



Crisis Nursery Parent Handbook



Call (309) 674-4125

Open 24 hours/day: 7 days /week
442 W. John Gwynn Jr. Avenue
Peoria, Illinois 61605



Accredited by the Council on Accreditation

Revised 8/12

Crisis Nursery is a place to help families with crisis situations and/or stress. Do any of these situations describe you?

Are you overwhelmed by the stress of being a parent?

Are you having difficulty juggling everything due to an illness in your family?

Are you lacking a permanent or safe place to live?

Are you on the verge of having your utilities shut off?

Are you in a situation where you or your children may not be safe?

Do you need a job but your children do not have a safe place to stay while you job search?

Are you having difficulty getting to appointments because you can't find child care?

Are you stressed or in a crisis but don't know where to get help?

Do you feel like you need a "time-out" from your children?




We are here to support your family through your current crisis or stress.

Please call 309-674-4125 or drop by to schedule short-term childcare.

We are here to HELP and recognize that asking for help is a sign of STRENGTH!



SERVICES PROVIDED BY CRISIS NURSERY

- ❖ **24 Hour, seven days a week Crisis Child Care:** short term (2-72 hours) emergency child care for children 0-6 years of age.
- ❖ **Home Visits:** One-on-one family support is given through meeting with caregivers to assess additional respite needs, provide support, parent education, and additional referrals/linkages.
- ❖ **Parent Education Classes:** Six – 2 hour classes focusing on parenting for the first 6 years of a child's life are offered at Crittenton Centers and throughout the Tri-County area.
- ❖ **Parent and Child Interaction Group:** Play groups for parents and children are offered throughout the year.
- ❖ **Child Development Screenings:** Screenings are given to assess your child's development in the areas of communication, gross motor, fine motor, problem solving, and social emotional skills. Please call to arrange a time for your child's screening.
- ❖ **Resource Support Services:** Items such as: baby food, formula, diapers, etc. are provided to program participants (when available).
- ❖ **Resource Referral:** Referral services to community-based resources.
- ❖ **Transportation:** Transportation for children and families will be provided in emergency situations only.
- ❖ **Monthly Newsletter:** Parenting tips, agency information, parent-child activities and more.
- ❖ **Parent Care & Share Support Group: Every 1st and 3rd Tuesday – 5:00 – 6:30** – Parent Group focusing on stresses and issues faced by parents. This group gives parents and opportunity to share and get to know other parents facing many of the same situations. Dinner and childcare provided.
- ❖ **Mommy & Me Group – 1st Tuesday of each month – 3:30 – 5:00** – Parent Group focusing on stresses faced by parents of newborns. All participants receive baby items for their newborn. Childcare provided.
- ❖ **Crisis Cash** – Everyone attending our Groups, Parenting Classes, or participates in Home Visits receives "Crisis Cash". This money can be used at our "Crisis Cash" Store on the last Wednesday and Thursday of each month. Items in the store may include: toys, paper products, cleaning supplies, personal care items, etc. Be a part of our programs to earn your "Crisis Cash". 
- ❖ Families utilizing Crisis Nursery more than five times will be a part of the **Moving Families Forward Program**. This program offers a Home Visit with referrals to agencies that may assist your family.

Please call Crisis Nursery at 309-674-4125 for registration and more information.

All services provided by Crisis Nursery are free of charge.

