

Thank you for choosing

**Church of the Saviour Early Learning Center**  
For your childcare.

Please find attached your copy of the parent  
handbook.

Please sign the second page and return it to the ELC  
acknowledging that you have received a copy.

Thank you in advance!

CHURCH OF THE SAVIOUR  
EARLY LEARNING CENTER

PARENT HANDBOOK 2020

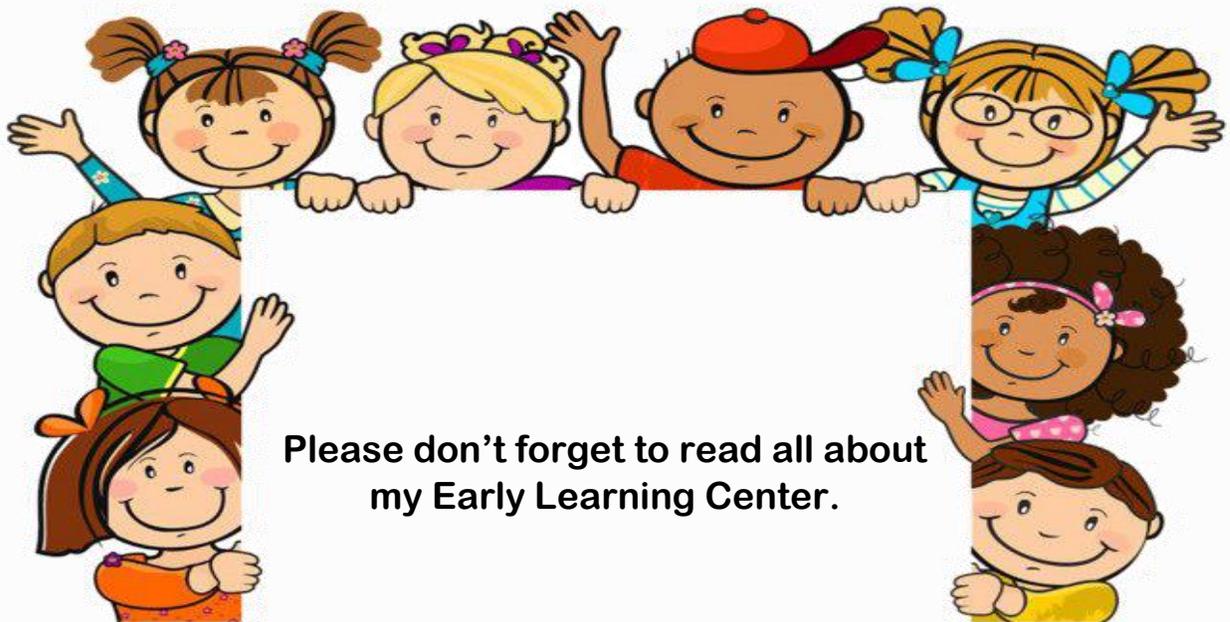


**A STEP-UP-TO-QUALITY STAR-AWARDED CENTER!**

2537 LEE ROAD  
CLEVELAND HEIGHTS, OHIO  
216 321-1685

CHARLENE WILLIAMS, DIRECTOR

CHURCH OF THE SAVIOUR  
EARLY LEARNING CENTER'S  
PARENT HANDBOOK



Please don't forget to read all about  
my Early Learning Center.

I have received a copy of the ELC Parent Handbook. I understand it is my responsibility to read and abide by all the policies and procedures.

\*\*\*\*\*

**SIGNATURE:**

# **Welcome to Church of the Saviour Early Learning Center!**

## **INTRODUCTION**

We are delighted that you have chosen our Center for your child's preschool experience.

You and your family are encouraged to visit our Center prior to the first day of enrollment to give our teachers, and your child, an opportunity to meet and become better acquainted. It will make separating on the first day a bit easier.

The purpose of this handbook is to provide you, the parent, with as much information as possible about the daily operation and policies of our program. We believe that an understanding of how the Center operates fosters good communication between home and center, resulting in an improved quality of care for the children.

While the document is lengthy, we ask that you take time to read it thoroughly and keep it handy as long as your child is enrolled in the program. It will answer many of the questions you have about our Center. If you have concerns that are not addressed in this handbook, feel free to call the Center's Administrator or the Assistant at any time. (216 321-1685)

### **Our History and Philosophy**

The Church of the Saviour Early Learning Center (ELC) was founded as an outreach program of the Education Ministry of the Church of the Saviour United Methodist Church. The ELC was separately incorporated on December 8, 1975 but serves as a ministry of the church to provide quality childcare for children of the surrounding communities. It opened its doors in September 1976.

