



CHILD DEVELOPMENT CENTER Parent Handbook



PROTECTING & NURTURING CHILDREN & FAMILIES
Crisis Nursery • Child Development Center • Family Services





Dear Parents,

Welcome to Crittenton Centers' Child Development Center (CDC)! We are pleased that you have enrolled your child in our program! We ask that you look over this parent handbook and then keep it at home for future reference. Please have all of your children's caregivers (e.g. extended family, etc.) review the handbook as well.

The purpose of this Parent Handbook is to provide an organized source of detailed information specifically related to ways that families can partner with the CDC to ensure a high quality experience for all. The CDC has established a number of policies concerning program and classroom practices. These guidelines have been developed to comply with both state licensing standards and national accreditation criteria. They also reflect input from teachers and parents. The policies and procedures described in this booklet are written to provide a clear description of what parents may expect of the CDC and what the CDC expects of parents. Our goal is to provide exemplary early childhood services for the families of the Child Development Center.

We hope that your experience at our Child Development Center is positive, and that you are secure in the fact that your child is protected, nurtured, and well cared for. We invite each parent and family to become actively involved in all aspects of our program. We believe that a parent is their child's first teacher and we want to be partners with you. Thank you for the opportunity to assist your child in development and future school success!

Sincerely,

Crittenton Centers' Child Development Center Staff

Mailing Address:
Crittenton Centers
Child Development Center
442 W. John Gwynn Jr. Avenue
Peoria, IL 61605

Telephone Number: 309-674-0105 (main)
CDC Coordinator: 309-674-0105 ext: 2205 ~ Fax Number: 309-674-7029
Website address: www.crittentoncenters.org

HISTORY

The Child Development Center (CDC) is one of the many programs within Crittenton Centers. Crittenton Centers is an independent, non-profit, social service agency that has been providing services to the Peoria area since 1892. The CDC program has been providing early childhood education services since 1990 and has been at its current location since 2004. Crittenton Centers is accredited by the Council on Accreditation and has received a Gold Circle of Excellence through Excelerate® Illinois. This demonstrates our dedication to providing children and families with the highest quality child care.

PROGRAM MISSION

Our mission is to protect and nurture your child and family. Our vision is to educate and strengthen your child and family to build safe, vibrant communities where your child can thrive and your family can succeed. Our belief at Crittenton Centers is that children come first.

We strive to deliver excellence in our program through a nurturing environment where the uniqueness of each child is recognized and respected and where children are safe, growing and learning.

PROGRAM PHILOSOPHY

Our philosophy supports the “whole child” concept of development based on the belief that one cannot educate without offering care and protection; and one cannot provide care and protection without also educating young children in a group setting. Knowledge of this integrative practice promotes respect for children and the adults who care for them. It is also important to implement developmentally appropriate practices that promote the health and growth of the whole child by meeting emotional, social, intellectual, physical and cultural needs.

The Child Development Center uses a team teaching approach in each classroom. Together, the professional staff and administration, plan the over-all program goals, objectives and creative curriculum units which are all intended to meet each child’s individual developmental needs.

We nurture, facilitate, and assess each child’s normal pattern of development in all functional areas, while respecting the individuality and potential of all children enrolled. The teacher-planned curriculum and program is designed to balance between both structured and child initiated opportunities so children can learn in an environment filled with age-appropriate equipment, learning materials and activities. Our curriculum aligns with, the Illinois Early Learning and Development Standards, which helps promote school readiness.

The program’s fundamental belief is that children should be cared for and educated in a safe, healthy, nurturing environment by adults who are well-trained in child development principles. We strive to promote and demonstrate respectful interactions between the teacher-parent, teacher-child, child-child, and teacher-teacher. This helps establish an atmosphere of acceptance and well-being for all who participate in the program.

LICENSING

Crittenton Centers, including the Child Development Center (CDC), is licensed by the Illinois Department of Children and Family Services. Crittenton Centers is also regulated by the Fire Department and the County Health Department. Unannounced inspections are regularly conducted by these organizations to ensure adherence to standards. Crittenton Centers operates at a level that exceeds the standards set by these organizations. The Child Development Center is licensed for children 6 weeks – 12 years of age.

CURRICULUM

We believe in the development of the whole child. The purpose of our approach is to foster competency, healthy cognitive and social-emotional development, and school-readiness skills.

We utilize the research based *Creative Curriculum*® approach. *Creative Curriculum*® helps early childhood educators plan and implement content-rich, developmentally appropriate programs that support active learning and promote children’s progress in all developmental areas. *Creative Curriculum*® is widely regarded as a forward-thinking, comprehensive, rigorously researched curriculum approach that honors creativity and respects the role that teachers play in making learning exciting and relevant for every child.

Creative Curriculum® supports specific objectives for each age level and child; however, the following goals are incorporated into every classroom:

- Developing safe and healthy habits in young children
- Fostering positive self-esteem
- Providing opportunities for creative expression
- Supporting the development of social skills
- Stimulating cognitive problem-solving skills
- Strengthening communication skills necessary for listening, reading, writing, and speaking
- Enhancing fine motor and gross motor skills
- Offering opportunities for children to learn individually and in groups according to their developmental needs and interest
- Assessing the individual needs of each child

SCHOOL-AGE

Crittenton Centers provides a program and activities that recognize the developmental and educational needs of school-age children who need group care: before school, after school, and/or on days that they require E-Learning. The school age classroom is focused on developing the whole child by introducing developmentally appropriate activities, equipment, and materials. The schedule was created with the children’s schedule in mind so that they can experience a multitude of activities throughout the week. They will also be given the

opportunity to work on homework while at Crittenton Centers. Long term quarterly projects will be done with the children to ensure learning.

Creative Curriculum® supports specific objectives for each age level and child; however, the following goals are incorporated into the school age classroom:

- Positive self-concept, sense of independence and wise use of leisure time;
- Social skills, including an awareness of community;
- Cognitive skills;
- Physical development and skills;
- Sound health, safety and nutritional practice;
- Creative expression; and
- Respect for diversity.