USING CRISIS NURSERY SERVICES

- ❖ **It is best to call to ensure space is available and discuss your needs. Priority of service is based on the severity of each individual crisis/situation. Walk-ins are accepted if space is available. Crisis Nursery schedules only on the day care is needed. Scheduling in advance is not permitted.**
- ❖ **Bring your child at the arranged time.** If you are **going to be late, call** Crisis Nursery, or you may risk losing your spot for the day.
- ❖ **Allow approximately an hour to complete your child's intake.** You will need to provide relevant information to help us properly care for your child.
- ❖ **Bring a copy of your child's medical card or proof of health insurance (if any).**
- ❖ **Crisis Nursery can only administer prescription medication.** Bring any prescription medication your child needs in its original container with the pharmacy label still attached. No over-the-counter medication will be dispensed.
- ❖ If your child becomes ill while in Crisis Care, the legal guardian and/or emergency contact number will be notified. The child will need to be picked up, as soon as possible, to ensure other children are kept from being exposed to illness.
- ❖ **Only the parent or legal guardian is permitted to schedule and admit a child.**
- ❖ **Please allow at least 10 minutes when picking up your child** as there will be discharge paperwork to complete and a short exit interview.
- ❖ **We must be given one emergency contact** at admission.
- ❖ **Only a legal guardian or person listed at admission by legal guardian will be allowed to pick up a child after showing a photo ID. Parents/legal guardians are not allowed to call and add anyone to the pick-up list.**
- ❖ Please feel free to call and check on your child at any time. Parents are encouraged to call if children will be staying over 24 hours. **When calling to check on your child, you will receive a call back from Crisis Nursery Staff on the phone number given at admission. No information will be given over the phone about a child at Crisis Nursery until staff calls on a phone number given at admission.**
- ❖ The Crisis Nursery uses a positive approach in dealing with inappropriate behavior. Please review our Behavior Management Philosophy located in this handbook. You may also contact the Program Coordinator if you would like a copy of our behavior management procedures.
- ❖ **If you can not pick your child up on time, please call.**
- ❖ **Crisis Nursery cannot serve baby formula mixed with cereal without written permission from a doctor. Babies under 1 year of age will be given formula.**
- ❖ If your child is sick, please let us know when you call. **We will not be able to accept children** that have: a communicable disease, head lice, vomiting, or a temperature over 100°.

BEHAVIOR SUPPORT AND MANAGEMENT

- ❖ **Positive Discipline:** Crisis Nursery uses positive discipline techniques and guides all children in positive ways to interact with each other to help them feel safe, learn something new, and have fun during their stay. Program staff will address appropriate behaviors by demonstrating warm, positive feelings towards all infants and children through actions such as hugging, patting, verbally praising, smiling, and cuddling.
- ❖ **Behavior Management:** The Crisis Nursery prohibits the use of restrictive behavior management techniques, such as corporal punishment, restraint, etc. A copy of our written Behavior Management Philosophy and Procedures is available to you during admission or you may request a copy at any time.

FOOD ALLERGY POLICY

Crittenton Centers recognizes that food allergies, in some instances, may be severe and even occasionally life-threatening. The foods most likely to cause allergic reactions are peanuts, tree nuts, dairy products, eggs, soy, wheat, fish, and shell-fish. Although most food allergies produce symptoms that are uncomfortable, persons with allergies to the above-listed foods can suffer more serious consequences. Crittenton Centers has created this policy to reduce the likelihood of severe allergic reactions of children with known food allergies while at Crittenton Centers.

Crittenton Centers cannot guarantee an allergy-free atmosphere. We do, however, avoid nut-containing foods. We work with Food Service Providers to reduce the likelihood of peanuts, tree nuts, or nut oil products being served during meals and snacks. Any child with known life threatening food allergies and/or asthma must have a Food Allergy/Asthma Action Plan on file. This Action Plan must be signed by the child's physician. Parents/Legal Guardians must bring prescription medication with child at admission. This medication must be in the original packaging and labeled by the pharmacy with the child's name and expiration date. All Crisis Nursery Staff is certified in First Aid and CPR, as well as use of an EPI pen.

Crittenton Centers cannot guarantee that a child will never experience an allergy-related event while at our agency. Crittenton Centers is committed to child safety and therefore has created this policy to reduce the risk that children with allergies will have an allergy-related event.

Please do not bring outside food into Crisis Nursery without prior approval to ensure the safety of all children.



CRISIS NURSERY SIDS PROCEDURE

Providing your infant with a safe environment in which to grow and learn is of extreme importance to us. Crisis Nursery has implemented policies and procedures to create a safe sleep environment for your infant.

We follow the recommendation of the American Academy of Pediatrics (AAP) and the Consumer Safety Commission for safe sleep environments to reduce the risk of sudden infant death syndrome (SIDS). SIDS is “the sudden death of an infant under 1 year of age, which remains unexplained after a thorough case investigation, including performance of a complete autopsy, examination of the death scene, and review of the clinical history.”

