



THE CHILDREN'S LEARNING CENTER

BY GOODWILL

PARENT HANDBOOK



Table of Contents

| <u>Topic</u> | <u>Page Number</u> |
|--|--------------------|
| Philosophy..... | 1 |
| Purpose and Goals..... | 1 |
| Curriculum and Lesson Plans..... | 2 |
| NECPA (National Accreditation)..... | 2 |
| Paths to Quality..... | 2 |
| Excellence Academy..... | 2 |
| Classroom Ratios..... | 3 |
| Admission Criteria..... | 3 |
| Health Exams/Medical Records..... | 3 |
| Supplies..... | 4 |
| Sign In/Sign Out | 4 |
| Absences..... | 4 |
| Tuition and Registration..... | 5 |
| Late Fees..... | 5 |
| Daily Schedule..... | 6 |
| Services Offered..... | 6 |
| Food and Infant Feeding..... | 6 |
| CACFP (Food Program)..... | 7 |
| Breast Milk Procedures..... | 7 |
| Safe Sleep (For Infants) and Naptime..... | 7 |
| Parent Involvement..... | 8 |
| Guidance and Discipline Policy..... | 8 |
| Conferences..... | 9 |
| Donations..... | 9 |
| Confidentiality of Records..... | 9 |
| Inclement Weather/Emergency Closures..... | 9 |
| Evacuation Procedures and Alt. Shelter..... | 10 |
| Urgent Medical Care..... | 10 |
| Clothing and Outdoor Play..... | 10 |
| Significant Occurrences or Concerns..... | 10 |
| Illness..... | 11 |
| Hand washing..... | 12 |
| Diapering/Toilet Training..... | 12 |
| Medication Policy..... | 13 |
| Holidays..... | 14 |
| Vacation Request..... | 14 |
| Daily Reports..... | 14 |
| Inclusion..... | 14 |
| Parking..... | 14 |
| Reporting Suspected Child Abuse..... | 14 |
| Prohibited Items..... | 14 |
| Release of Children..... | 15 |
| Pets..... | 15 |
| Consumer Grievance Procedures..... | 15 |
| History of The Children's Learning Center by Goodwill..... | 16 |

PHILOSOPHY

It is the belief of The Children's Learning Center by Goodwill that all children can learn regardless of age and/or ability level. It is our duty to assist all children in developing self-confidence, self-esteem, and a sense of belonging. We feel it is the obligation of The Children's Learning Center by Goodwill to help develop the skills needed to prepare our children for a successful transition to their next educational setting. The Children's Learning Center by Goodwill continually strives to create a learning environment that is nurturing and safe for all children. In order to ensure that all children are reaching their highest potential, our children with varying ability levels will receive differentiated instruction in their classroom and we ensure that all activities and lessons are presented in a manner that is consistent with our philosophy.

PURPOSE AND GOALS

The Children's Learning Center by Goodwill will provide quality early childhood education and care to support the growth of young children and their families. The Children's Learning Center by Goodwill's program goals include:

1. Providing a safe, nurturing, and developmentally appropriate learning environment where children can develop feelings of competence, high self-esteem and confidence.
2. Facilitating children in becoming self-reliant problem solvers who can independently set and strive towards achieving their personal goals.
3. Demonstrating and teaching basic human values and morals which can lead children to sensitive, respectful and law-abiding behavior toward people, other living things and their environment.
4. Assisting children in acquiring the skills needed for successful entry into the next educational environment.
5. Assisting families in accessing specialized services for children with individual needs in order to assist them in participating fully in our early childhood program.

Our mission is to provide a quality early learning program that inspires a love of learning, values relationships and views all children as unique individuals full of potential.

We value

The Rights of the Child

Parent as the expert and our partner

The Environment as the third Teacher

The Role of the Teacher

The Rights of the Child

*Every child is viewed as capable and competent.

*They should be active participants and co-constructors of their learning.

*Their individual development and interests must be considered when planning

*Children deserve open ended play based experiences where they are free to explore using all of their senses

- *We believe their thoughts and opinions have value and should be respected
- *They are natural researchers who have the desire for knowledge and are rich with wonder and curiosity

Parent as the expert and our partner

- *The relationship we build with each family is invaluable
- *We believe the parent is the expert of their child.
- *Parents deserve the right to be equal partners in their child's education
- *Open communication between the parents and the teacher is vital

The environment is the third teacher

- *The environment is aesthetically pleasing, child centered, rich in a range of materials, including natural items, and materials to promote creativity. It provides resources and opportunities in which children can engage freely.
- *Materials are thoughtfully chosen to inspire curiosity, foster their development and with their interests in mind.
- *Children's work is documented and displayed to show their learning, as well as used to reflect and build upon their learning.

The Role of the Teacher

- *The teacher plays a critical role by being the child's partner and recognize many learning possibilities.
- *In order to further the learning process, teachers listen, observe, inquire, research, document, work together and reflect upon the experiences of the children.