PARENT INVOLVEMENT

At Crittenton Centers' Child Development Center, we believe that parental involvement in a child's education is pivotal to their success. We are a family-focused environment with an open door policy. Please feel free to visit your child's classroom at any time!

A. Ongoing Parent Involvement Opportunities

We have many activities each month for you as parents to participate in. Here are some of the things we offer on an on-going basis:

- **Monthly Parent Night**
Held throughout the year, each Parent Night provides you with strategies for effectively parenting your young child and includes a fun educational activity to complete with your child.
- **Parent-Child Take Home Activities**
Monthly, parent-child activities will be sent home. These age appropriate activities include a book and are meant to be a time for you and your child to have fun!
- **United Way Success by 6 Program**
The United Way partners with Crittenton Centers to provide a book and activity pamphlet to each child enrolled in the Dragonflies and Fireflies classrooms. These books are distributed on the first Monday of each month, September through May and coincide with the parent-child take home activities.

HOURS OF OPERATION

A. Daily Hours

The Child Development Center is open from 7:30 am to 4:30 pm, Monday through Friday. The CDC will be closed for ten holidays and for two teacher in-service days throughout the course of the year. If a holiday falls on a Saturday or Sunday, the center will be closed on Monday or Friday. Tuition is not reduced for holidays or teacher in-service days. Please refer to our fee policy for tuition payment and holidays.

C. Inclement Weather or Emergency Closing Policy

Any announcement concerning the closing of the CDC due to inclement weather or other emergencies (power outage, boil order, etc.) will be made by the agency's CEO/President. Announcements will be made on the local news channels. The decision to close the program will be made as early as possible. The CEO/President will attempt to make the decision by 5:00 am.

In the event the weather worsens or an emergency arises during the day, the CDC Coordinator or designee will contact all parents by telephone to notify them of the closing time. Parents are expected to pick up their children within the time frame given by the CDC Coordinator. Tuition is not reduced for closings due to inclement weather or emergencies.

ENROLLMENT

A. Information Required Before Beginning Child Care

- For parents utilizing Child Care Connections assistance, these items must be submitted in addition to receiving a Child Care Connection Approval Letter:
 - Child's **certified** birth certificate
 - Up to date physical and immunization record
 - Child Development Center's Enrollment Packet
 - \$25 registration fee
- For parents utilizing DCFS assistance, these items must be submitted in addition to receiving DCFS Approval Letter:
 - Child's **certified** birth certificate
 - Up to date physical and immunization record
 - Child Development Center's Enrollment Packet
 - \$25 registration fee
- For parents paying without assistance:
 - Child's **certified** birth certificate
 - Up to date physical and immunization record
 - Child Development Center's Enrollment Packet
 - \$25 registration fee

B. Enrollment Procedures

In order to provide families and children with a smooth transition to the Child Development Center, we ask that you complete the following prior to enrollment:

- Child Development Center Tour
- Classroom Orientation
- Program Handbook Review with the Child Development Center Coordinator
- Review and Signing of Parent Agreement

Required Information

- Complete **CDC Application**
- A complete **Immunization Record** provided by the child's physician.
- A **Medical Report** form (provided by the agency or available at most physician's offices) filled out by the child's physician. This form is kept on file with the program. This initial medical report must be dated less than six (6) months prior to enrollment. If your child has transferred from another child care center the medical report may be used as long as it is less than one year old. *This will need to be updated with CDC every other year.*
- **Tuberculin Skin Test.** Every child, 6 months or older, must have a TB test, or waiver signed by a doctor, turned in alongside or on their physical form.
- **Lead Assessment.** Every child, 6 months or older, must have a Lead test, or waiver signed by a doctor, turned in alongside or on their physical form.
- For each child enrolled, the parent must supply a **Certified Copy of the Birth Certificate.** A certified birth certificate for your child can be purchased through the court house in the county your child was born or at your local health department.
- A typical work schedule and detailed **list of contact information** so parents can be reached in case of an emergency. An additional list of emergency contacts (must be 18 years of age), including names and phone numbers must be provided in the event a parent cannot be reached. **This list must be updated whenever changes in emergency contact information occur.**
- Medical information including known allergies (food, medicine, etc.) and asthma, a **signed medical consent** form for special treatments and any related medical forms, such as a **Food Allergy/Asthma Action Plan.** Certain treatments and plans will require physician's authorization per licensing guidelines.
- **Food Program Application and Infant Food Waiver** (if applicable)
- **Client Rights and Confidentiality Forms**
- **Signed Behavior Management Philosophy, Policy and Procedure**
- **CDBG Service Application Form** (families residing in Peoria)
- **Authorization for Developmental Screenings**

- **Child Care Connection Forms**
(if applicable- some must be completed online at www.salchildcareconnection.org)
- **Signed receipt of Fee policy booklet**

B. Non Discrimination Policy

The CDC does not discriminate against any child or family based on race, color, national origin, sex, religion or disabilities. Reasonable accommodations will be made to provide services to all children enrolled in our program.

C. Attendance Policy

If a child is absent for more than 3 days, without notice, the result will be discharge from Child Development Center services. **Please call your child's classroom or the CDC Coordinator to report your child's absence.**

D. Withdrawal

Parents and legal guardians are required to provide a two week notice prior to withdrawal from the program. All unpaid balances must be brought up to date upon withdrawal from the CDC. If two weeks notice is not given, the two weeks tuition will be charged to the account. Upon withdrawal if any items are left at the CDC, we will attempt to notify you. If we are unsuccessful, the items will be discarded or donated for use in other programs.

