



# **THE CHILDREN'S LEARNING CENTER**

**BY GOODWILL**

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**PARENT HANDBOOK**

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## MISSION

The Children's Learning Center by Goodwill provides quality early childhood education by inspiring a love of learning, nurturing child and family relationships, and individualizing instruction to the needs of each child.

## 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 DEVELOPMENTAL 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.

## PRINCIPLES

### WE VALUE

1. The Rights of the Child
2. Parent as the expert and our partner
3. The Environment as the third Teacher
4. The Role of the Teacher

### 1. 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

## 2. Parent as the expert and our partner

- The relationship we build with each family is invaluable
- We believe the parent is the expert on 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

## 3. 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.

## 4. The Role of the Teacher

- The teacher plays a critical role by being the child's partner and recognizes 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, program's philosophy, principles, goals for children's development and with state guidelines. The Curriculum is based on developmentally appropriate practices and modified based on; assessment of children's individual needs and interests; ages of children; special needs of children; all developmental domains of children. Plans are developed with input from teachers, families, traditions and language, children's progress, children's interest and are culturally sensitive.

"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 Assistant 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. The teacher supports children's play by providing additional materials and experiences that expand on children's interests and skills. The teacher supports children's development by gathering information through child observations that are used to guide lesson planning.

## 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.

## 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. |

The Children's Learning Center ensures supervision of your child at all times.

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 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, family structure, sex, religion, gender identity (including gender expression), sexual orientation, age, 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. Any special requirements for a child shall be clearly defined in writing before enrollment.

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

GOODWILL OF CENTRAL AND SOUTHERN INDIANA, INC.

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 10:00 a.m. There is a \$10.00 late fee for check/money order or MyProcure payments made after Monday at 10:00 am. The full weekly tuition is due each week including those weeks with holidays, center closures or days the child is absent.
2. The weekly tuition may be waived for one (1) vacation week per program year (January 1 through December 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.
3. Tuition must be determined and the fee agreement signed prior to attendance. Fees are not refundable if child has attended the current week. Refunds for overpayment will be processed and returned in two to three weeks. 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. If the program chooses to terminate services we will provide you with a refund of any overpayment.
4. RVR/CCDF families- if attendance requirements set by RVR/CCDF are not met, you will be held responsible for the weekly tuition fees. The CCDF parent/guardian/authorized user is responsible for swiping their HWCC(Hoosier Works For Child Care Card) to electronically document their child(ren)'s attendance. Failure to do so may result in termination of the child's CCDF benefit without notice.
5. 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). Families are responsible for tuition not covered by third party funding including payment of charges denied by third party funding after the services have been provided. This includes weeks that do not meet the 25 hour attendance requirement.

- 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 5:30 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 AND ROUTINE

The Children's Learning Center by Goodwill is open from 7:30 a.m. – 5:30 p.m., Monday through Friday.

The daily schedule and routine are based on the curriculum plan to ensure they meet the developmentally appropriate learning goals for each child. The daily schedule allows for children to revisit experiences/concepts over time.

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.....        | 7:30 a.m. – 7:45 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 and toddlers 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, including mental/behavioral health, we can refer him/her to be screened through Associates in Pediatric Therapy (APT)( pediatric site, which is located in the same building as the childcare facility. The Children's Learning Center by Goodwill has partnered with APT 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. A discussion with the family and an update to the Infant Feeding Plan will be made before introducing new foods. 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 with a flat firm mattress with a tight fitting sheet. All children will be supervised while sleeping. If an alternative sleep position is needed for a medical reason and a written note from the infant's pediatrician is provided. The following items are prohibited inside the cribs: soft toys, blankets, bumpers, pillows or boppies, swaddling with blankets, necklaces, bibs or strings or attachments to pacifiers. 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. We respect the infant/toddlers' rights and need to have an individualized napping schedule.

## 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. Parents are also encouraged to visit the program at any time and encouraged to participate/volunteer in classroom activities/events.

Parents are encouraged to share their culture and family traditions with the center, classroom, and throughout their child's care at the program

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 and will offer a program evaluation to be completed annually.

## 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)

1. First Incident: parent is called to pick up child
2. Second Incident: parent is called to pick up child and child may not return the following day
3. 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)
4. 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 a child's development, health care needs, and if necessary any referral made and goals and progress towards previously set goals for your child.

## ASSESSMENTS

The Children's Learning Center uses the assessment tool Teaching Strategies Gold as well as Ages & Stages Questionnaire to evaluate and monitor children's development (including sensory, cognitive, gross motor, fine motor, socio-emotional, and language). These tools align with our curriculum goals and both tools require observation, documentation of children's work, play, behavior, and interactions.

