

# SULPHUR SPRINGS COMMUNITY CHILD CARE



*"Come Grow with Us!"*

## PARENT INFORMATIONAL HANDBOOK

**SULPHUR SPRINGS COMMUNITY CHILD CARE  
PARENT INFORMATIONAL HANDBOOK**

**TABLE OF CONTENTS**

Our Mission Statement.....	4
Our Goals.....	4-5
Our Enrollment Process	
Tour Our Facility.....	6
Registration.....	6
Admission Application and Pre-enrollment Packet.....	6
Registration Fees.....	6
Registration and Required Health Forms.....	6-7
The Pre-Enrollment Visit.....	7
First Day of Daycare.....	8
Contact Information.....	8
Hours of Operation.....	8
Procedure for Parking/Entering the Daycare Building.....	8
Procedure for Signing In.....	9
Procedure for Parent Departure.....	9
Procedure for Student Absences.....	9
Procedure for Parent/Designated Adult Visitation During Hours.....	9
Meal Service.....	9
Dressing for the Day.....	10
Naptime.....	10
Procedure for End of the Day Pick-Up.....	10
Specific Age Group Information.....	11
Infant Room Information.....	11
Toddler Room Information.....	12
Two-Year-Old Information.....	13
Preschoolers Information (the three and four-year-old child).....	14
Parent Code of Conduct Policy.....	15-16
Parent’s Right to Immediate Access Policy.....	17
SSCCC Confidentiality Policy.....	18
Methods of Record Keeping.....	18
Access to Records Procedure.....	19
Updating Your Child’s Personal Information.....	19
Discipline and Guidance Policy.....	19
Biting Policy.....	20
Tuition Rates/Late Penalties Policy.....	21-22
Health, Illness and Exclusion Policy.....	23-26
Coughs and Colds.....	23
Fever.....	23
Diarrhea and Vomiting.....	23
Rash.....	24
Hepatitis.....	24
Bacterial Meningitis.....	24
Chicken Pox.....	24
Colds and Flu.....	24
Strep Throat.....	24

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## TABLE OF CONTENTS

Health, Illness and Exclusion Policy	
Conjunctivitis.....	24
Head Lice.....	25
Doctor’s Note.....	25
Medication Policy.....	25
Emergency Contacts.....	25
Notification of Absence.....	25
Accidents and Emergencies.....	25
Accident Reports.....	26
Handwashing.....	26
Mandated Reporting of Suspected Child Abuse and/or Neglect Policy.....	27
Child Nutrition/Meal Program/Peanut-Free Site Policy.....	28
Child Nutrition.....	28
Meal Program.....	28
Peanut-Free Policy.....	28
Photo/Video/Public Display/Media and Website Policy.....	29
Play/Soiled Clothing Policy.....	29
Diaper Rash Ointment/Teething Tablets Omission Policy.....	29
SSCCC Grievance Procedures	
Financial Grievance Procedure.....	30
Child Behavioral Grievance Procedure.....	30-31
Parent Behavioral Grievance Procedure.....	31
Parent Grievance Procedure	
Financial.....	31
Behavioral.....	31
Other Curriculum-Based Policies/Procedures/Activities.....	32
Additional Policies	
Fire Arms and Weapons Policy.....	32
Holiday Closing Dates Policy.....	32
Holiday and Birthday Celebration Policy.....	32
Additional Procedures	
Inclement Weather.....	32-33
Safety Procedures.....	33
Fire and Emergency Drills.....	33-34
Alternate Safe Location.....	34
Daily Pick-up/Drop-Off.....	34
Additional Activities.....	34
Parent/Teacher Communication.....	34-35
Parent/Teacher Conferences.....	35
Field Trips and Water Activities.....	35
Parent Advisory Committee.....	35
Parent Understanding Signature Form.....	36

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## WELCOME

Welcome to Sulphur Springs Community Child Care. The purpose of this handbook is to provide you with information concerning our daycare policies and practices. Please read the information contained when you first enroll your child in our program, and to keep as a resource to consult when you have future questions. If you have any questions about the information in this handbook, please do not hesitate to talk to your child's teacher or our Director. From this point forward, SSCCC will be referred to as Community Child Care.

## OUR MISSION STATEMENT

Community Child Care is dedicated and committed to our children by providing educational and quality child care. It is our philosophy to focus on the needs of the individual child by providing a stimulating atmosphere for learning along with a secure loving environment. It is our belief that a child care facility should be an extension of each child's family. Community Child Care teachers and parents are encouraged to work together to provide the love and support needed as your child reaches developmental milestones and his/her own personal achievements. We are passionate about education and providing our children with the tools to be successful in life.

## OUR GOALS

Based on our mission statement, we strive to attain these philosophical goals at the Community Child Care:

1. **The Community Child Care helps to support the Christian family structure.** The Community Child Care is an extension of home. We care for your child in a way that supports the bond already established between parent and child. We value communication between the parent and the teachers and feel that continual communication will enhance your child's experience at SSCCC. Good child care helps build strong families.
2. **The Community Child Care demonstrates Christian love to children in the community by sharing and teaching the values and principles of Jesus Christ.** Your child will learn about the Christian faith through example, celebrations of holidays, prayers at mealtime, songs, and Bible stories. Three and four-year-olds often participate in chapel where they will sing and enjoy stories told by the ministers of Sulphur Springs UMC and other special guests. Although we are a Christian program, we seek to create a setting where all families, regardless of religious background, feel welcome and accepted. Each family brings its own values, beliefs, and traditions to our program, and the program is enhanced by this diversity.

## SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

3. **The Community Child Care staff is composed of trained professionals who are committed to providing quality, affordable, and developmentally appropriate child care to the community.** Our personnel are early childhood professionals who have attained specialized training in early childhood development and who have practical experience working with young children. Teachers are expected and supported in obtaining and maintaining courses in current knowledge of child development and appropriate daycare practices.

We strive to maintain a tuition cost that is comparable to other providers in the area. We work with several different organizations to provide scholarship assistance for qualifying families. A child is admitted regardless of race, creed, color, gender, national origin, or religion. All facilities are handicap accessible, and in each classroom, we maintain low adult/child ratios.

4. **The Community Child Care staff of educators is committed to the development of cognitive, physical, emotional and social skills of children through well-planned curriculum, opportunities for different types of play, special events and programs.** For each child, we have age-appropriate expectations based on our knowledge of development and stages of growth. We know that each child develops at a different pace, so we individualize our care. We strive to select materials and equipment that are developmentally appropriate for each age group. We also design each classroom to provide an environment that is clean, safe, and stimulating, where your child can actively participate in learning. Our team of educators work together to prepare the environment, learning materials, and planned experiences that provide stimulation and learning for your child. *Play is the primary vehicle for and indicator of [a child's] mental growth. Play enables children to progress along the developmental sequence from the motor sensor intelligence of infancy to pre-operational thought in the pre-school years. In addition to its role in cognitive development, play also serves important functions in children's physical, emotional and social development. Therefore, child-initiated, child-directed, teacher-supported play is an essential component of developmentally appropriate practice (NAEYC, 1987).*

5. **The Community Child Care prepares children for entry into kindergarten and future school programs.** A child does not need to be "ready" for us. We are "ready" for the child. We accept your child at his/her own level and provide a challenging and stimulating environment to prepare him/her for the next level of schooling. We want your child to develop patterns and expectations of success as well as experience the joys of learning so he/she will be eager to enter the more structured world of learning in the public school.

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## OUR ENROLLMENT PROCESS

### **Tour Our Facility:**

Call to schedule your Parent Tour of our center to make sure we offer the type of care you want for your child. Feel free to talk and ask questions with any of our professional staff of teachers. We want to make Sulphur Springs Community Child Care your next choice for quality child care.

### **Registration:**

When an opening for your child in the appropriate age group becomes available, the Community Child Care bases priority for enrollment by the date your application is received along with all completed forms and payments. The Community Child Care is open to all families.

### **Admission Application and Pre-enrollment Packet:**

An *Admission Application* and *Pre-Enrollment Packet* are currently available by contacting our Director of the Community Child Care. Please call (423)753-2345 to contact our Director to schedule a time to pick up an *Admission Application* and *Pre-Enrollment Packet* or to schedule a center tour.

### **Registration Fees:**

All registrants will be required to pay the following fees:

1. An annual \$50.00 registration fee
2. A \$20.00 Activity Fee each September 1<sup>st</sup>

The registration fee of \$50.00 will secure your child's enrollment in our center and is nonrefundable. The annual nonrefundable activity fee of \$20.00 is used to purchase paper, crayons, activity materials, and other items needed for your child's classroom.

The total due for each child upon registration with the activity fee is \$70.00. Checks should be made to Sulphur Springs Community Child Care (S.S.C.C.C.).