E. Discharge Policy

The Child Development Center may discharge a child for reasons which include, but are not limited to: parent failure to pay tuition or fulfill participation requirements; disturbance of the program by a parent; continued disagreement or dissatisfaction of a parent to the point of disruption for the teachers and/or children, or determination by the Program Services Director that a child may need support above and beyond the Child Development Centers' scope of expertise. Before a child is dismissed for this reason, the following steps will be taken:

1. Classroom Teacher will gather documentation for a minimum of two weeks on the concern.
2. CDC Coordinator and Classroom Teacher will meet with the parents to discuss concern and gather key information for Behavior Support Plan.
3. CDC Coordinator, Classroom Teacher and Program Services Director will meet to discuss strategies and develop a Behavior Support Plan.
4. The teaching team will meet with the parents to discuss and review the plan.
5. The teaching team will begin implementation of suggested interventions and evaluate the success or failure of the strategies.
6. The CDC Coordinator, Program Services Director and Classroom Teacher will meet to discuss the possibility of discharge from the program. If a child is being dismissed, the CDC Coordinator will meet with parent to inform them of the decision and make referrals to other programs within the community, who can provide necessary supports.

ARRIVALS AND DEPARTURES

A. Arrivals

Arrival time is between 7:30 a.m. and 9:30 a.m. The parent or a designated adult must accompany the child into the Classroom (or other assigned areas of play) and entrust the child to the care of a staff member. The adult must also log in each child he/she brings to the CDC in the Sign-in/Sign-out laptop, which is located in the lobby. Failure to log your child in or out will result in the inability to enter the CDC doors. Upon arrival, parents or assigned adult, are to inform teachers about the child's morning, which should include the last time they were fed, changed, etc.

Parents are responsible for checking the child's "cubby" each day to ensure that all necessary items are in place. Parents will receive a daily report (picked up by parents upon departure) which includes information to help parents know how their child's day went, keep track of their child's needs for the following days, and any other information from the child's teachers.

Please notify the Child Development Center by 9:00 a.m. if your child will be absent or later than 9:30 a.m.

B. Departure-Child Release

The parent or authorized representative of the parent must log out each child he/she is picking up at the CDC in the Sign-in/Sign-out laptop. We have policies and procedures in place for releasing children to anyone other than custodial parents and legal guardians. For the safety of all children in our care, we ask that anyone unfamiliar to the CDC staff show proper photo identification to verify their identity. Please inform friends and relatives of this policy so they are prepared when picking up your child. For the safety of all parties, all changes to the child's authorized to pick up list **must** be done in person by the child's parent or guardian. **The CDC cannot release any child to an unauthorized person; therefore, we must emphasize the importance of keeping the authorized Pick Up List current. It is the parent's responsibility to inform all authorized pick-up members of the log in codes assigned at the time of enrollment. All pick-ups MUST be logged into the laptop.** Signing the children in and out keeps the CDC in compliance with state regulations and it adds an extra measure of protection for all the children.

Changes to the Pick Up List can only be made by the Child Development Center Coordinator or Assistant Coordinator. Please do not just inform the child's teacher.

Children are released only:

- To an authorized parent/legal guardian with the correct passcodes for laptop
- To an authorized person with a picture I.D.
- To an authorized sibling 18 years of age or older

If a situation arises where your child must go home and all of your personal numbers have been called without a response, we will contact those listed on your emergency phone list.

In the event of a late pick up, and if we are unable to reach any contact person by 6:30 pm, the CDC Coordinator or designee will notify the Department of Children and Family Services and, if necessary, the Peoria Police Department.

C. Suspected Alcohol or Drug Use

If it is suspected that a parent or authorized individual has been drinking alcohol or using illegal drugs prior to picking up their child, the CDC will ask that the parent or authorized individual call a family member, friend or taxicab to assist in transporting their child home. If the parent or authorized individual refuses to call for assistance with transporting the child, the CDC will call the Department of Children and Family Services and the police department to express concerns for the safety of their child.

D. Late Policy

The CDC's hours of operation end promptly at 6:00 P.M. Therefore, a late charge of \$5.00 will be charged to any family that does not pick up their child by 6:00 P.M. In addition, parents arriving after 6:00 P.M. will be assessed a fine of \$1.00 per minute past 6:00 P.M. This fee is charged per child in our care past 6:00 P.M.

Although we realize that unforeseen circumstances may arise that may not allow a child to be picked up on time, we ask that you keep these situations to a minimum.

Late charges must be paid in your next billing cycle or your child will not be able to attend. If tardiness becomes repetitive, the CDC Coordinator will consult with the parents, and if the situation continues, the CDC Coordinator has the authority to suspend care.

TUITION AND FEES

[PLEASE SEE FEE POLICY BOOKLET](#)

F. Earned Vacation Time

All full time children will be awarded a two-week "vacation" after one year of enrollment has been accrued during which tuition will be waived. Vacations will be granted the day after your one-year anniversary date. Vacations must be used before the next anniversary date. Your child may not attend the CDC during his/her vacation week. Vacations cannot be carried over to the next year. If your child attends part time, you will receive one day for each day the child is normally scheduled. For example, if your child attends 3 days per week, your child will be awarded 3 vacation days. The Child Development Center Coordinator must be notified one week in advance prior to any planned vacation for your child or payment for that week will be due.

CURRENT RATE SCALE –July 2020

Below you will find our current rates for the Child Development Center.

| Under age 2 | Age 2 – 3 | Age 3 and older |
|--|--|--|
| Full Day = \$56.00 | Full Day = \$44.00 | Full Day = \$37.00 |
| Part day (4 hrs or less)= \$28.00 | Part Day (4 hrs or less) = \$21.00 | Part Day (4hrs or less) = \$19.00 |
| Weekly Rate (5 full time days)= \$280.00 | Weekly Rate (5 full time days)= \$220.00 | Weekly Rate (5 full time days)= \$185.00 |

If you have any questions regarding the fee schedule, please feel free to contact the Office Manager.

DAILY ACTIVITIES

A. Daily Routines

Each teacher develops their own lesson plans around the emerging skills of the children in their classroom. The daily schedule is predictable, yet flexible, and responsive to the individual needs of the children. Activities encourage exploration, experimentation, and discovery while promoting positive interactions. Weekly Lesson Plans are posted outside of your child's classroom.

B. Safe Sleep

Providing infants with a safe environment in which to grow and learn is of extreme importance to us. The Child Development Center follows 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).