CURRICULUM and LESSON PLANS

The Creative Curriculum

The Children's Learning Center by Goodwill uses "The Creative Curriculum," which includes two editions, one developed for our infants and toddlers and the other developed for our preschoolers. "The Creative Curriculum" is aligned with the Indiana Foundations for the Education of Young Children.

"The Creative Curriculum" is a comprehensive curriculum, which guides our teachers in designing their classroom lesson plans in which children learn important skills and develop socially, emotionally, physically, and intellectually. Our curriculum has been approved by the State of Indiana.

Lesson Plans

The Children's Learning Center by Goodwill teachers are required to create and implement weekly (indoor and outdoor) lesson plans that are in accordance with "The Creative Curriculum." The Director of The Children's Learning Center by Goodwill monitors on a weekly basis that lesson plans for each classroom are being written, followed and are age appropriate.

NECPA

The Children's Learning Center by Goodwill is a nationally accredited facility through NECPA (National Early Childhood Program Accreditation). The result of accreditation is improved quality both in developmental programming for young children as well as the health and safety of the environment. Because the NECPA process involves the center management, teachers and families, all growing as they reach for higher level of quality, all benefit from the results.

PATHS TO QUALITY

The Children's Learning Center by Goodwill is participating in the Paths To Quality Rating and Improvement System. Paths to Quality gives families an easy to recognize tool for selecting a child care program. Families can look for the Paths to QUALITY™ logo to determine what level their provider has achieved. Each level builds on

the foundation of the previous one, resulting in significant quality improvements at each stage and in national accreditation at the highest level. The system validates childcare programs for ongoing efforts to achieve higher standards of quality and provides incentives and awards for success.

EXCELLENCE ACADEMY

The Children's Learning Center by Goodwill has been selected as one of six Louisville Metro Area Childcare facilities (and only one in the State of Indiana) to participate in the Excellence Academy. The Excellence Academy guides and rewards preschool teachers who are working hard to grow high quality curriculum in classrooms throughout the region. As teachers make changes to their classrooms and consistently demonstrate new skills in their teaching methods, they progress through the Academy. As they progress, they receive financial compensation - as both a reward for their hard work and as an incentive to stay in the child care center. By focusing our efforts on making sure all children come to school prepared to succeed, and then giving those same children the support they need to graduate from high school on time, we will have a profound, positive impact on our community for years to come.

CLASSROOM RATIOS (State of Indiana)

| | |
|--------------------------|---|
| 6 weeks – 12 months: | 4 Students for every 1 Teacher; Never to exceed 8 students. |
| 12 months – 2 years old: | 5 Students for every 1 Teacher; Never to exceed 10 students. |
| 3 Year-Old Students: | 10 Students for every 1 Teacher; Never to exceed 20 students. |
| 4 Year-Old Students: | 12 Students for every 1 Teacher; Never to exceed 24 students. |
| 5 Year-Old Students: | 15 Students for every 1 Teacher; Never to exceed 30 students. |

If a situation arises when a classroom is out of ratio, the Director or the Assistant Director will rearrange students and/or staff to ensure that each classroom satisfies the above State of Indiana Classroom Ratios.

Volunteers and/or aides to caregivers will NOT be counted as a "teacher" in our Classroom Ratio numbers.

The Children's Learning Center by Goodwill does not participate in off-site field trips.

ADMISSION CRITERIA

The Children's Learning Center by Goodwill accepts all children regardless of race, color, national, or ethnic origin, sex, religion, disability, ancestry, or economic background. The Children's Learning Center by Goodwill will modify programs/services to reasonably accommodate accessibility needs of any child with individual needs. The Children's Learning Center by Goodwill has endorsed, without qualification, all provisions of the Americans with Disabilities Act. However, The Children's Learning Center by Goodwill has the right to deny admittance to any child whose needs cannot be met by the existing program or whose behavior is such that it creates a danger to oneself, other children, and/or staff. The Children's Learning Center by Goodwill is not part of any public school system.

The Children's Learning Center by Goodwill does not provide one-on-one care.

All paperwork including the fee agreement and your child(ren)'s birth certificate must be submitted before your child may attend. Infants must have a feeding plan that is signed by your child's physician submitted before your child may attend. A copy of your child's birth certificate and health medical (immunization) forms must be submitted within the first 30 days of your child's first day of enrollment.

A child may be dismissed for including but not limited to:

- Parent's failure to pay fees including private fees and co-payments on funded programs.
- A child's behavior which is injurious (or potentially injurious) to oneself or others and which persists over time and/or harassment or other threatening behavior by a child and/or the child's parent or other family member toward children, staff or other individuals in our facility.
- Failure to provide diapers, wipes, or formula (if needed) and required paperwork stated above.

HEALTH EXAMINATION / MEDICAL RECORDS

A health examination, including immunizations, is required for each child. The Health Medical Form must be completed by your child's physician within one (1) month of enrollment. The health examination must be repeated annually for children under the age of two (2). The family must provide updated immunization records immediately after an immunization has been given.