The program takes into account the families needs, traditions, and language when choosing, evaluating, and communicating child assessments. Parents/guardians are encouraged to participate in and share their at home observations in order to influence children's ongoing assessments at the program.

The written assessments are used during teacher parent conferences and at any other time as needed to keep parents/guardians informed of their child's development and plan for future learning opportunities for the 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. The policy includes ensuring that program staff do not discuss children or their families with one another except in private and only when necessary to plan for the best interest of the child. 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,"

## DANGEROUS INTRUDER

If an intruder attempts or enters the facility 911 will be called and we will follow active shooter procedure.

## LOST OR MISSING CHILD

If a child is lost or missing. The childcare staff will contact the director/assistant director immediately. The director/assistant director and all available staff will search inside and outside of the building for the child. If the child is not located within 15 minutes the director/assistant will call 911 and parents will be notified.

## MEDICAL, DENTAL, MENTAL HEALTH CARE EMERGENCIES

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.

If urgent medical care is required or a threatening incident occurs the following procedures must take place:

- Prior to enrollment, the parent/guardian will sign authorization for the staff to seek emergency medical treatment as well as share the child's health information with emergency professional and other necessary service providers.
- Parents/guardians will be notified by phone as soon as possible.
- Prior to enrollment, parents/guardians will identify their preferred hospital, medical, and dental provider.
- A written incident/injury report will be completed
- Administration staff will refill first aid kits of any supplies that were used.
- Incident will be reported to Goodwill of Central and Southern Indiana Safety Manager
- Leadership of all departments involved will review emergency disaster plan immediately following an emergency event and plans are reviewed biannually

Death of Child or staff that occurs at the facility, staff will call 911 immediately and follow their instructions. Parents will be contacted. Other children in the classroom will be removed and kept calm. Child care licensing will be contacted and all necessary forms completed.

## REPORTING SUSPECTED 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.

If abuse is suspected to a staff member, volunteer, parent/guardian in the program we will provide resources to support suspected abuse. Adult protection services will be contacted if warranted.

## CLOTHING AND OUTDOOR PLAY

The Children's Learning Center by Goodwill provides an active, physically challenging day for all children to build strong bones and muscles and improve balance, coordination, and strength. To promote physical development, express themselves freely, and learn about outdoor environments children will participate in one hour daily outdoor time. 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 and have at least one change of weather appropriate clothing. 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. Gross motor play will be offered in the classroom, hallway, or studio area. 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, this includes mental/behavioral health concerns, 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 needed more frequently than every two hours. Cloth diapers are required to have an absorbent liner and outer cover that is waterproof and supplied by the parent. A wet sack will be provided by the family and soiled diapers will be returned in the wet sack to parents daily. 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. Unauthorized persons will not be allowed to observe or enter the toileting area.

## 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 for 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 at 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, bags 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 is not limited to: Tylenol, cough drops, nose sprays, cold medication, skin 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 Eve (close @ 3:00 p.m.), New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Juneteenth, 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 (January 1st-December 31st). 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

Teaching staff will speak to each child's parent/guardian on a daily basis to discuss the child's day, report any unusual occurrence, and celebrate successes. 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. Parents can communicate with the classroom through email, by phone or in person.

## INCLUSION

The Children's Learning Center by Goodwill will include children of all varying ability levels in all appropriate activities in each classroom. Children with disabilities that enter our program are required to provide The Children's Learning Center with a copy of the IFSP (Individual Family Service Plan) or IEP (Individualized Education Plan). The parent, teacher, director/assistant director and community service provider will meet at time of enrollment and throughout the year as needed to review the child's progress. We feel all children can learn and grow in our environment.

## LANGUAGE

The Children's Learning Center provides children the opportunity for language acquisition and communication development by incorporating the family's language whenever possible.

## MEDIA USAGE

Media usage is limited to 30 minutes per week for educational materials/activities. Media is used interactively with the children through teacher initiated conversations and the used open-ended questions.

## 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.

## PROHIBITED ITEMS

The following are NOT permitted in the building:

- Firearms/Weapons
- Smoking/Tobacco
- Alcohol/Drugs (Prohibited Substances)

## 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. If an unauthorized person attempts to pick up a child the authorized person will be contacted, if they will not leave the premises 911 will be contacted.

## 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 a 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 recommend 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). In January 2017, Goodwill of Southern Indiana merged with Goodwill of Central Indiana and is 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.\**