- Babies will be placed on their back to sleep for every sleep. To reduce the risks of SIDS, infants should be placed for sleep in a supine position (completely on the back) for every sleep by every caregiver until 1 year of life. Side sleeping is not safe and not advised.
- A pacifier can be offered at nap time; however, it will not have cords or attaching mechanisms that might be a strangulation risk.
- Babies will be placed on a firm sleep surface, covered by a fitted sheet that meets current safety standards.
- No soft objects, loose bedding, bumper pads, or any objects that could increase the risk of suffocation or strangulation will be used in your child's crib.
- Loose bedding, such as sheets and blankets, will not be used. Sleep clothing, such as sleepers, sleep sacks, and wearable blankets, will be used as alternatives to blankets. The children's arms will remain out during sleep.
- The Child Development Center will never practice "crib sharing," meaning only one baby per crib.
- Wedges or infant positioners will not be used unless a physician's note is provided.

- Infants will have supervised, daily “tummy time”. This will help babies strengthen their muscles and develop normally.

If your child sleeps in a way other than on the back, you will need to provide a note from your physician that explains how they should sleep, the medical reason for this position and a time frame for this position. This note will be kept on file and all staff, including substitutes and volunteers, will be informed of this special situation. A sign will also be placed on your child’s crib indicating there are special physician directives for sleeping.

C. Meals and Snacks

The CDC provides breakfast, lunch and afternoon snack daily. The food served meets the guidelines of the Child and Adult Care Food Program under the U.S. Department of Agriculture. Menus are posted on the CDC Bulletin Board located outside the CDC Coordinator’s office and in the classrooms for parental review. The times are as follows:

- | | | |
|---|------------------|-----------|
| • | 8:30 – 9:00 am | Breakfast |
| • | 11:00 - 12:00 pm | Lunch |
| • | 2:30 – 3:00 pm | Snack |

All children who arrive by 9:00 am are served breakfast. Meals at the CDC are used as an opportunity for developing appropriate social behaviors, conversation skills and good nutrition habits.

The Child Development Center strives to partner with families to accommodate the nutritional and cultural needs of each child. Parents are encouraged to examine the menu and notify staff if there is something their child cannot have for medical or religious reasons. If your child has an allergy to a food, please include this on the admission form, and submit the completed Food Allergy Action Plan, signed by your child’s physician (see Food Allergy Policy).

Children under the age of two (2) shall not be fed berries, candies, raisins, corn kernels, raw carrots, whole grapes, hot dogs, nuts, seeds, popcorn, raw peas or peanut butter as these foods are considered a choking hazard.

Whole milk is required to be served to children under the age of two (2) unless low fat milk is requested in writing by a child’s physician.

“Crittenton Centers Local Wellness Policy is available upon request”

Infant Feeding

Infants are fed according to their individual schedules. Parents who choose not to participate in our Infant Food Program must supply all formula, food items, and a written feeding schedule. **Formula must be made at home, and transported to the Child Development Center in sanitized bottles. Please provide enough bottles to satisfy your child’s feeding schedule for each day. Mark the bottles with your child’s name and date prior to bringing them to the Center. Formula must be milk-based unless a physician provides written consent.**

When the Infant Food Program option is chosen, the Child Development Center will provide all formula, bottles and nipples. These bottles and nipples are CDC property and cannot be given to parents for use at home.

No food, other than formula, milk, breast milk or water will be placed in bottles for infant feedings unless otherwise indicated by the child's physician.

D. Food Allergy Policy

The Child Development Center (CDC) 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 in the CDC.

1. Just as our children are all different, so too are their allergies. With this in mind, Crittenton Centers cannot guarantee an allergy free atmosphere.
2. All Children with known life threatening Food Allergies and/or Asthma must have a Food Allergy/Asthma Action Plan maintained in the child's classroom in the Child/Family Information Binder as well as in their case file in the CDC Coordinator's office.
3. The classroom teacher will maintain the allergy and/or asthma medication in the medication storage area.
4. Crittenton Centers tries to avoid nut-containing foods; however, if your child has a severe food allergy, we suggest that you provide a separate lunch and snack for your child.
5. Our staff is trained in emergency first aid and CPR, as well as the use of EPI pens. They can administer this drug to your child providing that you supply this medication as well as the supporting paperwork from your physician. By state regulations, any medication that we have on the premises must be in the original packaging and labeled by the pharmacy with the child's name and expiration date.
6. Crittenton Centers will strive to instruct staff to recognize symptoms of an allergic reaction and to respond appropriately..
7. Peanut allergies are among the most common. Accordingly, Crittenton Centers will attempt to avoid service of food with peanuts and peanut products.

8. Crittenton Centers will work with our Food Service providers to reduce the likelihood that peanuts, tree nuts, or nut oil products are served during meals and snacks.
9. Crittenton Centers will request that parents not send snacks to the CDC that contain peanuts, tree nuts, or nut oil products. We ask that parents send fruit, vegetables, or snacks that are store bought and have ingredient labels.
10. Crittenton Centers will attempt to avoid serving food with nuts, but cannot guarantee that products with nuts, or products from a factory that makes peanut products that may have nut residue will never be present at Crittenton Centers.
11. All medical information is strictly confidential and is to be made available only to authorized staff, including supervisors and those staff in roles who need to know the information in order to provide care.

Parent/Caregiver Responsibility:

1. Parents of children with life-threatening allergies and/or Asthma must provide Crittenton Centers with emergency medications and a written Action Plan for their child to address allergy and/or asthma related events. This document must be signed by their doctor.
2. Food Action Plan forms are available through the CDC Coordinator.
3. Parents are required to provide a sufficient supply of necessary up-to-date medications, including EpiPens®.
4. Parents are responsible to educate themselves and their child about managing their child's food allergy at Crittenton Centers, including, but not limited to, identifying "safe foods" by reviewing the monthly menu, and contacting the CDC Coordinator if there are questions or concerns.
5. If parents are uncertain about possible exposure to allergy-causing foods, they should provide meals and snacks for their child.
6. If a parent is concerned about peanut allergies or multiple food allergies, the parent may provide their child's teacher or CDC Coordinator with a supply of safe meals and snacks to reduce the likelihood of accidental exposure.