### **Registration and Required Health Forms:**

The following forms must be read, completed, signed and dated before your child's *Admission Application* is accepted. They are contained within the *Pre-Enrollment Packet* and *Parent Handbook*.

1. Admission Application
2. Pre-Enrollment Packet
  - a. Child's Developmental Health History Form
  - b. Immunization Record Form
  - c. Medical Emergency Authorization & Transport Form
  - d. Emergency Contact Information / Doctor's Information Form
  - e. Authorization for Pick-Up Form/Child Custody

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## **Registration and Required Health Forms (cont.):**

3. SSCCC Parent Informational Handbook: Policies and Procedures
  - a. Parent Code of Conduct Policy
  - b. Community Child Care Confidentiality Policy
  - c. Parents Right to Immediate Access Policy
  - d. Discipline and Guidance Policy
  - e. Tuition Rates / Late Penalty Policy
  - f. Health, Illness and Exclusion Policy
  - g. Mandated Reporting of Suspected Child Abuse and/or Neglect Policy
  - h. Child Nutrition/Meal Program/Peanut-Free Site Policy
  - i. Photo/Video/Public Display/Media & Website Policy
  - j. Play/Soiled Clothing Policy
  - k. Diaper Rash Ointment / Teething Tablets Omission Policy
  - l. Grievance Procedures for SSCCC
    1. Financial Grievance Procedure
    2. Child Behavioral Grievance Procedure
    3. Parent Behavioral Grievance Procedure
  - m. Parent Grievance Procedure
    1. Financial
    2. Behavioral Concerns
4. Other Curriculum-Based Policies/Procedures/Activities
5. **Parent Understanding Signature Form**

*\*If any medical requirement conflicts with religious views, please contact our daycare Director at (423)753-2345. Keeping information current on all forms and records is the responsibility of the parent. The center is not responsible for anything that may happen as a result of false information given at or during the time of enrollment.*

## **THE PRE-ENROLLMENT VISIT**

Once you have completed your child's *Admission Application* and *Pre-Enrollment Packet* with all documents and handbooks, read, signed, dated, and fees paid, it is time to schedule a *Pre-Enrollment Visit* prior to your child's first day in our center. For every child, starting a new child care program is a big change. It is important that the parent and the Community Child Care staff work together to help your child make a smooth transition. An important part of this transition is the *Pre-Enrollment Visit*.

This visit is a good opportunity for you and your child to become familiar with our child care setting, and meet the classroom teacher. It is very reassuring to children, even infants, to see his/her parents interacting with the child care staff. When teachers and parents spend time together, it helps a child feel more secure in our daycare setting.

To schedule a *Pre-Enrollment Visit*, contact our Director at (423)753-2345 during operating hours or leave a message.

# **SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK**

## **FIRST DAY OF DAYCARE**

The first day of daycare is an exciting event in the life of you and your child. To ease the stress that new events can sometimes cause, prepare yourself and your child the night before his/her first-day arrival. The following subject headings highlight information needed to guarantee your child has a wonderful first day at Community Child Care and many more.

### **Contact Information:**

Sulphur Springs Community Child Care  
1432 Gray-Sulphur Springs Road  
Jonesborough, TN 37659  
Director: Mrs. Gwen Collins  
Phone: (423)753-2345

### **Hours of Operation:**

Sulphur Springs Child Care is open from 7:00 a.m. to 6:00 p.m., Monday through Friday. Your child will not be accepted earlier nor kept later. In case of extreme emergency that would explain your lateness, contact the center at (423)753-2345. Should a child need to stay past closing, the parent will be responsible for paying the detained caregiver DIRECTLY a fee of \$3.00 per minute at the time of pickup. Children will not be accepted after 9:30 a.m. unless he/she is accompanied by a parent/designated caregiver and a doctor's excuse. Class time starts promptly at 9:00 a.m. and any late arrival is disruptive to the other children and child/staff ratios. Children over twelve months of age may not be dropped off during naptime.

### **Procedure for Parking/ Entering the Daycare Building:**

A large parking area is provided by the church. We ask that you do not park parallel to the daycare entrance doors when dropping off or picking up your child. This area is designated as an emergency zone and must be kept clear at all times.

Please use the daycare entrance facing Highway 75. Use the keypad to the left of the door to enter the Security Code that has been assigned to you. Please do not hold the door open for any other parent. Each must enter a code to record their presence. Make sure the door closes and locks behind you. Every door on the premises must remain locked at all times.

Do not openly punch in your Security Code when another individual is present. To the best of your ability, cover the pad so that another individual does not see the numerals you are entering. Share your Security Code with only the designated individuals who are responsible for your child's pickup or delivery (these individuals must be listed on your child's *Enrollment Application* and *Emergency Card*).

*Any abuse of Security Code information and the above guidelines will result in withdrawal of privileges for a specified amount of time deemed appropriate by the Director.*



# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## **Procedure for Signing In:**

WE ARE NOT RESPONSIBLE FOR A CHILD WHO HAS NOT BEEN SIGNED IN BY A PARENT, DESIGNATED ADULT OR GUARDIAN. For your child's safety, an adult must accompany your child into the building at ALL times. Your child must be signed "into" our facility by you, the parent, or a responsible adult designated by the you, and that is listed on your *Enrollment Application* and *Emergency Card*. You must "sign-in" in two locations: the "sign in" book that is located to the left of the Director's office door and the additional "sign-in" sheet posted outside your child's room.

*After "sign in," please escort your child to the bathroom to wash his/her hands to reduce the spread of infectious diseases within the center.*

## **Procedure for Parent Departure:**

We believe that morning good-byes are one of the most important times of the day, and request that you plan spending a minute or two each morning greeting your child's teacher and helping your child settle in for the day. It is normal for children to feel sad when saying good-bye to a parent. We believe a child's sadness at good-bye is an indication of healthy and appropriate emotional development. It is only natural that your child wants to be with you. Teachers at the Community Child Care are willing to help you establish a good-bye routine that is comfortable for you and your child. It is important that the teacher be near to comfort your child as you leave, and later, if you need reassurance that your child has settled and doing well, you are welcome to call and check in with the Director.

## **Procedure for Student Absences:**

Please give the Director a courtesy call at (423)753-2345 before 10 a.m. to notify us if your child will be out for the day. If your child will be out for more than one day, please notify the center ASAP.

## **Procedure for Parent/Designated Adult Visitation During Hours:**

Parents and Designated Adults listed on your *Enrollment Application* and *Emergency Card* are welcome anytime, but please show respect to your child's teacher and other children. Our teachers are responsible for meeting our standards and philosophies for the entire class. This is not the time to visit with your child's teacher. Let your child's teacher know in advance if you plan on participating in lunch or curriculum learning activities. Please do not visit during naptime if your child is in the infant, toddler, or pre-school rooms unless absolutely necessary and with the Director's permission.

## **Meal Service:**

Community Child Care does provide a breakfast snack, a hot nutritious lunch, and an afternoon snack for toddlers, two's, and preschoolers. Menus are posted monthly and published in our monthly center newsletter from the Director. Breakfast is served from 7:00 a.m. – 7:45 a.m. Our center is a *Peanut-Free Zone*. No foods should be sent nor will they be accepted because of the possibility of being contaminated with peanuts, peanut butter, any nut type or product or made in a facility where peanut foods are manufactured. If your child has a food allergy or specific food preferences, you must send documented notification of the allergy to the Director and Classroom Teacher. Postings of children with food allergies can be found on the classroom and hallway bulletin boards, gym and in the kitchen area. No outside food or drinks are permitted unless for medical reasons and only with a signed written note from a medical professional (Breastfeeding mothers see the section entitled, *Infant Room Information*).

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## **Dressing for the Day:**

So that your child will be comfortable throughout the day, make sure he/she is dressed in clothing suitable for play and the weather. Understand that the Community Child Care will make reasonable efforts to protect your child's clothing, however, due to the nature and types of activities your child will be participating in, complete protection cannot be guaranteed. All your child's clothing, be it worn or carried in, should be labeled with his/her name.

Assume that your child will be outside, if only for a few minutes, each and every day. Shoes are required at all times and those which give support and allow freedom of movement, are the best choice. To help your child become independent, select shoes with Velcro straps, pants with elastic waistbands, shirts that slip on easily, mittens for cold weather and jackets with Velcro closures. A change of clothing should be sent to be kept at the center in case your child has an accident. We will place any soiled laundry in a sealed bag and place it in your child's cubby for you to take home and launder.

## **Naptime:**

Naptime allows your child to rest and recharge for afternoon activities. Our center provides a raised rest matt for your child. Your child is allowed to bring a small, soft, stuffed animal or doll for napping. A book is always a nice rest companion, too. The item your child selected for resting should be labeled with your child's name. "TV" toys such as Batman, Star Wars or other cartoon characters often create too much excitement for resting and we ask that they stay home. Chewing gum, hard candy, toy guns and weapons are not allowed at Community Child Care.