SUPPLIES

Each child will need to bring the following items the first day he/she attends:

- Two full changes of clothes
- Bag of unopened diapers or pull-ups (if needed)
- Diaper ointment (if needed)
- Unopened Wipes (if needed)
- Blanket and/or small pillow (optional)
- Photo collage (optional)

All bedding must be taken home on Friday to be washed and returned.

Each child must have two (2) complete changes of clothing including socks, underwear, jeans, shirt, or dress. The child's name must be on each item. This allows us to change your child's clothing if it becomes wet or dirty. It is your responsibility to send another change of clothing with your child the next day when soiled or wet clothing goes home or as seasons/temperatures change.

Please label supplies brought to The Children's Learning Center by Goodwill with your child's name.

*You must send additional or replacement items when notified by your child's teacher. Repeated failure to bring in necessary items (diapers, wipes, formula if required) will result in your child not being allowed to attend childcare until the requested items are received.

SIGN IN / SIGN OUT

Parents are required to sign their child(ren) in and out daily. Please use complete names on the classroom log sheets. Parents are responsible for notifying their child's teacher upon arrival and departure. Children must be accompanied by (in sight of) their parents or responsible caregiver when entering or leaving the childcare area or building. Please do not permit your child to run ahead of you and out of sight.

We will release children only to those individuals authorized on the Enrollment Form or by a signed, written statement given by the parent in person to a Children's Learning Center by Goodwill staff member.

Authorizations by phone, FAX, or delivered by persons other than the parents are NOT acceptable. Individuals listed in your child's file may be asked for photograph identification to confirm their identity. Under NO circumstances will children be released without these conditions being met.

ABSENCES

Please call and leave a message for your child's teacher whenever your child is going to be absent. If you know about an absence a day or two in advance, please let your child's teacher know. Failure to notify the center of an absence lasting more than 5 days will forfeit classroom placement and require re-enrollment including registration fees.

TUITION AND REGISTRATION

Tuition, including co-payments on funded programs, is due and payable on or before Monday of each week. This means that tuition is due in advance of services rendered. The full weekly tuition is due each week including those weeks with holidays or days the child is absent. Tuition must be determined and fee agreement signed prior to attendance. Fees are non-refundable. Written notice of withdrawal from childcare must be given two (2) weeks in advance. Thirty (30) days notice of changes in tuition will be given. Families on funded programs are responsible for providing written notice of any changes in income, family size, or other information that may affect eligibility, including notices from third party funding changes in eligibility. Please give all notices to the billing specialist.

LATE FEES

A late fee will be charged if you, or your designated caregiver, do not pick up your child from The Children's Learning Center by Goodwill by 6:00 p.m. This fee is \$10.00 for every fifteen (15) minutes past 6:00 p.m. or any portion of the first fifteen (15) minutes. Consistent late pick-ups may result in termination of services. Funded programs do not cover late fees. Late fees are due immediately following the day after a late pick up.

GOODWILL OF CENTRAL AND SOUTHERN INDIANA, INC. 2017-2018 **THE Children's Learning Center by Goodwill TUITION POLICY AND FEE AGREEMENT**

1. Childcare tuition, including co-payments on funded programs, is **due on Monday** of each week by 6:00 p.m. There is a \$5.00 late payment fee per child per day if payment is not received by Tuesday 7:00 a.m. of that week. If the tuition is not paid in full by noon on Friday of that week, the child will not be allowed to return to the Children's Learning Center by Goodwill. Late payment fee applies to all families (including those families on funding programs that have a co-pay.)
2. The full weekly tuition is due each week including those weeks with holidays or days the child is absent. Tuition, including co-payment, is based on the amount of services/days scheduled.
3. The weekly tuition may be waived for one (1) vacation week per program year (September 1 through August 31). A vacation week must be a full Monday through Friday week when the child does not attend. The child must attend for (3) months before a vacation week may be taken. Written notice **must be given** one (1) week in advance.
4. Tuition must be determined and the fee agreement signed prior to attendance. Fees are not refundable. Written notice of withdrawal from Childcare must be given two (2) weeks in advance. Thirty (30) days notice of changes in tuition will be given.
5. Families on funded programs are responsible for providing written notice of any changes in income, family size, or other data that might affect eligibility, including notices from third party funding regarding changes in eligibility. Notices must be given to the Children's Services Billing Coordinator. Tuition benefits provided to Goodwill BridgePointe employees will become ineffective immediately on the date an employee is no longer employed at our facility.
6. The funding application/re-application process must be completed as scheduled. Families will be charged full, private tuition for periods not covered by funding or the child will be temporarily discharged until the re-application process is complete (space is not guaranteed beyond 5 days). This applies to third party funding as well as agency-based funding. Families are responsible for tuition not covered by third party funding including payment of charges denied by third party funding after the services has been given.
7. There is a separate registration fee of \$30.00 per child per year. This fee is due upon enrollment and during registration each August.
(Maximum of \$50.00 per family)

- Late pick-up fees are charged at the rate of \$10.00 for each 15-minute or portion of a 15-minute period, and are charged for children not picked by 6:00 p.m. Late pick-up fees are due immediately. Funded programs do NOT cover late pick-up fees. Frequent late pick-up may result in a suspension or termination of service.