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.

E. Clothing and Personal Belongings

Clothing should be comfortable enough to allow children to fully participate in a wide variety of activities (i.e. painting, water play, sandbox, etc.) without undue concern that these clothes will be damaged. Learning, we believe, should be a positive experience. Sometimes it's noisy and messy, but always joyous! **For safety, as well as health reasons, children should wear comfortable footwear that has closed toes. If closed toed shoes are not worn, a pair must be provided for children to change into during the day when play necessitates it. In addition, it is recommended that children not wear earrings, or have excessive beading or barrettes in hair while attending the CDC.** Earrings, beads, and barrettes can be a choking hazard to all children if they become loose or fall out. Thus, any jewelry, beading or barrettes that pose a threat to the health and safety of the children in the classroom will be removed.

Children are expected to dress appropriately and be ready to go outdoors in every season. Please dress children in cool clothing for summer; warm coats, hats and gloves in the winter; and sweaters in the fall and spring.

If there are medical reasons why a child cannot participate in outdoor activities, but is well enough to be at the CDC, we will be happy to comply with your physician's written request and instructions. Our children do not play outdoors in inclement weather or in extreme hot/cold conditions. Due to licensing standards and regulations, children will play outside anytime temperatures are 32-85 degrees Fahrenheit, including wind chill and heat index. Sunscreen, moisturizer, and insect repellent will be applied to children throughout the day as needed. If you prefer a specific type of product be used, please be sure to send that for your child.

Each child is expected to keep 2 complete sets of extra clothing, including shoes and socks, at the CDC. Please also include a comb or brush. Extra clothing should be placed in a plastic Ziploc bag clearly labeled with the child's name and placed in the child's "cubby". During toilet training please bring at least two extra changes of clothing, including underwear or pull ups. Parents of infants and toddlers also need to provide disposable diapers and any needed diaper powder, wipes, or ointment. (See diapering page 24).

Parents should provide a blanket and pillow, if the child desires, for naptime.

Children should not bring other toys from home except for special projects. The CDC provides adequate toys and materials for all children and cannot take responsibility for items from home that may get lost or broken.

F. Transition

Our philosophy for each classroom is that each child develops at his/her own pace academically, socially, and emotionally. Therefore, we look at the child's progress in each of these areas to determine what would be in the best interest of that particular child. We do not go by chronological age as a means of determining if or when the child will move up but rather, both teachers confer and use assessments, portfolios, and observations in order to make their decisions.

The teachers at the Child Development Center discuss with the parents the possibility of moving the child to the next room. The final decision, however, is made by the CDC Coordinator. We want to assure you that we do our very best to make certain that the child's academic, social, and emotional needs are being met in each classroom. Transition/Promotions to the next class occur when a spot becomes available.

G. Celebrations/Birthdays

A child's birthday is a very special occasion. If you would like to celebrate a birthday, we encourage you to bring a nutritious treat such as fruit juice bars, muffins, fruit, or pudding cups. All food treats must be store bought, pre-packaged items. No home-baked goods can be served due to licensing requirements. Also, because many children in our CDC have severe peanut/food allergies, we ask that all **celebration/birthday foods be pre-approved by the CDC Coordinator**. Please label all containers.

Another alternative to a food treat is to donate a book in honor of the child's special day. Arrangements can be made in advance with the teacher for a parent or grandparent to read the book during a special classroom visit. Our CDC will be glad to place a sticker in the book honoring the child's birthday celebration.

Balloons are fun, but can be very dangerous for young children. ***Help us protect children's safety, and do not send balloons of any kind.***

H. Field Trips/Transportation

Children are transported on field trips by a private bus company. Only Pre-K and School Age children go on field trips. You will be given adequate notice prior to the field trip. Written permission for field trips from the parent or legal guardian is required. Children are not transported to or from the Center by CDC staff.

- **School-Age:** A parent shall be legally responsible for the child en route to the center. Crittenton Centers does not bus students or accept bussing to the facility. This is for all school-age children enrolled, even if they attend before or after school.

I. Emergency Procedures/Drills

The CDC places a high priority on being prepared for a variety of emergencies that may arise. We have set up an emergency plan as follows:

- Stay informed. Crittenton Centers and CDC staff monitors alert statuses of any kind. When an alert is in a heightened state, for weather or otherwise, the radio and Internet will be monitored regularly for breaking information.
- Assess the situation and act. Upon receiving pertinent information and/or official notification, a decision is made to either move to a predetermined safe area of the building, evacuate or conduct a shelter in place.

Each classroom maintains an emergency contact list with information for each child in the event of an emergency. After necessary emergency response actions are taken, CDC staff will inform parents of the status of the children.

Fire and evacuation drills are held monthly to acquaint the children with evacuation procedures. Evacuation routes are posted in each classroom and throughout Crittenton Centers.

If the site must be evacuated, the children will be directed to the grassy area outside the facility.

COMMUNICATION

A. Parent Communication

We recognize that communication between teachers and parents is essential. Every effort will be made to communicate the kind of day each child has had at the CDC. We also appreciate parents sharing any insight that could influence a child's daily progress at the Center.

Each child has a "cubby" labeled with his/her name. Cubbies are used for holding papers, projects from the day, and communications from the teacher.

Important information is also located on the bulletin boards outside of each child's classroom. Please be sure to check these daily so that important information is not missed or overlooked.

Crittenton Centers has a formal continuous quality improvement (CQI) process in place so parents have a voice in improving services. When you receive the Quarterly Satisfaction Survey, please feel free to leave your comments and suggestions for improvement. These comments are reviewed by the CQI Team and embedded into our quality improvement process. Additionally, the CDC Coordinator and Assistant Coordinator are here daily to provide program and service delivery information, answer any questions you may have, or clarify policies.

B. Parent-Teacher Conferences

Teachers will hold regularly scheduled conferences with parents for the purpose of sharing and gathering information about the children in their care. Such conferences will occur at least annually or at the time of transition. Teachers view themselves as important resources for each child and family. While parents are the child's most important teacher, sharing information about development and learning is a primary way to partner for success. Parents may request a meeting with their child's teacher at any time.