## **Procedure for End of the Day Pick Up:**

Our afternoon pick-up procedure incorporates the same routine as our morning drop-off. Remember not to park in the emergency zone parallel to the daycare main door. Enter your Security Code into the keypad making sure the door closes and locks behind you after entering. Please sign your child out at both locations, clear his/her cubby of any soiled clothing, art masterpieces, and personal clothing. *Community Child Care is not responsible for damage of personal property.*

Community Child Care reserves the right of refusal to place your child in any vehicle if the driver is impaired due to alcohol or drugs or if there is not a regulation car seat or seat belt. We reserve the right to call 911 Emergency and the Department of Human Services in these incidences.

Remember, only a parent or designated adult or caregiver listed on your *Enrollment Application* and *Emergency Card* can pick up your child from our center (See the *Authorization for Pick-Up Form* for more specific information concerning Pick-Up).

# SULPHUR SPRINGS COMMUNITY CHILD CARE

## PARENT INFORMATIONAL HANDBOOK

### SPECIFIC AGE GROUP INFORMATION

Community Child Care provides quality care for Infants, Toddlers, Two's, and Preschoolers. The following subject headings provide you with specific information concerning each of our age groups along with items you need to send for your child's care.

#### **Infant Room Information:**

Our infant classroom has a maximum of four (4) infants from 6 weeks to approximately one-year-old (depending on availability in the next group). One adult supervises care for our smallest clients as closely as each is cared for by a parent. We strive to keep each child on the schedule previously established at home. Each child has a daily primary caregiver with which to bond as well as social time with other infant classmates.

If your infant's feeding time is within 30 minutes of arrival time at the daycare, we ask that you feed your child at home. This ensures a happy baby, and allows the staff to give appropriate attention to each baby during arrival.

Parents or adults allowed to pick up your child will not be allowed to wear outside shoes inside the Infant Room. Please take off your shoes and leave them outside the Infant Room door or use provided shoe covers. Remember to instruct all individuals that are allowed to pick up/drop-off your infant of our "no shoes" rule. Older children are not allowed to go into the Infant Room.

#### **Parents of Infants Will Need to Provide the Following on a Regular Basis:**

1. Bottles of formula/expressed milk for the day (frozen with the child's name and date)
2. Diapers (plan for 4 – 6 a day, or bring a week's supply)
3. Baby Wipes (when needed)
4. Tissues (Puffs or Kleenex)
5. Three changes of clothes (labeled with child's name)
6. 2 or more footed pajamas fitting the season (no blankets allowed)
7. Baby food (unopened) / feeding utensil

Parents of infants must provide formula or expressed milk. Nursing mothers have the right to breastfeed or provide milk for your child. A comfortable chair in the Infant Room is available for your convenience. Please place your child's plastic bottles of formula or expressed milk in the refrigerator upon arrival. Baby food must be in original UNOPENED containers. Food and formula will be heated in a bottle warmer to ensure a safe temperature. Please label all bottles and feeding utensils with your child's name.

In our Infant Room, toys or blankets or bibs or pacifiers with straps are prohibited in cribs for infants 12 months and younger by the Child Care Licensing in the State of Tennessee for prevention and the risk of Sudden Infant Death Syndrome. To keep your infant warm, we suggest you provide at least two, footed pajamas appropriate for the season. These pajamas will be returned to you to launder throughout the week. See the Director for training update offers on, "Back to Sleep" and "Tummy Time" information.

Upon arrival each day, a visual well-health check will be performed on your child by the teacher. Well-health checks are conducted to identify potential concerns about your child's health in response to changes in your child's behavior since the last date of attendance (symptoms of illness and injury).

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## **Toddler Room Information:**

Our Toddler Classroom has a maximum of four(4) children with (1) teacher. Ages in the Toddler Class range from approximately 12 months to 24 months. Toddlers will work on life skills such as eating with utensils, drinking from a sippy cup, napping on a raised rest mat, and sitting for short fingerplays and stories. If any of the children are still using a bottle, we will help with the weaning process after the child is settled into the toddler routine.

Toddlers are provided a morning breakfast snack between 7:00 a.m. – 7:45 a.m., a hot nutritious lunch at one of these time settings: 10:30 a.m. or 10:45 a.m. An afternoon snack is also served between 1:30 p.m. and 2:00 p.m. Weekly/monthly lunch and snack menus will be posted. Meals are served in the classroom or gym, and your child will be encouraged to develop age appropriate skills such as feeding himself/herself, serving their own food, and cleaning the table. Toddlers are encouraged to use appropriate table manners. Teachers will interact with your child and others during all three meal times. Please make sure you alert your child's teacher and the Director if your child has any food allergies or special dietary needs. If your child will be absent for the day, please call the Director before 9:00 a.m. so that we will have an accurate lunch and snack count.

Our Toddlers need to rest after lunch in order to recharge for afternoon activities. Your child is allowed to bring a small, soft, stuffed animal or doll for napping. A book is always a nice rest companion, too. The item your child selected for resting should be labeled with your child's name. "TV" toys such as Batman, Star Wars or other cartoon characters often create too much excitement for resting and we ask that they stay home. Chewing gum, hard candy, toy guns and weapons are not allowed at Community Child Care.

Always dress your toddler in clothes that are comfortable and weather appropriate. Shoes, coats, hats, and mittens that are easy to put on and take off, are ideal for toddlers. Shoes must be worn at all times (rubber-soled sneakers are best; no "flip-flops" or sandals). Toddlers will go outside, even if just for a few moments, each and every day with weather permitting.

Parents of Toddlers will need to provide the following on a regular basis:

1. Diapers (a week's supply or a bag)
2. Wipes (when needed)
3. Tissues (Kleenex or Puffs)
4. Three changes of clothes and several large bibs
5. Small blanket for rest
6. "Lovie" item if needed for sleeping or comforting
7. One box of large Ziploc bags (for soiled clothes/shoes)

Please remember to label all clothing and materials with your child's name that you send to Community Child Care.

Upon arrival each day, a visual well-health check will be performed on your child by the teacher. Well-health checks are conducted to identify potential concerns about your child's health in response to changes in your child's behavior since the last date of attendance (symptoms of illness and injury).

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## **Two-Year-Old's Information:**

Our Two-Year-Old Classroom has a maximum of five (5) children with one teacher. Ages in our Two-Year-Old Classroom range from 24 months to 36 months. Children in this classroom will be using cups and eating utensils.

Our two-year-olds are provided a morning breakfast snack between 7:00 a.m. – 7:45 a.m., a hot nutritious lunch at 10:45 a.m. and an afternoon snack is served between 1:45 p.m. and 2:00 p.m. Weekly/monthly lunch and snack menus will be posted. Meals are served in the gym and your child will be encouraged to develop age appropriate skills such as feeding himself/herself, serving their own food, and cleaning the table. Two-year-olds are encouraged to use appropriate table manners. Teachers will interact with your child and others during all three meal times. Please make sure you alert your child's teacher and the Director if your child has any food allergies or special dietary needs. If your child will be absent for the day, please call the Director before 9:00 a.m. so that we will have an accurate lunch and snack count.

The two-year-old child needs to rest after lunch in order to recharge for afternoon activities. Your child is allowed to bring a small, soft, stuffed animal or doll for napping. A book is always a nice rest companion, too. The item your child selected for resting should be labeled with your child's name. "TV" toys such as Batman, Star Wars or other cartoon characters often create too much excitement for resting and we ask that they stay home. Chewing gum, hard candy, toy guns and weapons are not allowed at Community Child Care.

Always dress your two-year-old in clothes that are comfortable and weather appropriate. Shoes, coats, hats, and mittens that are easy to put on and take off, are ideal for twos. Shoes must be worn at all times (rubber-soled sneakers are best; no "flip flops" or sandals). Our two-year-old class will go outside, even if just for a few moments, each and every day with weather permitting.

Parents of a Two-Year-Old Child will need to provide the following on a regular basis:

1. Huggies convertibles or diapers (a week's supply or a whole bag)
2. Wipes (when needed)
3. Tissues (one box a month)
4. Three changes of clothes
5. Small blanket for resting
6. "Lovie" item if needed for rest or comforting
7. One box of large Ziploc bag (for soiled clothing/shoes)

Please remember to label all clothing and materials with your child's name that you send to Community Child Care.

Upon arrival each day, a visual well-health check will be performed on your child by the teacher. Well-health checks are conducted to identify potential concerns about your child's health in response to changes in your child's behavior since the last date of attendance (symptoms of illness and injury).

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## **Preschoolers Information (the three and four-year-old child):**

There is a maximum of seven (7) children in our three-year-old room and thirteen (13) children in our four-year-old class. Preschoolers are children approximately three to five-years-old. The Preschool Child should be potty trained, but may need to nap with “convertible pullups.” Daily classroom activities include music, indoor and outdoor play, games, stories, learning centers, meals/snacks, and naptime. Our preschool classrooms will be divided between several teachers in order to keep our teacher/pupil ratios low.