DAILY SCHEDULE

The Children's Learning Center by Goodwill is open from 7:00 a.m. – 6:00 p.m., Monday through Friday.

Each classroom has a daily schedule and prepares daily lesson plans, so we require that all children be in their classrooms NO LATER THAN 10:00 a.m. In the event that your child will be arriving after 10:00 a.m. due to a doctor's appointment, you must bring a doctor's note/statement.

Children will not be admitted after 2:00 p.m. with or without a doctor's note/statement.

Meal and Snack schedules are as follows:

| | |
|----------------------|-------------------------|
| AM Snack..... | 7:00 a.m. – 7:15 a.m. |
| Breakfast..... | 9:00 a.m. – 9:30 a.m. |
| Lunch..... | 11:30 a.m. – 12:00 p.m. |
| Afternoon Snack..... | 2:45 p.m. – 3:00 p.m. |
| PM Snack..... | 5:00 p.m. – 5:15 p.m. |

Meal menus are available in each individual classroom.

Times may slightly vary from classroom to classroom, please check with your child's teacher for meal and snack schedule variations.

Naptime is scheduled between 12:00 p.m. and 2:30 p.m. for all age groups, except infants who have individual feeding and sleeping schedules.

SERVICES OFFERED

The Children's Learning Center by Goodwill offers fine motor and gross motor skill activities on a daily basis. The Children's Learning Center by Goodwill is a Kindergarten Readiness program, where our focus is to prepare all enrolled children for Kindergarten. If a concern arises with your child in his/her development, we can refer him/her to be screened through Southern Indiana Rehabilitation Hospital (SIRH) pediatric site, which is located in the same building as the childcare facility. The Children's Learning Center by Goodwill has partnered with SIRH to offer services for enrolled children who need therapy for OT, PT, Speech, Autism services and/or Psychological services.

FOOD AND INFANT FEEDING

All students are required to be served food that is provided by The Children's Learning Center by Goodwill. A child may bring in outside food only if he/she has written doctor's orders requiring specific food brought from outside of the facility. On the occasion that a classroom celebrates a birthday or celebrates any other holiday where parents are bringing in food, the food must be store bought and individually wrapped. Please no nuts of any kind. Please ask your classroom teacher of any other allergies that exist in your child's room.

Infants- The Children's Learning Center by Goodwill will provide ready to use infant formula and a variety of baby food when each child is developmentally ready for table food. It is permitted for parents of infants enrolled

in The Children's Learning Center by Goodwill to bring in their own "ready to use" formula (or breast milk) as well as baby table food if they prefer.

CACFP (FOOD PROGRAM)

All meals and snacks are included in the price of your tuition, however each family must fill out the CACFP (Food Program) form showing which families are eligible for "Free and Reduced Meals". You will find the CACFP form in your enrollment packet when you first enroll your child. Our kitchen staff prepares meals each day that follow the State of Indiana food guidelines for health and nutrition. A weekly meal menu will be posted in your child's classroom.

BREAST MILK PROCEDURES

1. The facility or the mother must supply breast milk, refrigerated or frozen, in sterilized bottles or disposable nursing bags.
2. The mother will store her milk in the appropriate serving size in a bottle or bag and refrigerate or freeze the milk. Example: The child typically takes a 4 ounce bottle, but occasionally takes 5 ounces. The milk must be stored in containers at 4 ounces. Excess milk may be frozen in smaller quantities. Example: 1-2 ounces for additional feeding if necessary.
3. The bottles or bags must be brought to the center in clean, insulated containers, which keep the milk at or below 40°F.
4. Fresh, refrigerated breast milk will be used within 48 hours of the time expressed. Frozen milk may be stored in a refrigerator freezer for two months or stored in a deep freezer at 0°F for six months.
5. Frozen breast milk will be thawed as follows:
 - a) Under warm water, gently mixed and used within one hour or refrigerated immediately and used within three hours. Label the bottle with the time and date thawed and the method used for thawing.
 - b) In the refrigerator at 40°F or below. Label the bottle with the time and date moved to the refrigerator and "cold thaw." Use within 24 hours. With this method, never warm the breast milk until ready to feed.
 - c) Breast milk will never be heated in the microwave.

Note: Once a bottle is fed to the infant, the remainder must be discarded and cannot be returned to the refrigerator.

SAFE SLEEP (For Infants) AND NAPTIME

The Children's Learning Center by Goodwill follows the American Academy of Pediatrics and Consumer Safety Commission for Safe Sleep environments to reduce the risk of sudden death syndrome (SIDS). All infants will be placed on their backs in a safety-approved crib unless an alternative sleep position is needed for a medical reason and a written note from the infant's pediatrician is provided. Please see the Safe Sleep signature page in your Enrollment Packet for more detailed information about our Safe Sleep Policy. Children who are of age twelve months to five years of age will be provided a safe and clean cot for nap time that is off of the floor (not touching the floor). Each child will have an opportunity to nap, for those that choose not to nap, we will provide a quiet activity that will not disrupt the other children's naptime.

