group and assigned to that group with a specific caregiver(s).
 Infants shall never be grouped with children older than thirty (30) months, and a separate area shall be provided for them.

Children shall not be promoted to a new group until required based upon the age and developmental needs of the child. Groups, excluding infants & toddlers may be combined for short periods for a special activity of no more than sixty (60) minutes duration per day as long as adult:child ratios are met.

Each group must have a designated classroom with enough space for the entire group. Child care centers shall provide written lesson plans for each group of children. When more than twelve (12) children in first grade and above are present, a separate educator, group, space and program shall be provided for them.

Ratios can be relaxed during nap time and nighttime care but one (1) adult must be awake and supervising the children in each nap/ sleeping area (infant/toddler ratios must be maintained).

Ongoing training required in specific health and safety topics. The director of a single site child care center shall be at least twenty-one (21) years of age. The assistant director of a single child care center shall be at least eighteen (18) years of age. Each group of children shall have at least one (1) educator present who has a high school diploma or equivalent. The maximum number of children who may be present inside a physical space shall be determined in accordance with the minimum square footage requirements.

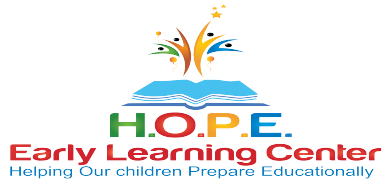
A minimum of thirty (30) square feet of useable indoor play space shall be provided for each child. Each nap room shall contain a minimum of thirty (30) square feet of floor space per child. Individual lockers or cubbies, separate hooks and shelves or other containers, placed so that children may reach them, shall be provided for each child's belongings.

In an infant or toddler room with more than one educator, each educator shall be responsible for providing consistent care for a specific infant(s)/ toddler(s) which includes but is not limited to: planning, and record- keeping for the child, communication, general interaction with and routine care of the child.

Following the issuance of an annual license, a child care center may operate without an on-site director for a period of not more than sixty (60) days total within the licensing year.

Specific Requirements For Drop-In Child Care Centers

Before accepting a child for care, the parent shall provide a statement regarding the estimated amount of time that the parent anticipates that the child will be in attendance. The child care agency shall familiarize staff with personal safety material and be prepared to discuss those materials with parents. The drop-in center shall have an on-site director and the director shall be at least twenty-one (21) years of age. The director shall have earned a high school diploma or its equivalent and one (1) year of full-time work experience with children in a group setting. Ongoing training required in specific health and safety topics.



Each educator who is used to meet the minimum required adult:child ratio shall have a high school diploma. When more than twelve (12) children are present on the premises a second adult must be physically available on the premises.

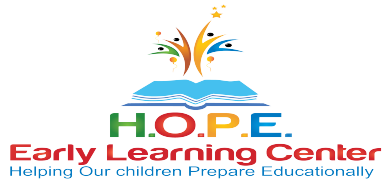
Child Care Ratio and Group Size Charts

Age of Children	Adult:Child Ratio	Maximum Group Size
6 weeks – 15 months	1:4	8
12 months – 30 months	1:6	12
24 months – 35 months	1:7	14
3 years	1:9	18
4 years	1:13	20
5 years	1:16	20
School-age (Kindergarten and above)	1:20	No max

Age of Children	Adult: Child Ratio	Maximum Group Size
6 weeks – 30 months	1:5	10
2 years – 4 years	1:8	16
2 ½ years – 3 years	1:9	18
2 ½ years – 5 years	1:11	20
2 ½ years – 12 years	1:10	10
3 years – 5 years	1:13	22
4 years – 5 years	1:16	24
5 years – 12 years	1:20	No max

Children shall be placed in age appropriate groups and with adequate adult educator supervision:

Age Grouping:	
Age of Children	Adult:Child Ratio
Six (6) weeks –Fifteen (15) months	1:4
Twelve (12) months – Thirty (30) month	1:8
Two (2) years	1:12



Three (3) years	1:15
Four (4) years	1:18
Five (5) years (not in Kindergarten)	1:20
School-age (Kindergarten and above)	1:22

The adult:child ratio for a multi-age group containing infants:

Majority Age of Children Present	One Infant	Two Infants
12 months – 30 months	1:8	1:6
2 years	1:10	1:8
3 years	1:12	1:10
4 years	1:15	1:12
5 years (not in Kindergarten)	1:17	1:13
School-age (Kindergarten and above)	1:19	1:15

If the child care agency provides food, it shall be in accordance with the USDA's Child and Adult Care Food Program nutritional guidelines.

The maximum number of children who may be present inside a physical space shall be determined in accordance with the minimum square footage requirements.

A minimum of thirty (30) square feet of useable indoor play space shall be provided for each child.

Each nap room shall contain a minimum of thirty (30) square feet of floor space per child.

Staff shall have documentation of all children's allergies and how to deal with any allergic reaction.

Staff shall review emergency preparedness and fire procedures and shall physically walk through the evacuation process every year.

Prohibited activities include swimming, transportation and the provision of specialized services.

Revised November 2018