Our preschoolers are provided a morning breakfast snack between 7:00 a.m. – 7:45 a.m., a hot nutritious lunch at one of these time settings: 10:45 a.m. or 11:15 a.m. An afternoon snack is served between 1:30 p.m. and 2:00 p.m. Weekly/monthly lunch and snack menus will be posted. Meals are served in the gym and your child will be encouraged to develop age appropriate skills such as feeding himself/herself, serving their own food, and cleaning the table. Preschoolers are encouraged to use appropriate table manners. Teachers will interact with your child and others during all three meal times. Please make sure you alert your child’s teacher and the Director if your child has any food allergies or special dietary needs. If your child will be absent for the day, please call the Director before 9:00 a.m. so that we will have an accurate lunch and snack count.

The preschool child needs to rest after lunch in order to recharge for afternoon activities. Your child is allowed to bring a small, soft, stuffed animal or doll for napping. A book is always a nice rest companion, too. The item your child selected for resting should be labeled with your child’s name. “TV” toys such as Batman, Star Wars or other cartoon characters often create too much excitement for resting and we ask that they stay home. Chewing gum, hard candy, toy guns and weapons are not allowed at Community Child Care.

Always dress your preschooler in clothes that are comfortable and weather appropriate. Shoes, coats, hats, and mittens that are easy to put on and take off, are ideal for preschoolers. Shoes must be worn at all times (rubber-soled sneakers are best; “flip flop” sandals are discouraged). Our preschool class will go outside, even if just for a few moments, each and every day with weather permitting.

Parents of Preschoolers: the three and four-year-old child, will need to provide the following on a regular basis:

1. Tissues (one box a month)
2. Three changes of clothes
3. One box of large Ziploc bags (for soiled clothes/shoes)
4. Small blanket for rest
5. “Lovie” item if needed for sleeping or comforting

Please remember to label all clothing and materials with your child’s name that you send to Community Child Care.

Upon arrival each day, a visual well-health check will be performed on your child by the teacher. Well-health checks are conducted to identify potential concerns about your child’s health in response to changes in your child’s behavior since the last date of attendance (symptoms of illness and injury).

# **SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK**

## **PARENT CODE OF CONDUCT POLICY**

Community Child Care requires a parent and a designated individual by a parent of a child enrolled in our program, to behave in a manner consistent with decency, courtesy, and respect. One of our goals is to provide the most appropriate environment in which your child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of the Community Child Care, but is the responsibility of each and every parent or adult who enters the center. A parent or designated individual is required to behave in a manner that fosters this ideal environment. A parent, designated individual or adult who violates the PARENT CODE OF CONDUCT will not be permitted on daycare property thereafter.

### **Violations Defined:**

#### **1. Swearing/Cursing:**

No parent or designated individual or adult is permitted to curse or use other inappropriate language on daycare 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, designated individual 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.

#### **2. Threatening Employees, children, other parents or adults:**

Threatening employees, children, other parents or adults associated with Community Child Care will not be tolerated. While apologies for such threats are appreciated, the daycare will not assume the risk of a second chance. In the event a threat of physical harm is made, 911 authorities will be called and the individual will be prosecuted to the fullest extent of the law. PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.

#### **3. Physical/Verbal Punishment of your child or other children:**

While Community Child Care does not necessarily support nor condone corporal punishment of children, such acts are not permitted in our child care agency. While verbal reprimands may be appropriate, it is not appropriate for a parent to verbally abuse his/her child. Doing so may cause undue embarrassment or emotional distress. A parent is always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures. A parent is prohibited from addressing, for the purpose of correction or discipline, a child that is not his/her own. A parent may not 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 his/her own child, it is most appropriate for the parent to direct his/her concern to the classroom teacher and/or the Director. A parent or a designated individual is not permitted to intervene in conflicts between children while the children are in the center. The teachers and staff are responsible for such matters at Community Child Care and are therefore the only adults permitted to do so. Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss a child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or Director's attention.

# **SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK**

## **Violations Defined: Physical/Verbal Punishment of your child or other children, cont.:**

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 Director are strictly prohibited from discussing anything about another child with you. All children enrolled in Community Child Care have privacy rights and are further protected by our Confidentiality Policy. You may be assured we will not discuss anything about your child with another parent or designated adult visiting the center.

### **4. Smoking:**

For the health of all Community Child Care employees, children and associates, smoking is prohibited anywhere on daycare property. A parent or designated adult is prohibited from smoking in the building, on the grounds, and in the parking lot of Community Child Care. A parent or designated adult who are smoking in his/her car must dispose of the cigarette prior to entering the daycare parking lot.

### **5. Violations of the Safety Policy:**

Parents and designated adults are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children and associates of Community Child Care. Please be particularly mindful of Community Child Care entrance procedures. We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the daycare center. Holding the front entrance door open for the next person following you may be polite, but it may allow an unauthorized person to enter the center. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any security breaches to the Director.

### **6. Confrontational Interactions with Employees, other parents and associates:**

While it is understood that as a parent you may not always agree with the employees of Community Child Care or the parents of the other children attending, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point, and are strictly prohibited and may be cause for immediate dismissal.

### **7. Violation of the Confidentiality Policy:**

Community Child Care takes very seriously the responsibility of maintaining the confidentiality of all persons associated with our daycare. A parent must understand the implication of this responsibility. A parent needs to recognize that the Confidentiality Policy not only applies to his/her child, but to all children, families, and employees associated with the Community Child Care. Any parent who shares any information considered to be confidential, 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 and risk being dismissed from the daycare center.

### **8. Harassment:**

Any parent who engages in activity or conversation that results in distress, fear, discomfort marginalization, alienation, or ostracization of any adult or child affiliated with the Community Child Care will be subject to dismissal from our program. This includes acts of racism or bias.



# **SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK**

## **PARENT’S RIGHT TO IMMEDIATE ACCESS POLICY**

A parent of a child in our care is entitled to immediate access, without prior notice, to his/her child whenever the child is in the care of the Community Child Care, as provided by law.

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

In the absence of a court order on file with the Community Child Care, both parents shall be afforded equal access to the child as stipulated by law. Community Child Care cannot, without a court order, limit the access of one parent by request of another parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to the child, Community Child Care suggests that the parent keep the child with him/her until a court order is issued, since our rights to retain your child are secondary to the other parent’s right to immediate access. Community Child Care will contact the local police and the Department of Human Services should a conflict arise.

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

The Community Child Care will dismiss any child whose parent is prohibited from entering upon agency property (*refer to the section: “Parent Code of Conduct Policy”*). Due to the parents’ right to immediate access policy, as well as state and federal guidelines, the Community Child Care cannot have a child at the daycare center when the child’s parent is prohibited access. Community Child Care will not agree to any request to maintain a child’s enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## COMMUNITY CHILD CARE CONFIDENTIALITY POLICY

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

Outside of Community Child Care, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided by the law (i.e. duty to report suspected child abuse, police investigations, etc.) Parents will be provided with a document detailing the information that is to be shared outside of the Community Child Care, persons with whom the information will be shared, and the reason(s) for sharing this information.

Any parent who violates the Confidentiality Policy will not be permitted on daycare property thereafter. When a parent is not allowed on daycare property, his/her child will be unenrolled in our program. Refer to the policy regarding Parents Right to Immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing daycare property.

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

### **Methods of Record Keeping**

#### **1. Development Records:**

Development records are written accounts of observations of children in the classroom setting, samples of his/her work, summary developmental reports and records of achievement. These records are usually kept in your child’s classroom and can be accessed, and contributed to, by the staff, the child, and the child’s parents.

#### **2. Personal Records:**

Personal records include registration and admission forms, signed consents, and correspondence concerning your child or family, reports or minutes from meetings concerning your child from other agencies, an ongoing record of relevant contact with parents, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters.

Personal records are stored in the office of the Director in a lockable file cabinet. A parent has access to the files and records of his/her own child in accordance with the *Access to Records Procedure*, but do not have access to information about any other child.

# **SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK**

## **Access to Records Procedure:**

- Any request to see a child’s personal file by a parent or person with parental responsibility must be made in writing to the Director.
- The Director prepares the file for viewing by writing to all third parties stating that a request for disclosure has been received and asking for his/her permission to disclose to the person requesting it. A copy of these letters is retained in the file.
- “Third Parties” include all family members who may be referred to in the records. It also includes workers from any other agency, including social services, the health department, the Department of Human Services, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.
- When all consent/refusals to disclose have been received, these are attached to the copy of the request letter.
- A photocopy of the complete file is taken.
- The Director will then go through the photocopied file and remove any information which a third party has refused consent to disclose by using a thick, dark marker to score through every reference to the third party and information he/she has added to the file. This is called the “clean copy.”
- The contents of the “clean copy” file are photocopied for the parents who are then invited in to discuss the contents.