PARENT INVOLVEMENT

The Children's Learning Center by Goodwill has adopted an "Open Door Policy" for all parents/guardians of children served with the purpose of encouraging open communication, feedback and discussion about any matter of importance with each parent/guardian regarding their child(ren) at any time.

If you have a concern regarding any area of The Children's Learning Center by Goodwill you have the responsibility to address your concern with the appropriate staff. Whether you have a concern, a complaint, a suggestion or an observation, your Children's Learning Center by Goodwill Director and staff members want to hear from you. By listening to you, The Children's Learning Center by Goodwill is able to improve, address concerns and foster understanding of the rationale for practices, processes, and decisions.

By helping to solve your concerns or addressing your suggestions, The Children's Learning Center by Goodwill will directly benefit by gaining valuable insight into possible issues with existing methods, procedures, and approaches. While there may not be an easy answer or solution to every concern, you have the opportunity at all times, through our open door policy, to be heard. We value your feedback and the relationships we develop with all of our families in The Children's Learning Center by Goodwill.

GUIDANCE AND DISCIPLINE POLICY

We want The Children's Learning Center by Goodwill to be a safe environment for all children. Indecent language and physical aggressiveness cannot be tolerated. The Children's Learning Center by Goodwill will use redirection and utilize time for calming down when a situation with a child arises. We will never use physical punishment to discipline a child. In the event that a child is repeatedly not responding to our redirecting efforts, that child may be asked to leave The Children's Learning Center by Goodwill. A child may be dismissed from the center for injurious behavior that persists over time and causes a safety concern to the children and/or staff. Unfortunately, it is necessary to exclude children for disciplinary reasons when their actions become uncontrollable and persist over time. While our staff makes every effort to reduce, redirect and manage behavior through a variety of methods, we cannot provide one-on-one care when a situation requires it.

Disciplinary incidents may include the following:

- 1) Physical Aggression, which includes hitting, kicking, biting and throwing classroom items at staff or children.
- 2) Willful destruction of property including tearing, breaking, or throwing items.
- 3) Defiant/disrespectful behaviors including spitting on/at staff/children or running from teachers.
- 4) Other inappropriate behaviors as determined by staff.

Disciplinary incidents must be frequent and persistent to warrant the following actions: (parent will not be called unless behavior cannot be controlled)

- First Incident: parent is called to pick up child
- Second Incident: parent is called to pick up child and child may not return the following day
- Third Incident: parent is called to pick up child and child may not return for one week (may use vacation week if available but parent responsible for tuition if not available)
- Fourth Incident: Child is dismissed from center (requests for re-enrollment are handled on a case-by-case basis)

CONFERENCES

Parents are encouraged to contact their child's teachers or The Children's Learning Center by Goodwill Director to discuss concerns or questions about their child, child-rearing practices, or our childcare program. We will schedule a conference with you at a time that is as convenient as possible to parents and staff members. Your child's teacher will request a parent-teacher conference twice a year to discuss goals and progress towards previously set goals for your child.

DONATIONS

We greatly appreciate your donations. If you or an organization you know would like to make a donation to The Children's Learning Center by Goodwill, please contact The Children's Learning Center by Goodwill Director. A tax donation receipt will be provided.

We are always in need of the following items:

| | | |
|---------|-----------------------------|----------------------------------|
| Toys | Bibs | Clothes for extra clothes bin |
| Games | Washcloths | Small Blankets |
| Books | Paint Smocks | Crib Sheets (portable crib size) |
| Puzzles | Clear Contact Paper | Batteries: C, D, and AA |
| Towels | Paper – any size, any color | |

CONFIDENTIALITY OF RECORDS

The Children's Learning Center by Goodwill strives to maintain the confidentiality of all children and their families. Our staff members receive training in confidentiality as new employees and review the confidentiality policy annually. To assure confidentiality for all children served, we request that you not ask specific questions regarding other children or families.

INCLEMENT WEATHER AND EMERGENCY CLOSURES

Closings/Delays

In the event the center needs to close or delay due to inclement weather you will be notified 2 ways:

It will be posted on WDRB TV (Snow Fox). This will be the only news channel it will be posted on. We will be listed as *The Children's Learning Center by Goodwill at Goodwill*.

A note/alert will be sent out on Tadpoles.

EVACUATION PROCEDURES and ALTERNATE SHELTER

The Children's Learning Center by Goodwill conducts monthly fire drills. Listed in each classroom is the approved route for exiting the building during a fire drill. The Children's Learning Center by Goodwill conducts monthly tornado drills during the months that are designated by the State of Indiana as "tornado season" which falls between April and July of each month. In the event of an emergency situation where we must find an "alternate shelter," we have designated Jeff Wyler Toyota (808 Lewis Clark Parkway) as our "alternate shelter,"

URGENT MEDICAL CARE

In the event that a child in The Children's Learning Center by Goodwill has an injury that will require immediate medical attention beyond the basic first aid that can be applied by the staff, our staff will call 911 immediately for further assistance. A phone call will be made to the parent(s) of the child after the call to 911 has been made. All Children's Learning Center by Goodwill Staff Members have been trained in basic First Aid and CPR.