C. Parent Concerns

Although the CDC makes every attempt to offer the highest quality care to all children and families, there may be occasions when parents have concerns about particular events, situations, or staff. Parents are encouraged to talk to their child's teacher as a first point of

contact. The classroom teacher and CDC Coordinator will attempt to resolve any voiced complaints or concerns within the existing policies and procedures. However, any parent or guardian who believes his/her rights have been violated is encouraged to submit a formal grievance.

D. Grievance

If a parent or legal guardian believes his/her rights have been violated they are encouraged to submit a formal grievance. The CDC Coordinator will explain the grievance procedure to the parent or legal guardian along with a copy of the grievance procedure and a client grievance form. The parent/guardian should be prepared to state how his/her rights have been violated, by whom and when the violation occurred. Once the grievance form is completed it is to be submitted to the CDC Coordinator. The CDC Coordinator will set up a meeting with the parent and Program Services Director to attempt resolution to the complaint. During this meeting, the written grievance resolution form will be completed, relating what was discussed and any resolution achieved. If this meeting is not successful, the grievance will be referred to the Leadership Team, which includes the President & CEO, for further investigation.

The Leadership Team will review the merits/facts of the grievance and offer a written grievance resolution plan, if applicable, within ten business days.

The written grievance resolution plan will be returned to the CDC Coordinator following completion of the investigation. The parent or legal guardian will be informed of the outcome of the grievance and the resolution agreed upon by the Leadership team.

Every effort is made to provide a respectful and professional environment. Again, our goal is quality child care and education. We encourage parents to bring concerns to us so that we can work together to ensure the highest level of quality care.

E. Child Abuse and Neglect Reporting

If staff suspects a child has been abused or neglected, we are required to report it to the Department of Children and Family Services and/or local law enforcement immediately. Child abuse and neglect are against the law in Illinois and so is failure to report it. All employees of Crittenton Centers are Mandated Reporters and have completed Mandated Reporter training.

F. Volunteers

Volunteers participate in activities with children, including comfort and play with infants, assisting children with daily classroom routines, and helping teachers with classroom preparations. All volunteers that work with children are required to have a criminal records check, physical, and TB Test.

G. Photographs and Video Tapes

All children may be photographed or recorded to develop videos, published material or press releases, with the understanding that a family's privacy will be respected and honored. Parents

can choose to sign or not sign the photo release. If a signed release is not on file, a child's photo will not be used.

H. Confidentiality

All children and families have the right to expect that all information about their family will be kept confidential. A child's behavior and development should be discussed only with his or her teachers and parents. A parent does not have the right to know who injured their child (pushing, biting, etc.); they do, however, have a right to know the circumstances and how both children were cared for. All staff members are committed to abiding by Crittenton Centers Code of Ethics regarding respect and confidentiality.

Children's records are stored in secure file cabinets. Only authorized personnel will be given access to personal information.

HEALTH ISSUES

A. No-Smoking Policy

This is a non-smoking facility. No smoking is permitted inside the building at any time. Please refrain from smoking on Crittenton Centers' premise.

B. Sick Child Policy

Children will be screened daily upon their arrival the CDC for any obvious signs of illness. *For the safety and health of all our children and teachers, sick children need to be at home.* If symptoms of illness are present, the child care staff will determine whether they are able to care for your child safely, based on the apparent degree of illness.

Children with diarrhea and those with a rash combined with fever (oral temperature of 101.4° F or higher or under the arm temperature of 100.4° F or higher) shall not be admitted to the CDC while those symptoms persist, and shall be removed as soon as possible should these symptoms develop while the child is in care. *Please note, if a child's temperature exceeds 103° while in care, 911 will be called.*

When you have been contacted because of illness, please pick up your child within the hour. It is very important you have alternative care arrangements when your child is sick. We know it can be a very frustrating time when a child is sent home because of illness. No tuition adjustment will be made for absences due to illness.

If one of the following conditions or illness occurs, your child is required to be excluded from attendance at the CDC:

- **Fever** with behavior change or symptoms of illness;
- **Diarrhea** **All Diarrhea is a health concern in the classroom.*
- **Vomiting** - two or more times in the previous 24 hours
- **Mouth sores** associated with the child's inability to control his or her saliva, until the child's physician or the local health department states that the child is noninfectious;

- **Rash with fever or behavior change** - unless a physician has determined the illness to be non-communicable;
- **Purulent conjunctivitis (pink eye)** - until 24 hours after treatment has been initiated;
- **Impetigo** - until 24 hours after treatment has been initiated;
- **Ringworm** - until anti-fungal cream has been applied and provided to the center in order to reduce the spread of infection;
- **Strep throat** - until 24 hours after treatment has been initiated and until the child has been without fever for 24 hours;
- **Head lice** - until the morning after the first treatment;
- **Scabies** - until the morning after the first treatment;
- **Chicken pox** - until at least six days after onset of rash;
- **Whooping cough** - until five days of antibiotic treatment have been completed;
- **Mumps** - until nine days after onset of parotid gland swelling;
- **Measles** - until four days after disappearance of the rash;
- **Symptoms of possible severe illness**, such as unusual lethargy, irritability, persistent crying, difficulty breathing or other unusual signs;
- **Illness which calls for greater care than the staff can provide** without compromising the health and safety of other children;
- Symptoms which may be indicative of one of the serious, **communicable diseases** identified in the Illinois Department of Public Health Control of Communicable Diseases Code (77 Ill. Adm. Code 690).

The 24 hour “Symptom Free” Rule

The Child Development Center policy requires that your child be free from symptoms of illness - fever, diarrhea or vomiting for at least 24 hours

Fever-free means without medication for fever reduction.

Please keep in mind that if we send your child home because of illness, the child will not be admitted to the CDC the next day because the 24-hour period will not have elapsed. Do not rush a child’s return to childcare following an illness. The Center reserves the right to require a doctor’s statement before your child can be readmitted to the CDC.