## **Updating Your Child’s Personal Information**

- It is the responsibility of the parent to inform the Community Child Care of any change in address, contact numbers, email address, designated individuals for pick-up, medical doctor information, food/environment allergies, special medical conditions, immunization updates, court orders concerning child custody, designated individuals to contact in case of an emergency or inclement weather.

## **DISCIPLINE AND GUIDANCE POLICY**

At Community Child Care, we believe that keeping your child busy and actively engaged decreases the frequency of behavior problems in the classroom. Transition activities help your child move smoothly from one activity to another. Our caregivers use only positive guidance, redirection, while setting consistent, clear, understandable limits to foster your child’s ability to become self-disciplined, which is our ultimate goal.

On occasion, every child will “push” set boundaries and do something that is not allowed. For the youngest child, we use distraction and redirection to keep a child from continuing the unwanted behavior. For the older child, we may need to remove him/her from the area and have him/her sit out for a short period of time (approximately 1 minute for each year of the child’ age). For all children, even infants, caregivers use appropriate words and tone of voice to describe to your child what is expected and help your child begin to use language to express what is needed from others.

Your child is born with enormous creativity! Community Child Care feels that too much discipline (correcting a child for every little thing) destroys his/her spirit. By teaching your child that each choice made has a direct consequence, he/she will begin to learn to be responsible for his/her own actions.

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## **Discipline and Guidance Policy, cont.:**

We will always keep you informed of your child's day and will share with you both the positive and sometimes negatives occurrences. Please do not be discouraged if your child is appropriately disciplined. Children act out and test our limits at all stages of development. We request that you do not "re-punish" your child at home for something that caregivers have already addressed. A calm, supportive discussion with your child about the negative occurrence allows your child to connect that caregivers and you are on the same team and support one another's decisions. The behavior will pass as long as we are all consistent.

## **Biting Policy:**

Community Child Care recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 ½ year-old classrooms. A parent with a child in either of these classrooms should expect his/her child to bite or be bitten by another child. The caregivers understand that parents are concerned and can be upset when this happens. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which, provoke or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect your child to different activities in separate areas of the classroom. A parent is expected to work with the staff to identify methods and strategies to curb this behavior.

A parent will be notified by an incident/accident report that a biting incident occurred during the course of the day. The daycare staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and cannot be disclosed. The daycare staff of Community Child Care cannot discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by his/her family physician if the parent is concerned about communicable diseases possibly resulting from the biting incident.

If your child continues inappropriate biting behavior consistently during the daycare day and after all efforts have been exhausted to remedy the behavior, you will be contacted to pick your child up from the center within 1 hour. If the negative behavior continues, dismissal from Community Child Care is up to the sole discretion of the Director and/or the SSCCC Board of Directors. SSCCC will make all efforts to avoid this situation by continual communication with you through conversation, parent conferences, and any other resources available.

## **Community Child Care prohibits the use and practice of the following:**

1. Corporal punishment or any type of physical punishment
2. Threat of withdrawal of food, rest, or bathroom opportunities
3. Punishment for soiling or wetting his/her clothing
4. Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age
5. Abusive, profane or derogatory language, including yelling and belittling
6. Any form of public humiliation, including threats of physical punishment
7. Any form of emotional abuse, including rejecting, terrorizing, ignoring, isolating or corrupting a child
8. Putting anything in or on a child's mouth

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## TUITION RATES / LATE PENALTIES POLICY

### Current weekly rates are as follows:

Infants	\$155.00 weekly
Toddlers	\$150.00 weekly
Preschoolers	\$150.00 weekly
Drop-in Rate	\$ 7.00 per hour (\$14.00 minimum stay)
Daily Rate	\$ 44.00 per day
Registration Fee	\$ 50.00 yearly
	\$100.00 yearly for two or more children
Activity Fee	\$ 20.00 (yearly)

### Other Fees:

Late Tuition Payment Fee	\$ 15.00 (applied weekly)
Returned Check	\$ 30.00 (all late fees apply)
Re-entry Fee	\$ 25.00 (withdrawn child reenters program)
Drop-In @ 3 times	\$ 50.00 same as enrollment fee
Family Discount	20% of tuition fee for the second, third child
Late Pick-Up Fee	\$ 3.00 per minute pass scheduled pick-up time

\*A one-time \$5.00 fee will be charged for totaling yearly or quarterly tuition payments (this charge will be used to update our Child Care Manager System).

\*See section entitled, *Financial Grievance Procedures* for more information on late fees charged for nonpayment of overdue tuition.

\* Contact the Director for information regarding qualifications and enrollment in the State of Tennessee subsidized care program. If qualified and accepted by the state, a monthly portion of your tuition will be subsidized (paid) by the state.

### Fees and Tuition Payments:

Daycare tuition is due prior to services rendered. Tuition is due by noon on Monday and considered late on Friday. **A late fee of \$15.00 will be charged to your account on Friday of each week for nonpayment of full tuition.** Your child can not attend our program after the 7<sup>th</sup> day of nonpayment until payment of late tuition and fees are paid in full.

You may pay for more than one week or month, at a time, but again, it must be prior to daycare services rendered. Tuition may be paid by check, cash, or money order. Checks should be made payable to *Sulphur Springs Community Child Care* or *SSCCC*. There is a \$30.00 charge for each returned check. (Continued next page)

## **SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK**

### **Fees and Tuition Payments, cont.:**

When paying by cash or check, please make sure that you place your payment in an envelope endorsed with your name and your child's, then place the payment in the small black mailbox on the table by the director's office OR directly in the hands of the Director. A weekly tuition statement, which is your payment receipt, will be sent weekly by email. Please keep these statements for your records.

Please do not ask for extended time to pay for tuition. These requests cannot be granted. Timely payment of fees *before* services are rendered is expected.

The cost of tuition is based on a budget of 52 weeks and allows your child to remain on our rolls based on 52 weeks or the number of days per week you have contracted. A parent is required to pay the same weekly fee regardless of days missed for illness, vacations, national holidays or days missed because of inclement weather. Days may not be switched to avoid holidays. Sulphur Springs Community Child Care closes for New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and the Friday after, Christmas Eve, and Christmas Day. You will be charged for all holidays that our staff receives salary.

Our annual registration fee of \$50.00 covers your child from September to August. This fee covers supplemental insurance, administrative costs, and supplies. The registration fee is non-refundable. Enrollment after February 1<sup>st</sup>, requires a registration/activity fee of \$35.00 for the current year.

The hourly drop-in rate is \$7.00 per hour with the minimum stay of two hours. If a child attends through our drop-in service three times within a fiscal year (January thru December), an Enrollment Fee must be paid. You must call to verify space availability at least one day in advance.

A 20% discount tuition rate will be offered to the second/third child in a family with a child already presently enrolled in our program at full cost. A family registration fee will be \$100.00.

When a child is withdrawn from our program then wishes to re-enter, a \$35.00 fee will be charged. Re-entry into our program at this point, is based on availability.

There will be a bookkeeping charge of \$5.00 for totaling weekly or yearly totals for tax purposes. Receipts and tuition payment statements are issued weekly by email from the Director.

There is a \$30.00 charge on each returned check. After two returned checks, you will be required to pay using cash.

Throughout the year, payment of optional fees is offered for items such as graduation, school pictures and fundraisers. You will be notified in advance concerning any of these opportunities for your child.

*Sulphur Springs Community Child Care reserves the right to increase tuition and revise policies at any time after notification to parents.*

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## HEALTH, ILLNESS AND EXCLUSION POLICY

Community Child Care does understand and empathize with parents when their children are sick. It can be a very difficult, frustrating, and emotionally challenging situation when you are torn between a sick child and other obligations. Our *Health, Illness and Exclusion Policy* is meant to be fair to the sick child and his/her family, as well as the healthy child and family. Controlling the amount of exposure to illnesses at Community Child Care, helps to keep staff and children healthy and happy.

Please read each sub-heading carefully to understand our procedures when encountering contagious diseases within the Community Child Care.

### **Coughs and Colds:**

Colds are very common, but there are some symptoms that warrant keeping your child at home. These include colds accompanied by hacking or persistent cough, green or yellow nasal drainage, and productive cough with green or yellow phlegm being coughed up. These symptoms may be present with or without a fever. If your child cannot participate in the daily routine, he/she is probably too sick to be in child care. If your child has extreme discomfort, is contagious, or is struggling to breathe, please keep him/her at home until he/she is cleared by a doctor to return to child care.

### **Fever:**

Fevers are common in children and are often a sign that an infection or virus is present. If your child has a fever of 100.5 degrees Fahrenheit, please keep him/her at home. If your child develops a fever of 100.5 or higher while at the Community Child Care, you will be called to pick him/her up within one hour.