CLOTHING AND OUTDOOR PLAY

The Children's Learning Center by Goodwill provides an active, physically challenging day for all children. Activities may include outdoor play, painting, playing with clay, etc. To ensure that your child may participate in all activities, we encourage you to dress your child in clothing that is durable and washable. We will make every attempt to protect your child's clothing but we cannot be responsible for normal wear and tear. During cold weather periods, please prepare your child for outdoor play with hats, mittens, boots, coats, etc. Children will play outside each day unless a weather emergency exists so please dress them accordingly. If the temperature (including wind chill) is lower than 25°F, children will not be taken outdoors for play. During extremely hot weather, outdoor play periods will be scheduled earlier in the day and may be shortened. Sun block may be applied to your child's skin when you provide a written request and a container of sun block.

SIGNIFICANT OCCURRENCES OR CONCERNS

You will be notified of any significant occurrence or problem, which may affect your child, including exposure to contagious diseases (such as chicken pox), accidents/injuries or health concerns.

ILLNESS

The Children's Learning Center by Goodwill is not legally responsible for any child's illness and/or any financial responsibility accrued due to an illness.

Our goal is to maintain a healthy and safe environment for all children and adults at The Children's Learning Center by Goodwill. We request that any child exhibiting the following symptoms during the 24 hour period prior to attendance at The Children's Learning Center by Goodwill should be kept at home until symptom free for 24 hours. If a child becomes ill or has a condition that warrants attention from a medical professional, the parent, legal guardian, or a person authorized by the parent on the child's "Enrollment Form" shall be notified immediately when the condition requires exclusion from the facility.

It is the sole responsibility of the parent/legal guardian to pick up the child as quickly as possible. If parents or designated emergency caregivers cannot be reached and the child's symptoms are deemed severe, the child's physician, program supervising physician and/or our local EMT service will be called for consultation.

Exclusion is necessary when:

- a. The illness prevents the child from participating comfortably in the program activities;
- b. The illness results in a greater care need than the childcare staff can provide without compromising the health and safety of the staff and other children;
- c. One-on-one care is needed;
- d. The child has any of the following conditions:
 - Fever of 101°F or higher: Children will be excluded from our facility who exhibit a temperature of 101°F or higher. (100°F or higher during flu season which can change annually. Please see the director for specific dates of our current flu season)
 - Runny nose: Children will be excluded from our facility if they exhibit symptoms of a habitual runny nose with discharge that is yellow or green in color and not allergy related.

- **Cough:** Children will be excluded from our facility for a cough that is not allergy related and is accompanied with a discharge or phlegm that is yellow or green in color. In some cases, a physician's written clearance is required to be readmitted into our facility.
- **Rashes:** Children with a rash will be excluded from our facility until a health care provider determines that the symptoms do not indicate a communicable disease. A rash accompanied by either fever, diarrhea, and/or vomiting will require immediate exclusion. (Exception: diaper rash, heat rash, or rash due to poison ivy)
- **Diarrhea:** After three (3) diarrhea stools (loose, watery bowel movements) children will be excluded from our facility for a minimum of 24 hours and until symptom free. A single occurrence of diarrhea when accompanied by either vomiting and/or fever will result in immediate exclusion from our facility.
- **Vomiting:** Children will be excluded from our facility after two (2) or more episodes of vomiting. Children may be readmitted after 24 hours of being symptom free, or in some cases until a health care provider determines the illness to be non-communicable. Any single occurrence of the combination of vomiting, diarrhea, and/or temperature of 100°F or higher will result in immediate exclusion from our facility.
- **Conjunctivitis (pink eye):** Children will be excluded from our facility that have an infected eye (excess dried buildup of discharge) or an eye with an active discharge. Children will be excluded from our facility until the child has been medically treated for 24 hours. Returning children will need a physician's written clearance stating that the child may be readmitted into our facility.
- **Strep Throat:** Children who have been diagnosed with "Strep Throat" by a physician will be excluded from our facility until 24 hours after treatment has started and the child temperature is below 100°F.
- **Head Lice:** Children who have been diagnosed with "Head Lice" by a trained professional will be excluded from our facility. Children may return after treatment has been initiated and an examination is completed to ensure that the child does not exhibit symptoms of head lice.
- **Chicken Pox:** Children who have been diagnosed with "Chicken Pox" will be excluded from our facility. Returning children will need a physician's written clearance stating that the child may be readmitted into our facility.
- **Ringworm:** Children who have been diagnosed with "Ringworm" can attend our facility (see below for more information). Children who have been diagnosed with "Ringworm" of the scalp will be excluded from our facility. Returning children will need a physician's written clearance stating that the child may be readmitted into our facility.