C. Accidents/Emergencies

The CDC works hard to provide a safe environment for the children at all times. However, part of growing up can include bumps and bruises. The CDC is equipped with simple first aid supplies. Each full time staff member maintains current infant, child and adult CPR and first aid certification.

If a child needs emergency care because of an accident or illness that occurs while at CDC, the Center will attempt to contact the child's parents/guardian at the phone numbers provided for that purpose. Please keep all emergency contact information updated for this purpose.

Major and minor accidents or illnesses which happen to a child at CDC will be recorded in the child's file, and parents/guardian shall be notified.

Reports of all incidents and injuries involving children will be prepared by the person responsible for the child at the time of the occurrence and include:

- 1) The time and place of the incident or injury and details about how it occurred;
- 2) When medical care is necessary, a statement signed by the physician treating the child, describing the nature and the extent of injury.

D. Prevention

Because young children are vulnerable to infectious diseases, we encourage you as the parent/guardian to be aware of our health policies and procedures as stated. Prevention of illnesses or contagious diseases is critical. We encourage you to:

- Do a brief assessment of your child's health each morning. Please do not bring a sick child to the CDC.
- Provide disposable, not cloth diapers.
- Provide disposable wipes.
- Be aware that low-grade fevers may be associated with an infection or illness, and not just teething.
- Keep your emergency contact name and numbers up-to-date.
- Dress your child appropriately – according to weather, etc.
- Be aware that on short notice you may have to pick up your child due to illness.

E. Diapering

Parents must supply disposable diapers and wipes. If you are not able to provide an adequate amount of diapers, the Crisis Nursery can occasionally assist with donations. However, it is imperative children have a minimum of 1 diaper for every two hours they will be in care each day. (*i.e. Child care from 7 am - 5 pm = 10 hours-minimum of 5 diapers*) Changing areas have running water and are disinfected after each use. Teachers wear a fresh pair of gloves each time they change a child's diaper. Every precaution is made to keep the diaper changing areas as germ free as possible. Licensing regulations are adhered to in all diapering areas.

F. Hearing and Vision

Crittenton Centers will provide a hearing and vision screening annually to all children over the age of 3 and are not yet enrolled in school. These screenings are conducted by certified personnel from an outside agency. Parents will receive notification of the results of the tests after they have been conducted.

G. Safe Environment

Crittenton Centers does not allow weapons of any kind to be brought onto its properties. This policy applies to parents and all other persons, including those who are licensed through the concealed carry law. Crittenton Centers is considered a “prohibited area” under Illinois’ concealed carry law.

PESTICIDES

According to Department of Children and Family Services Licensing Requirements, Crittenton Centers will notify all parents/guardians before any pesticide application. This notice will be given at least 2, but not more than 30 days prior to the application. Crittenton Centers maintains a contract with a local pest control agency to ensure a safe environment. Pesticides are not used unless absolutely necessary and are applied by a licensed pest control operator and meet the standards of the Department of Public Health.

MEDICATIONS

The administration and storage of medications is overseen by the CDC Coordinator. Medications are stored in a locked box unless it is being accessed by an authorized staff member removing a medication. Medications requiring refrigeration are kept locked in the program refrigerator.

Prescribed medications must be labeled with the following information:

- name of the person for which the medication is prescribed (child being served)
- name of the medication
- dosage and route
- name of prescribing physician
- prescription number clearly labeled on the item

Prescription medications will be administered according to the physician’s order as indicated on the prescription bottle/box. There is a one hour window before and after the time indicated on the medication bottle/box to administer the medications.

The Parent/Legal guardian is required to sign a Medication Authorization Form agreeing to the administration of the prescription medication to their child. The informed consent is maintained in the client’s case file. Every prescribed medication must have a signed Medication Authorization Form. Any prescribed medication/dosage change requires a new authorization before it can be given.

If staff should observe signs and symptoms of an allergic reaction they will contact the parent/guardian immediately and request the parent/guardian pick up their child, and seek medical attention. The program staff is responsible for continued monitoring of the client until the parent/guardian arrives.

If a medication is missed or not administered according to the physician's order staff will observe and document any reaction due to the medication being missed. Parents/Guardians will be notified immediately.

No over the counter medication will be given to children enrolled in the CDC program, unless the parent has a note from the doctor stating when and during what time duration to administer the medication for.

If your child has severe allergies or asthma as indicated on the Food Allergy/Asthma Action Plan, you are responsible for providing necessary medication for your child daily.

BEHAVIOR MANAGEMENT

A. Positive Discipline

CDC staff will continually guide children in positive ways to interact with each other to help them feel safe, learn something new, and have fun during their stay at the Center. 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. All programs at Crittenton Centers believe that positive relationships with children serve as the foundation for addressing social-emotional needs. When children understand routines and expectations for their behavior, and when they are engaged in activities that are meaningful and age appropriate, they are less likely to engage in challenging behavior. Expectations and routines will be taught to children using a range of teaching strategies.

A positive attitude will always be our guide when correcting inappropriate behavior. The CDC uses positive discipline techniques that guide all children in positive ways to interact with each other. Strategies the *Center on the Social Emotional Foundations for Early Learning (CSEFEL)* will be used. Generally, the incidents we encounter are minor and warrant a simple redirection. Staff will support appropriate behaviors by demonstrating warm, positive feelings towards all infants and children through actions such as hugging, patting, verbally praising, smiling and cuddling.

As your partner in caring for your child, it is important that good communication exist between the home and the CDC. If your child is experiencing a change in the home environment that may result in changes in behavior, it is important for you to notify your teacher. Your teacher will keep you informed of any behavioral concerns that may occur with your child at the center. Every effort will be made to resolve any problem that may occur.

The CDC prohibits the use of restrictive behavior management techniques, such as corporal punishment, restraint, time out, 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.

B. Calming Corner

A calming corner is an area where children can go to regulate their emotions, learn how to make good choices, and find solutions to their problems. These are areas away from other activities that provide a quiet area for children to learn how to self-regulate and feel safe in their environment. A calming corner consists of soft furnishings and items used to promote social emotional development.