In order to return to our daycare, our policy is that your child must remain free of fever for 24 hours before returning. This means, for example, that if your child is picked up at 3:00 p.m., but still has a fever at 6:00 p.m. or later, he/she cannot return to the daycare center the next day. Your child's 24-hour waiting period begins when his/her fever has broken and remains in the normal range.

### **Diarrhea and Vomiting:**

Diarrhea due to illness is highly contagious. If your child has diarrhea, please keep him/her at home. If your child has 2 or more diarrhea episodes while at child care, you will be called to pick him/her up within one hour. Children who are sent home with diarrhea may not return to the daycare center until 24 hours after the child is symptom-free or has a doctor's note stating that he/she is not contagious. To prevent contagion spread, we use gloves while changing diapers and proper hand washing techniques. The changing area is disinfected after every diaper change. Please understand that germs from diarrhea can be spread through carpets, toys, swings, and direct contact. It is very difficult to keep germs from spreading to other children.

If your child vomits while at Community Child Care, you will be called immediately to pick him/her up. Please keep your child at home until vomiting has stopped for 24 hours.

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## **Health, Illness and Exclusion Policy, cont.:**

### **Rash:**

A rash may be a sign of many illnesses, such as measles, chicken pox and/or hand-foot-and-mouth disease. If your child has new or draining blisters, keep them at home. A rash in infants raises concern of internal infections, and your family pediatrician should be consulted.

### **Hepatitis:**

If your child is diagnosed with Hepatitis, the center must be notified immediately. Your child will be temporarily excluded from the center. Your child may return only if you submit a doctor's note stating it is safe for him/her to return to the Community Child Care.

### **Bacterial Meningitis:**

If your child is diagnosed with H-Flu or Meningococcus, you must notify the center immediately. The child will be temporarily excluded from the center, and may not return until the Health Department and/or doctor gives written permission for a safe return.

### **Chicken Pox:**

Community Child Care will call you to pick up your child if he/she is displaying a medically undiagnosed rash. If the doctor's diagnosis is chicken pox, please notify the center immediately. Your child may not return until all blisters are scabbed-over and there is no fever present. A letter will be sent home notifying all Community Child Care parents that a case of chicken pox has occurred in our daycare center.

### **Colds and Flu:**

If your child's cold leads to pneumonia, bronchitis, infectious croup, or ear infection, he/she must remain out of the center until a proper medical treatment has begun. Your child may return only if accompanied by a doctor's note stating the child is not contagious. Please remember, plenty of rest and fluids is the remedy for a cold.

### **Strep Throat:**

If your child is diagnosed with Strep Throat, he/she may not return to the Community Child Care center until 24-hours after an antibiotic treatment has begun.

### **Conjunctivitis:**

Commonly called, "Pink Eye," conjunctivitis displays symptoms of redness, swelling and/or pus discharge of the eyes, and is highly contagious. If your child contracts conjunctivitis, he/she will be sent home and may only return after prescription medication has been administered for a 24-hour period.



# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## **Health, Illness and Exclusion Policy, cont.:**

### **Head Lice:**

Any child with lice parasites or nits (lice eggs) in his/her hair and scalp, will be sent home immediately. A child with lice will be required to remain out of the center until 24-hours after proper treatment has begun.

### **Doctor's Note:**

In some instances, you will be asked to keep your child home even with written permission from your doctor saying your child is well enough to return to child care. Please understand this is for your child's well-being along with the well-being of the healthy children and families attending Community Child Care.

### **Medication Policy:**

When your child goes to the doctor and is prescribed medication, keep him/her at home until he/she have completed 24-hours of antibiotic treatment. Our daycare staff cannot give medications to your child. Please do not send or keep your child's medication in your child's diaper bag, cubby or back pack. The Department of Human Services guidelines do not allow daycare facilities to keep any child's medication on site, and will randomly check our facility for adherence. The only exceptions to this policy are children with allergies that require an Epi-Pen, Inhaler, Diazepam Rectal Gel and/or Benadryl on site for reactions.

### **Emergency Contacts:**

A parent is required to pick up an ill child within 60 minutes of notification by phone. If a parent is reached, but cannot pick up his/her child, it becomes the parent's responsibility to arrange for alternate pick-up with someone listed on your child's *Enrollment Application* or *Emergency Card*. The staff will not continue to call those listed on the *Enrollment Application* or *Emergency Card* once a parent is reached. If a parent cannot be reached, the staff will begin to call the designated individuals listed on your forms until arrangements can be made for your child to be picked up.

### **Notification of Absence:**

If your child will be absent, due to illness, we request that you notify the Director. This enables the daycare staff to keep track of any illnesses which may occur at our center. This information will only be shared with caregivers on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the Director so that the parents of the children in our center may be notified that a communicable disease is present. Once again, only communicable disease information will be shared. Community Child Care will take all measures necessary to protect your child's confidentiality.

### **Accidents and Emergencies:**

Occasionally, every child experiences a bump or bruise. If your child is injured at Community Child Care, the supervising caregiver will fill out an *Accident Report* to be kept on file and is available for you to see or copy. Community Child Care staff are certified in Infant/Child CPR every two years. Staff training will also include procedures for emergency evacuation of the facility.

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## **Health, Illness and Exclusion Policy, Accidents and Emergencies, cont.:**

The following medical emergency procedure will be carried out by our staff in the event of an emergency:

- A staff member will stay with the ill or injured child and administer first aid as appropriate. If the child is not breathing, a CPR certified staff member will initiate CPR. If there is a possibility that the injury has affected the spinal cord, the child will not be moved. The staff member will remain calm and continuously reassure the child.
- An additional staff member will immediately dial 911 and request an ambulance.
- A staff member will also be responsible for calling the child's parents from the *Emergency Card* provided.
- The same staff member will be responsible to go outside the building to meet the ambulance and direct the EMS to the injured child.
- Other staff members will move the other children away from the injured/ill child. They will discuss the situation with the children and be calm and reassuring.
- A staff member will accompany the child to the hospital, and provide a complete accident report and permission for medical attention.

*\*It is extremely important that you update your child's Emergency Card immediately when information changes (i.e. phone numbers, allergies, special medical conditions, doctor's information, etc.). Make sure you have a letter on file with the Director granting permission for the EMS and hospital medical staff to treat your child in an emergency situation.*

## **Accident Reports:**

Should your child be involved in an incident/accident during the course of the daycare day, a staff member will complete an *Incident/Accident Report*. Parents will be notified by the Director.

## **Handwashing:**

Children will be instructed that hand washing is the single most important line of defense in preventing the transmission of disease-causing germs. Children will wash their hands: upon arrival at school (parents supervise this task before leaving the center), after each diaper change or visit to the toilet, immediately before eating meals or snacks, before and after water activity, after playing on the playground, after handling animals or animal cages and whenever hands are visibly soiled.

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND/OR NEGLECT POLICY

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

As mandated reporters, the staff of Community Child Care 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 by a parent or designated individual
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriate nutrition for your child
- Leaving a child unattended for any amount of time
- Failure/refusal to pick your child up from daycare on time
- Failure/refusal to pick your child up on time in case of inclement weather dismissal
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school over-medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside
- Failure/refusal to pick up your child when he/she becomes sick during the daycare day
- Children who exhibit behavior consistent with an abusive situation

### **The Tennessee Department of Protective and Regulatory Services**

We take great care at Community Child Care to protect our children. We want our caregivers and parents to be educated and informed about preventing and responding to the abuse and neglect of children. The most recent posters and fliers from the Tennessee Department of Child Care Services are posted on our *Parent Information* board. Community Child Care will work closely with local authorities and community organizations to keep our children safe. Community Child Care is mandated by the State of Tennessee to teach an six-week curriculum addressing *Personal Safety Issues* for our three through five-year-old children.

All staff members of the Community Child Care are required to complete one hour of training every six months on *Reporting and Recognizing Child Abuse or Neglect*.

**SULPHUR SPRINGS COMMUNITY CHILD CARE  
PARENT INFORMATIONAL HANDBOOK  
CHILD NUTRITION/MEAL PROGRAM/PEANUT-FREE SITE POLICY**

**Child Nutrition:**

Community Child Care believes in providing your child with meals that reflect all major food groups. All meals are family style, with the children sitting at tables, to promote good manners, eating habits, and socialization skills. Staff will encourage your child to eat or at least taste his/her main entrée, and each healthy side dish. Any food allergies or special diet needs should be reported directly to the Director.

**Meal Program:**

Community Child Care does provide a breakfast snack, a hot nutritious lunch, and an afternoon snack for toddlers, two's, and preschoolers. Menus are posted monthly and published in our monthly center newsletter from the Director. Breakfast is served from 7:00 a.m. – 7:45 a.m. Parents of infants must provide formula or expressed milk. Nursing mothers are invited to breastfeed or provide milk for your child. A comfortable chair in the Infant Room is available for your convenience. Please place your child's plastic bottles of formula or expressed milk in the refrigerator upon arrival. Baby food must be in original UNOPENED containers. Food will be heated in a microwave oven and formula in a bottle warmer to ensure a safe temperature. Please label all bottles and feeding utensils with your child's name.