Children with ringworm located on their body may attend our facility if:

- a. The ringworm remains covered at all times while in our facility.
- b. Treatment with an antifungal (over the counter is acceptable) solution has been initiated. If the child's condition does not improve, you may be required to produce a physician's written clearance stating that the child may attend our facility

HANDWASHING

In order to create a safe and healthy environment, we ask that all children and parents wash their hands as they enter their classroom. Each child will wash his/her hands between all transitions from one activity to the next and before and after breakfast, lunch and snacks.

DIAPERING / TOILET TRAINING

Children that require diaper changing will have their diaper changed every two hours or on an as needed basis if it more frequently than every two hours. Toilet training will be offered for each child with each parent's knowledge and consent. No child will be forced to use the toilet, and proper toilet training techniques will be used when the child is ready for toilet training.

MEDICATION POLICY

Due to the responsibility placed upon our staff for administering medication, you must comply with the following guidelines for prescription and over the counter medications.

1. Administering medication to a child is the primary responsibility of their parent/guardian, and should be given before and/or after a child attends our facility if possible. If a child's medication is required to be given while the child is in attendance in our facility, childcare staff will assist you only after the "Waiver and Release of Liability for Administration of Medication" form has been signed by a parent/guardian. Our staff members do not accept responsibility of administering missed or late home doses of medicine. No medication will be administered after 4:00 p.m. unless otherwise discussed with the director of The Children's Learning Center by Goodwill.
2. All medication must be immediately brought to a member of our childcare staff when your child arrives to our facility. **DO NOT** leave medication in your child's cubby, backpack, or any other unattended location.
3. **PRESCRIPTION MEDICATION**
Medication will only be given when all of the following conditions are met:
 - a. The Children's Learning Center by Goodwill has received the "Waiver and Release of Liability for Administration of Medication" form completed and signed by the child's parent/guardian.
 - b. The Children's Learning Center by Goodwill has received an order to give medication that includes the child's name, dosage, an administration schedule, and is signed by the child's physician.
 - c. The child's medication is in the original container from the pharmacy with a copy of the physician's order or the over-the-counter original container.
 - d. Only 30 days worth of medication can be stored in our facility at one time.
 - e. If your child's medication, dosage, or administration schedule changes, you must complete a new request form, which is available from the director of The Children's Learning Center by Goodwill.
4. **NON PRESCRIPTION MEDICATION**
 - a. Nonprescription medications follow the same guidelines as prescription medications stated above with the exception of a physician's signatures.
5. **DO NOT:**
 - a. Do not send medication with your child in boxes, baggies or envelopes. We will not give any medication that is not in the original container and labeled. You must give your child's medication to a Children's Learning Center by Goodwill staff member.
 - b. Do not send or bring any medication unless there is a completed request and a physician's order. This includes but not limited to: Tylenol, cough drops, nose sprays, cold medication, skins creams, sore throat gum, drops and sprays.
6. **SPECIAL SITUATIONS**
 - a. Inhaled medications will be treated as other prescription medication.
 - b. Injectable medications will be treated as other prescription medications. At least one single dose must remain at the center at all times for injectable medications required for allergic reactions.
 - c. Original physician's orders may be kept at home, however a copy of the physician's orders are required at The Children's Learning Center by Goodwill.
 - d. The Children's Learning Center by Goodwill accepts no responsibility for accidental or unexplained "self-medication" by a child.
 - e. Parents are responsible for providing medication when our supply expires.

HOLIDAYS

The Children's Learning Center by Goodwill will be closed on New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve, and Christmas Day. Holidays that fall on Saturday are observed on the preceding Friday; holidays that fall on Sunday are observed on the following Monday. The regular weekly fee applies to the week that includes holidays.

VACATION REQUEST

The weekly tuition may be waived for one (1) vacation week per program year (August 1 – July 31). A vacation week consists of Monday through Friday when the child does not attend. The child must attend for three (3) months before a vacation week may be taken. Written notice must be given one (1) week in advance for vacation credit. Please see The Children's Learning Center by Goodwill billing specialist, The Children's Learning Center by Goodwill Director, or your child's teacher for a vacation request form.

DAILY REPORTS

Daily reports will be sent via a parent communication app Tadpoles. Upon enrollment we will add your child to Tadpoles and reports will be sent daily through email.

INCLUSION

The Children's Learning Center by Goodwill will include children of all varying ability levels in all appropriate activities in each classroom. We feel all children can learn and grow in our environment.

PARKING

Our 5-minute parking lot is available for drop off and pick up only. Additional parking spaces are available for families who may need additional time. All families must park in designated areas only. Parking is NOT permitted in the front circular entrance as this is a fire lane and must remain clear at all times.

REPORTING SUSPECTED CHILD ABUSE

The Children's Learning Center by Goodwill is required by law to report suspected child abuse to "Child Protective Services." This requirement includes but is not limited to reporting abuse and neglect of a child.