Children may choose to go to the calming corner whenever they would like. Teachers may also encourage children to go to the calming corner if they are having difficulty regulating their feelings or need a moment alone. The child is not required to remain in the calming corner for a designated amount of time, but is allowed to make the choice as to how long he or she needs to think about appropriate choices and his/her feelings. Some children may need to be alone in the calming corner while others may need a teacher's guidance to help promote social emotional development.

C. Biting

Biting is not uncommon when infants and toddlers respond to the discomfort of teething and when they are beginning to express their strong likes and dislikes. Biting can also occur when children are seeking adult's attention or when they are adjusting to sharing their space and their materials. Biting occurs most frequently when children's language is just emerging – it is sometimes their most effective strategy for expressing their emotions.

We wish that biting never happened – but it does. You can be assured that the CDC staff supervises all children at all times. When we are working with a child who is using his/her teeth to solve his/her problems, our teachers target their efforts to prevent injuries and to change this behavior as quickly as possible.

If a child should be bitten these procedures are followed:

- The child who was bitten receives necessary first aid immediately. He/she is comforted and the injury is washed with soap and water.
- The teacher fills out an Ouch Report describing what happened. It is put in the files of both the child who was bitten and the child who did the biting.
- If the skin was broken, parents of the child who was bitten are called immediately. If the skin was not broken the incident is discussed when the parents pick up their child and the incident will be noted on the child's daily report to parents.
- In order to maintain confidentiality, when we discuss issues of concern, we can only share information about your child with you.

D. Aggressive or Uncontrolled Behavior

While we always take a positive behavior support strategy and strive to create environments for a child's success, sometimes behaviors manifest or develop that put other children and staff at risk for harm. When these behaviors are observed, a behavior support plan will be written with the child's parent, the teaching team and the CDC Coordinator. Every effort will be made to work with the family to develop a plan to avoid dismissal, however, if all attempts to manage or deescalate the behavior are unsuccessful, the Child Development Center reserves the right

to ask a parent or caregiver to find more appropriate care for the child. (See Discharge Policy Page 9)

Child Development Center **Parent Policy Agreement**

As a Child Development Center parent, I have met with the CDC Coordinator and reviewed the CDC Parent Handbook and Fee Policy booklet. I agree to:

- Comply with and support all CDC policies and procedures.
- Be financially responsible, keep my account current and adhere to any written payment agreement.
- Pick up my child no later than 6:00 p.m. and pay late fees that are incurred when I do not.
- Log my child in and out everyday.
- Adhere to the CDC's ill child policy and the 24 hour "symptom free" rule. Pick my child up promptly in case of an injury or illness while at the CDC. Follow medication dispensing regulations and complete all necessary forms.
- Keep my child's immunizations current and provide copies of any updates to the CDC office.
- Attend all parent conferences and/or meetings requested by the Teacher. Read all information provided/shared with CDC parents.
- Cooperate with CDC Teachers and follow up on medical, dental or developmental referrals/needs of my child.
- Keep all telephone numbers, e-mail addresses and all emergency information, pick-up list and other enrollment information current.
- Be willing to learn and grow as a parent and increase my knowledge of child development.
- Provide the Center with diapers, formula, breast milk, baby food, special foods, change of clothing or anything else necessary for my child's care.
- Discuss my concerns and keep open communication lines with my child's teacher and the CDC Coordinator, seeking to avoid problems and misunderstandings.

*I understand that failure to abide by CDC policies and procedures may result in my child's discharge from the program. Disregard of CDC policies can include: ignoring state licensing rules and regulations; not keeping your account current; aggressive, loud, profane and argumentative interactions with a CDC employee; sexual harassment; hostile phone calls, voice mails, faxes or email communications.

Above all, CDC reserves the right to maintain a harmonious and safe environment for the children. Our goal is to bring about collaboration between the home and CDC in ways that enhance your child's development.

Parent's Name: _____

Signature: _____ Date: _____

Child(ren) Name: _____

(Please retain this copy in this booklet for your records)

Crittenton Centers File Copy
Required Information

- Complete **CDC Enrollment Application**
- A complete **Immunization Record** provided by the child’s physician.
- A **Medical Report** form (provided by the agency or available at most physician’s offices) filled out by the child’s physician. This form is kept on file with the program. This initial medical report must be dated less than six (6) months prior to enrollment. If your child has transferred from another child care center the medical report may be used as long as it is less than one year old. *This will need to be updated with CDC every other year.*
- **Tuberculin Skin Test.** Unless the examining physician has made a determination that it is unnecessary, a tuberculin skin test by the Mantoux method and the results of that test must be included in the initial examination for all children who have attained six months of age or older.
- **Lead Assessment.** Every child must have a lead assessment by their examining physician to determine if a lead test is necessary.
- For each child enrolled, the parent must supply a **Certified Copy of the Birth Certificate.** We can’t accept the souvenir copy from the hospital. A certified birth certificate for your child can be purchased through the court house in the county your child was born or at your local health department.
- A typical schedule and detailed **list of contact information** so parents can be reached in case of an emergency. A additional list of emergency contacts (must be 18 years of age), including names and phone numbers must be provided in the event a parent cannot be reached. **This list must be updated whenever changes in emergency contact information occur.**
- Medical information including known allergies (food, medicine, etc.) and asthma, a **signed medical consent** form for special treatments and any related medical forms, such as a **Food Allergy/Asthma Action Plan.** Certain treatments and plans will require physician’s authorization per licensing guidelines.
- **Food Program Application and Infant Food Waiver** (if applicable)
- **Client Rights and Confidentiality Form**
- **Signed Behavior Management Philosophy, Policy and Procedure**
- **CDBG Service Application Form** (families residing in Peoria)
- **Authorization for Developmental Screenings**
- **Child Care Connection Forms** (if applicable- some must be completed online at www.salchildcareconnection.org)

Parent’s Name: _____

Signature: _____ Date: _____

Child(ren) Name: _____