**Peanut-Free Site Policy:**

When we have children at Community Child Care that have allergies to peanut butter and tree nuts, strict guidelines must be followed. Allergies to peanut butter require special consideration not only because of the severity of reaction it causes, but because of the extreme difficulties in controlling exposure to peanut oil. Traces of its sticky oil can be left undetected in the classroom and eating areas. The nature of peanut allergies is such that many affected children, even a trace of oil on the skin, or the slight scent of peanuts, can cause a very severe reaction.

The Board of Directors of the Community Child Care has given much thought as how to best ensure the safety of everyone in this regard. After researching the nature of the allergy with our child care program evaluator, and how other centers handle these situations, we have decided that effective June 1, 2016, the Community Child Care will totally eliminate peanut butter and tree nuts from our menu and on-site.

Therefore, no outside food may be brought into Community Child Care. This includes, but limited to, homemade breads, sandwiches, cupcakes, candy, brownies, cookies, chips or crackers (of any sort) for lunches, holidays or birthday celebrations.

We are well aware of the fact that peanut butter/tree nuts can be a main source of nutrition in many children's diets. This may be a very difficult adjustment for you and your child, but this policy is for the safety of all of our children with a peanut butter/tree nut allergy.

In accordance with Tennessee Department of Human Services, Community Child Care requires that all participants in our program who have been prescribed an Asthma Inhaler, Epi-Pen, Benadryl, or Diazepam Rectal Gel for allergic reactions, must have a signed permission form from the child's parent and health care professional on file with the Director.

# **SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK**

## **PHOTO/VIDEO/PUBLIC DISPLAY/MEDIA & WEBSITE POLICY**

The Community Child Care pledges to keep all information about your child and your family confidential. This means we will not release any information unless we are required to under state law or if you give us written permission to do so. State law mandates that we release certain information when requested by child care licensing, law enforcement agencies, child protection agencies, or government health officials.

We will not release any information about your child/family on the Internet without your written permission. This includes the posting of names, contact information, photographs, videos, audio of children or family members on our website, Facebook, Flickr, Twitter, Pinterest, YouTube, or any other location on the Internet. We will not share information through texting or sharing of photos on cell phones. Please see our “Photo/Video/Public Display/Media & Website Policy” permission form contained in the *Parent Understanding and Signature Form* section at the conclusion of this handbook.

## **PLAY/SOILED CLOTHING POLICY**

With advice received from the Infection Control Department and Environmental Health Department, Community Child Care will no longer wash or rinse clothing that has been soiled in a toileting accident or following an episode of illness.

We will place the soiled clothing in a large Ziploc plastic bag and return the items to you to launder. We understand that receiving soiled clothing will not be pleasant. However, we must enforce this practice because when staff wash or rinse soiled clothing, it increases the chances your child, the staff and yourself may be exposed to germs that cause disease.

Please bring a full change of clothing that we may keep on site to utilize in case your child has a toileting or illness accident during daycare hours. If a change of clothing for your child is not in reserve, you will be called to either pick up your child or provide a clean set of clothing immediately.

## **DIAPER RASH OINTMENT / TEETHING TABLETS OMISSION POLICY**

Community Child Care, without a parent’s permission, cannot apply any type of analgesic ointment for diaper rash. Please indicate on the *Parent’s Understanding Signature Form* found at the end of our *Parent Informational Handbook* whether you grant permission or refuse permission on the application of diaper rash ointment for your child.

Community Child Care, without a parent’s permission, cannot give your child any type of teething tablet or ointment to relieve the pain of teething. Please indicate on the *Parent’s Understanding Signature Form* found at the end of our *Parent Informational Handbook* whether you grant permission or refuse permission on the use of teething tablets and application of teething ointments.

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## GRIEVANCE PROCEDURES FOR SSSCC

### **Financial Grievance Procedure:**

Daycare tuition is due prior to services rendered. Tuition is due by noon on Monday and considered late on Friday. Your child can not attend our program after the 7<sup>th</sup> day of nonpayment until tuition/fees are paid in full.

The Community Child Care will take the following steps to resolve a financial grievance with a patron. A financial grievance is defined as monetary funds owed the Community Child Care for child care services rendered.

Step 1: Notification by letter to the parent of overdue tuition/fees. Letter delivered by email or hard copy. Letter will be sent on the first Friday following the weekly Monday noon tuition payment deadline. A \$15.00 nonpayment of tuition fine will be applied to the account, and each Friday hence until full payment is received.

Step 2: If full payment is not received on the Monday following the first notification letter, a second notification letter will be sent that same Monday. Letter will be delivered by email or hard copy. Letter will notify parent of termination of services by Tuesday of that week if an overdue payment is not received.

Step 3: If full payment is not received as of Tuesday, child's enrollment is terminated. A letter of termination is sent via email or hard copy, and parent forfeits child's place in our daycare program.

To keep you informed, the Director will send via email a weekly balance statement showing your account status, tuition/fee payments and overdue tuition payments to Community Child Care.

### **Child Behavioral Grievance Procedure:**

The Director of the Community Child Care will take the following steps to resolve a behavioral concern with a child only after all classroom teaching techniques have been utilized:

Step 1: A parent conference will be scheduled with the classroom teacher, the Director and the child's parents/guardians. The purpose of the parent conference will be to outline a detailed approach for resolving the targeted behavior through daycare and home efforts. The Director will set a definite time frame for resolution of the child's behavior.

Step 2: If the targeted behavior has not improved after the designated time frame allocated in Step 1, a parent conference will again be called and include the classroom teacher and the Director. The outlined approach for resolving the targeted behavior formed in Step 1 will be reviewed and adjusted to try other approaches and techniques. These revised efforts will be given a definite time frame by the Director for application and hopeful resolution of the child's behavior.

(Continued following page)

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## **Child Behavioral Grievance Procedure, cont.:**

**Step 3:** If after the time parameters set in Step 2 by the Director, the child's behavior has not improved, the Director has the sole discretion to have the child withdrawn from the daycare center for a period of time or terminate services altogether.

## **Parent Behavioral Grievance Procedure:**

The Director and the Board of Directors of the SSCCC will take the following steps to resolve a behavioral concern with a parent/guardian/designated adult of a child in our daycare center:

**Step 1:** The offending parent/guardian/designated adult will receive a verbal warning to stop any and all unacceptable behaviors as set forth in our *Parents Code of Conduct Policy*. The offending parent will be told what behavior is unacceptable and be warned that any further display of said behavior will result in his/her expulsion from the property. A report of the incident will be kept on file in the Director's office.

**Step 2:** If a second offense occurs, the offending parent/guardian/designated individual will be asked to leave along with his/her child. All fees/tuition will be forfeited and daycare services terminated.

**Step 3:** 911 will be called.

## **PARENT GRIEVANCE PROCEDURE**

### **Financial:**

In financial matters, the Board of Directors of SSCCC and the Director reserve the right to terminate daycare services to individuals for nonpayment of tuition/fees. Please remember fees are paid prior to services rendered; if paying on a two-week schedule, your account must reflect a two-week prior services payment at all times (please refer to the section *Fees and Tuition Payment*).

### **Behavioral:**

If as a parent, you are concerned with the teaching methods of your child's daycare provider, please discuss the matter privately with the Director. The Director will then approach the classroom teacher/aide and try to resolve the situation. The Director will keep you informed of decisions made and any changes that will affect your child.

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## OTHER CURRICULUM-BASED POLICIES/PROCEDURES

### ADDITIONAL POLICIES:

#### Fire Arms and Weapons Policy:

At no time is any person permitted to carry any type of Firearm, Ammunition and/or Weapon on daycare/church property for any reason. Violation of this policy will result in immediate dismissal from the program. Emergency 911 will be called.

#### Holiday Closing Dates Policy:

The Community Child Care will be closed on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and the Friday after, Christmas Eve, and Christmas Day. You will be charged for all holidays that our staff receives salary.

#### Holiday and Birthday Celebration Policy:

Community Child Care will celebrate three holidays with our 2 – 5 year-old children: Christmas, Valentine's Day and Easter. Halloween will be recognized in a non-scary form. The teacher and room parent will plan all holiday celebrations. Parents are welcome to sign-up at any time to help with the celebrations. However, due to our *Peanut-Free Policy* no foods will be allowed at party celebrations. In lieu of sweet foods and candy, fresh fruit, books, and simple activities should be planned. We reserve the right to reject any or all food gifts to the Community Child Care in protection of our children with a peanut butter/tree nut allergy or other food related allergies.

Birthday celebrations can be experienced by our 2 – 5 year-old children. However, birthday parties are not allowed. For your child's birthday celebration, he/she will receive "special honors" for the day and made to feel as if he/she is the king/queen of the class.