PROHIBITED ITEMS

The following are NOT permitted in the building:

- Firearms/Weapons
- Smoking/Tobacco
- Alcohol

RELEASE OF CHILDREN

Children will be released to only authorized individuals with a photo identification, who are able to provide safe travel including but not limited to a functional car seat, seat belt, etc. Parents/guardians who may appear to be "under the influence" will be asked to seek other transportation for the safety of their child(ren). If an authorized person that the staff suspect to be intoxicated or impaired insists on removing a child from the center, the staff will immediately report the incident to the local police department.

PETS

Only service animals are allowed on our property. According to state regulations, classrooms may be allowed to house insects and/or small animals in an enclosed aquarium type structure.

CONSUMER GRIEVANCE PROCEDURE

It is the policy of the agency to provide all clients with a process of review and appeal of any grievances regarding their program, program placement, disciplinary actions, or concerns about their treatment by staff.

Because the agency recognizes misunderstandings and disagreements can and do occur, we strongly encourage any consumer, if at all possible, to first meet with the staff person(s) who is (are) involved with the concern. Often a concern can be resolved without the necessity of filing a formal grievance. If this informal resolution of the concern is not possible, a formal grievance procedure is available. The grievance procedure is as follows for The Children's Learning Center by Goodwill:

The client (or parent or advocate) should present his or her grievance in writing within seven (7) work days or as soon as possible following the incident to the director of The Children's Learning Center by Goodwill. A copy will be forwarded to the Chief Executive Officer. This grievance must specify the date, place, and alleged improper activity and include the staff person(s) who were involved in the grievance. The grievance should also include information from any witnesses that can support the grievance.

The director of The Children's Learning Center by Goodwill will review the grievance and provide a written response within seven (7) work days from the filing of the grievance. This response should be sent by certified mail with return receipt requested.

If the person served remains unsatisfied with the decision made at this level of review, the person served has fifteen (15) work days after receipt of the response to request in writing an appeal of this decision to the CEO. The CEO will have fifteen (15) working days to forward a response in writing to the person served.

If there is a continued dissatisfaction with the decision, the person served has thirty (30) work days after receipt of the response to appeal the decision through the Executive Committee of the agency's Board of Directors. The Executive Committee has thirty (30) work days to review this appeal and to respond to the grievance. This is the final stage in the internal grievance procedure.

The person served has the right of review through the court system. At all stages of the grievance process, the person served has the right to be represented by an advocate or an attorney at their own expense. In addition, the Indiana Client Advocacy and Protection Commission can provide additional assistance.

The Children's Learning Center by Goodwill is governed by the Goodwill of Central and Southern Indiana Board of Directors who review all aspects of the program, including curriculum, annually and recommends changes when necessary.

HISTORY OF THE Children's Learning Center by Goodwill

The Children's Learning Center by Goodwill is a non-profit child development center, which is a division of Goodwill of Central and Southern Indiana. Goodwill of Central and Southern Indiana has served the community in Southern Indiana for over 50 years, first as Goodwill Industries of Southern Indiana and Southeastern Indiana Rehabilitation Center and then as BridgePointe Goodwill and Easter Seals. Originally founded to serve individuals with disabilities, Goodwill of Central and Southern Indiana now provides services to more than 5,000 people annually. The Children's Learning Center by Goodwill opened in June 1980 as BridgePointe Children's Academy, in response to a growing need for childcare services for children with disabilities. In 1987, the special education preschool and childcare programs were combined to provide an integrated, early childhood education program where children of all abilities could grow, learn, and play together. July, 1994 brought the opening of classrooms for infants, toddlers, and two's (6 weeks – 24 months). January, 2017, Goodwill of Southern Indiana merged with Goodwill of Central Indiana and are now known as Goodwill of Central and Southern Indiana. Today The Children's Learning Center by Goodwill provides over 10,000 hours of childcare for children ranging from six weeks old to five years old, which includes more than 150 families each year.



GOODWILL OF CENTRAL & SOUTHERN INDIANA

Our Mission

Serving children, adults and our community through the power of donated goods.

Our Vision

Leading the community in providing early childhood development, family support and adult career achievement through program collaborations and successful Goodwill Stores.

Our Values

Goodwill of Central and Southern Indiana values the **POWER** of:

People

Our team members, donors, shoppers and volunteers make it possible for us to provide exceptional services to our clients.

Opportunity

We search out opportunities for our clients and for the organization so all will succeed.

Work

We assist our clients with locating employment and provide equal employment opportunities in our stores.

Excellence

We provide excellent services to our clients, donors and shoppers.

Responsibility

Our organization makes decisions based on integrity, ethics and financial stewardship.





GOODWILL OF CENTRAL
& SOUTHERN INDIANA

ACKNOWLEDGEMENT OF RECEIVING PARENT HANDBOOK

I (print parent name) _____ received a copy of The Children's Learning Center by Goodwill Parent Handbook on _____, 20____.

I understand that it is my responsibility to read and comply with the information contained in the Parent Handbook once my child(ren) are enrolled in The Children's Learning Center by Goodwill. *

Parent Signature: _____ Date: _____

Please return this back page (with your dated signature) to The Children's Learning Center by Goodwill's Director. Please keep the Handbook for your own records and resource.