- All infants will be placed on their backs in safety-approved cribs unless an alternate sleep position is needed for a medical reason. A written note from the infant’s health professional is required.
- Infants will not sleep on water beds, sofas, soft mattresses, or soft surfaces.
- Soft materials such as pillows, quilts, comforters, sheepskins, stuffed toys, and loose bedding will not be placed in infants’ sleep environment.
- Infants will not share a safety-approved crib with other children.
- Infants will remain lightly clothed and comfortable while sleeping.
- Supervised “tummy time” will be observed while infant is awake.

Since the start of the 1993 national campaign that provided guidelines for parents, health professionals, and other caregivers to place infants on their backs to sleep, the number of infants dying of SIDS has decreased by 68%. **Crittenton Centers - Reducing *the* Risk of SIDS *in* Child Care.**

IDHS SERVICES AVAILABLE

The Illinois Department of Human Services (IDHS) serves Illinois citizens through seven main programs:

- Welfare Programs, including Temporary Assistance for Needy Families, Food Stamps, and Child Care
- Development Disabilities
- Prevention Services for Domestic Violence and At-Risk Youth
- Mental Health
- Alcoholism and Substance Abuse Treatment and Prevention Services
- Rehabilitation Services
- Health Services for pregnant women and mothers, infants, children, and adolescents

Peoria County IDHS Office: 686-8700

Tazewell County IDHS Office: 347-4184

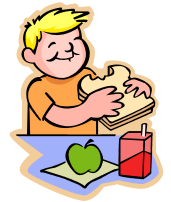
Woodford County IDHS Office: 467-2358

A DAY AT CRISIS NURSERY

Crisis Nursery staff is committed to giving your child a safe, nurturing environment while you are taking care of your family's needs. All your child's needs are taken care of through the generosity of donors. You do not need to provide diapers, formula, etc. for you child's time at Crisis Nursery.



8:30 – 9:00	Breakfast
9:00 – 11:00	Center Time & Art Activity
11:00 – 11:30	Playcourt/Outside
11:30 – 12:00	Lunch
12:00 – 2:00	Nap/Rest Time
2:00 – 2:30	Snack
2:30 – 4:30	Center Time
4:30 – 5:00	Playcourt/Outside
5:00 – 5:30	Dinner
5:30 – 7:00	Center Time & Art Activity
7:00 – 7:30	Snack
7:30 – 8:00	Story Time
8:00 – 8:30	Bath Time
8:30	Bedtime



COMMUNITY RESOURCES

Abuse / Mental Health Services

Child Abuse Hotline	1-800-25-ABUSE
Center for Prevention of Abuse	691-0551
Family Core	676-2400
Crittenton Centers	674-0105
Dept. of Children and Family Services, Regional Office	671-7900
Lutheran Social Services	671-0300

Educational Services

Crittenton Centers (Parenting classes)	674-0105
Illinois Central College	694-5281
Peoria Friendship House of Christian Service	671-5200
South Side Mission	676-4604
Tri-County Urban League (Parenting classes)	673-7474
Easter Seals	686-1177
Child and Family Connections (Screenings)	999-7030

Emergency Assistance

American Red Cross	677-7272
Crisis Nursery	674-4125
Call for Help	673-7373
Community Action Agency	671-3900
Human Service Center	671-8084
Peoria Township Relief	674-8237
Salvation Army	655-7272
Peoria Friendship House	671-5200
South Side Mission	676-4606
Peoria Housing Authority	676-8736
Dream Center	674-1167
YWCA Day Shelter	672-1163

Substance Abuse

Behavior Health Advantages	692-6622
Human Service Center	671-8000
White Oaks - Youth and Community Services	589-4862
Tazwood Mental Health Center	347-6462

Child Care/Day Care

Crittenton Centers	674-0105
Child Care Connection	1-800-421-4371 or 690-7300
Neighborhood House	674-1131
South Side Mission	676-4604
Tri-County Urban League	673-7474
YWCA of Pekin	347-2104
Salvation Army	655-7272

If you need further information or assistance, please contact Crisis Nursery – 674-4125

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