When celebrating a birthday, exchange of presents at school or the distribution of party invitations is not allowed unless every child in the class is included. We encourage you to give a book in honor of your child to Community Child Care. A special notation will be placed in the front of the book so that in years to come all will know about your child's special day.

### ADDITIONAL PROCEDURES:

#### Inclement Weather:

Community Child Care will close, delay opening or close early in the case of inclement weather utilizing the following procedure:

- Community Child Care is closed: As early as 5:30 a.m., WCYB and WJHL will report via television or website, our operating status. If closed, our facility will not be open for care. When deciding to close, we follow the inclement weather decisions of the Johnson City School System, Northeast State, and East Tennessee State University. The Director will also notify you via your cell phone on the "Remind, Inc." service.



# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## Inclement Weather, cont.:

- Community Child Care is on a delay: Listen to WCYB and WJHL (also on websites) to learn of a snow or weather-related delay. The schedules of the Johnson City School system and East Tennessee State University are usually followed. However, if Community Child Care staff cannot reach our daycare site safely thus leaving our facility “short-staffed,” it is the Director’s sole decision to either open or close our daycare facility. The Director will also notify you via your cell phone on the “Remind, Inc.” service.
- Community Child Care is closing early: You will be notified by the Director via you cell phone on the “Remind, Inc.” service as well as the local television and radio stations and their perspective websites. When a closing time is announced, it is imperative that you or your designated individuals on your *Emergency Card* arrange to pick-up your child on time so that we don’t have children and caregivers stranded at the center. Late pickup fees (\$3.00 per minute) will remain in effect regardless of weather.

*\*On days that Community Child Care is open and there is still snow on the ground, the Department of Human Services advised us to take the older children out to play in the snow or for a walk. Please provide your child with snow pants, boots, hats, mittens, and a warm coat when requested.*

## Safety Procedures:

In the event of an emergency, Sulphur Springs Child Care Center will communicate with the local authorities, parents, and licensing via the Director’s cell phone. The Director and each Lead Teacher will take a prepared *Grab-N-Go Bag* that contains all necessary documentation in the event of an emergency, and follow the directions of the Community Child Care *Emergency Preparedness Plan*.

**Sulphur Springs Community Child Care Center’s *EMERGENCY PREPAREDNESS PLAN*** is posted in the office of the Director for your previewing.

## Fire and Emergency Drills:

The Community Child Care conducts fire and emergency evacuation drills on a monthly basis. Emergency evacuation procedures are required to be posted in each classroom. Emergency telephone numbers are posted at each phone in the daycare center.

During a practice fire emergency drill, a parent may not sign his/her child into or out of the program, but must wait until the drill is complete. In an actual fire emergency, once evacuated, the Director or Designated Teacher will decide whether the facility is to be closed. At this time any parent waiting to sign his/her child into the center, will have to leave the premises with his/her child while all other parents or designated individuals will be notified by phone of the situation and the need for pick up. Once notified, your child must be picked-up within an hours’ time.

# SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK

## **Fire and Emergency Drills, cont.:**

A parent wishing to sign his/her child out during an actual fire emergency is expected to be patient with the staff as each is trying to maintain order during an often hectic and dangerous situation. If the center is in the midst of a fire emergency, a parent will be asked to wait until the Director or Designated Teacher has accounted for all staff and children and gives the staff permission to release each child. It is important for parents and staff to work together, remain calm, and cooperate with the fire emergency personnel and center administration during these important and critical situations.

## **Alternate Safe Location:**

Should the administration of Community Child Care or any emergency services personnel determine the building which houses the child care center to be too dangerous to be occupied, or a situation arises that prompts relocating the children for safety purposes, the staff and children will be taken to the location designated in the *Emergency Preparedness Plan*. Once children are assembled in the alternate safe location, the staff will begin contacting parents or designated individuals for child pick up. Children must be picked-up within one-hour of the evacuation call. Our designated safe locations are: Crossroads Christian, Sulphur Springs Baptist, and the Community Help House.

## **Daily Pick-up/Drop-off:**

Please refer to the following sections for *Daily Pick-Up/Drop-Off* procedures under the heading, **FIRST DAY OF DAYCARE:**

- *Procedure for Parking/Entering the Daycare Building*
- *Procedure for Signing-In*
- *Procedure for Parent Departure*
- *Procedure for End of the Day Pick-Up*

## **OTHER CURRICULUM-BASED ACTIVITIES**

### **Parent/Teacher Communication:**

A parent's questions and comments are always welcome. Our caregivers appreciate it when a parent wants to talk at the beginning or the end of the day. Often a teacher will be busy caring for children when you are in the room, so you can leave an FYI sheet with the Director or in the teacher's door pocket to request a conference or talk time. You will receive reports about your child's activities and progress on a regular basis. You will also receive a monthly newsletter and calendar from the Director. Check the bulletin board beside your child classroom door for news and curriculum activities. If you ever have questions or concerns, please do not hesitate to call the office of the Director at (423)753-2345 for an appointment with a teacher. Ask about the little things before they become bigger!

(Continued next page)

# **SULPHUR SPRINGS COMMUNITY CHILD CARE PARENT INFORMATIONAL HANDBOOK**

## **Parent/Teacher Communication, cont.:**

We would like to always know if your child will be late or absent or being picked up early by you or another designated individual. An answering machine can record your message if you call in the evening or early morning. You can also contact the Director by our “Remind, Inc.” service.

If when you call the Community Child Care office and your call is not answered, our caregivers and Director are busy working with the children. Please leave a message on our service and we will call you back as soon as possible. If it is an emergency situation and we do not answer at the daycare center, you may call the Sulphur Springs United Methodist Church office at (423)753-5631, and they will relay the message. They are available for calls Monday through Thursday of each week.

## **Parent/Teacher Conferences:**

Parent conferences provide an opportunity for parents and teachers to exchange information about his/her child, and set goals for the future. We will plan Parent/Teacher Conferences throughout the year. We also offer parents the opportunity to ask for a conference at any time between scheduled conferences. Throughout the year, we will occasionally schedule additional parent events such as a holiday program or open house. Look for announcements in our monthly newsletter from the Director for program dates and times.

## **Field Trips and Water Activities:**

During the summer months, our children two and older will have the opportunity to have water play with sprinklers. You will be notified when it is time to dress your child in a bathing suit, and bring sunscreen, a towel (labeled with your child’s name), and water shoes.

Parents will be asked to attend any scheduled field trips. Information concerning field trips will be posted on the Parent Board in the main daycare hallway. A parent must sign and date a permission slip in order for his/her child to participate in any activities off Sulphur Springs Community Child Care premises.

## **Parent Advisory Committee:**

We believe having one of the best child care facilities possible involves you, the parent. Together, we are a team working for the same goal: quality child care. At Community Child Care, we implement many programs, long and short term, involving family promotion as well as community involvement. These efforts take a lot of manpower and are well worth every minute invested in a quality outcome. We need your help and encourage each parent to become involved in our daycare family outreach planning by becoming a member of our *Parent Advisory Committee*. Please see our Director for further information.

**SULPHUR SPRINGS COMMUNITY CHILD CARE  
PARENT INFORMATIONAL HANDBOOK**

**PARENT UNDERSTANDING SIGNATURE FORM**

*Please print then initial each line item to indicate that you have read and understand the Policies, Procedures and Activities contained within the Sulphur Springs Community Child Care Parent Informational Handbook. Parental permission forms will be required on the following specific items: food allergies, special diets, photo/video/public display, media and website, diaper rash ointment, and teething tablets, and will be included in your Pre-Enrollment Packet.*

*Please sign and date the Parent Understanding Signature Form, and return to the Director along with your Pre-Enrollment Packet and Admission Application.*

**With my initials, I indicate that I have read and understand the following Policies, Procedures and Activities of SSCCC:**

Parent Initials

Policy/Procedure/Activity

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Parent Code of Conduct Policy
- Community Child Care Confidentiality Policy
- Parents Right to Immediate Access Policy
- Discipline and Guidance Policy
- Tuition Rates/Late Penalty Policy
- Health, Illness and Exclusion Policy
- Mandated Reporting of Suspected Child Abuse and/or Neglect Policy
- Child/Nutrition/Meal Program/Peanut-Free Site Policy
- Photo/Video/Public Display/Media & Website Policy
- Play/Soiled Clothing Policy
- Diaper Rash Ointment/Teething Tablets Omission Policy
- Grievance Procedures for SSCCC/ Financial
- Grievance Procedures for SSCCC/ Child Behavioral
- Grievance Procedures for SSCCC/ Parent Behavioral
- Parental Grievance Procedures/Financial
- Parental Grievance Procedures/Behavioral Concerns
- Other Curriculum-Based Policies/Procedures/Activities

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Child's Name