We believe that children are precious and must receive care from adults that are caring and capable. We believe that children learn by doing. By providing a variety of developmentally appropriate experiences in a warm, nurturing environment, a child can know that they are a unique individual who has a special place in this world. The ELC's focus promotes the total growth and development of the individual child: physically, socially, emotionally, cognitively and creatively. Children are encouraged to learn and explore at their own speed in areas that interest them. The ELC's environment is not a substitute for the child's family life but supplements the care and protection that the child receives from the parent or guardian. An atmosphere of friendliness and respect between the ELC Staff and the parents is important in helping a child feel that they have a special place in the ELC and that there is continuity and consistency between the ELC and the home. The ELC welcomes those of diverse faiths, ethnic origins and race. While diversity may include different faiths, gender roles, socioeconomic status and ethnicity, it is not limited to just these areas. We believe that diversity also includes the different physical, cognitive and social abilities that one possesses. We strive to create a developmentally appropriate classroom environment that not only reflects each child's unique abilities but encompasses their home culture and experiences as well. One of the most important

things that we can do to teach our children about diversity is through role modeling that all people are treated with kindness and respect. While it is impossible to list all we do to encourage diversity, listed below are some of the ways we incorporate diversity into our curriculum at the ELC:

- Our Child Enrollment Form encourages families to share their home traditions with us.
- We are approved by the Ohio Department of Job and Family Services to enroll families that qualify to receive tuition assistance.
- We are a Step-Up-to-Quality Star rated Early Learning Program.
- We collaborate with Cleveland Heights and University Heights School Districts to ensure that children with suspected special needs are assessed and have the best resources available to them to meet their needs.
- We encourage families and members of our community to visit with us throughout the year, to share their traditions and customs.
- Our teachers incorporate props and materials into the different learning environments that reflect diversity in the above-mentioned areas.

We are pleased that you have chosen to include us in the growth and development of your child(ren).

## **Licensing**

The ELC is a nonprofit program, licensed by the City of Cleveland Heights and the State of Ohio. Licenses are posted in the Administrator's office. Licensed centers are inspected bi-annually. The ELC's licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available upon request from the Ohio Department of Job and Family Services (ODJFS). We comply with all ODJFS requirements regarding proper child/staff ratios and group sizes.

Any parent of a child enrolled in the ELC shall be permitted unlimited access to the center during all hours of operation for the purpose of contacting their children, evaluating the care provided by the ELC or evaluating the premises. Upon entering the premises, the parent or guardian must notify the Administrator of their presence.

The Administrator's hours of availability and child/staff ratios are posted in the ELC for your review.

The ELC serves children ages 6 weeks through 11 years. School-age children from kindergarten through fifth grade may attend our before/after school childcare (SACC) program during the school year, August - May. We also offer a school-age summer camp which operates June – July, requiring sign-up during open registration (usually in March/April) and payment of the activity fee by the due date to guarantee the SACC child a slot in the summer program. For more information about childcare licensing requirements as well as how to apply for childcare assistance, Medicaid health screenings and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>.

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## Hours of Operation

The ELC is open from 7:00 a.m. to 6:00 p.m. Monday through Friday.

## Enrollment

Children ages 6 weeks through eleven years are eligible for enrollment at the Early Learning Center (ELC).

Initially, a pre-admission interview will be conducted with the parent(s), the child and the Administrator. The parent(s) will also receive a tour of the facility and are permitted access to all areas of the ELC at this time.

Following the pre-admission interview and tour of the facility, an initial non-refundable \$70.00 family registration fee is to be paid. This fee will include two entry swipe cards\* to enter the ELC once the child is completely enrolled and begins attendance. If there is a wait list for the child's classroom, this \$70.00 will hold the child's place on the wait list. If there is no wait list, a start date may be determined between the parent(s) and the Director once this registration fee has been paid. (A re-registration fee is \$35 is charged each family in September.)

Two days prior to your child's first day at the ELC an enrollment packet must be completed and returned, along with:

1. a security deposit equal to one week's tuition (according to your child's classroom assignment)
2. first week's tuition

**\*Lost entry swipe cards must be reported immediately to the office for deactivation and the safety of your children.** Replacement cards cost \$10.00.

## Required Enrollment Documents

All required documents must be returned to the ELC two business days prior to your child's start date:

- Child Enrollment and Health Form (JFS 01234)
- Child Medical Statement (including immunization record) (JFS 01305)
- Family Information (JFS01511)
- Tuition Express Electronic Funds Transfer Form
- Request for Administration of Medication (JFS 01217)
- Basic Infant Information (JFS 01218)
- Diaper Changing Schedule
- Sleep Position Waiver (JFS 01235)
- Child Pick-Up Form
- Photo Release
- Child Enrollment Contract
- Infant Meals-Parent Preference
- Childcare food program form (2 USDA Forms)

Any change to this information must be communicated **to the office immediately** so that current information is always on file. **This is for the safety of your child.** A medical form (including immunization records) signed by a physician or certified nurse practitioner must be submitted at time of enrollment and updated annually.

## Tuition

Tuition is set each year by the Board of Trustees to meet the needs of a quality program. Tuition rates are generally set at the beginning of August but may be changed at other times. There is typically a 2-5% annual tuition increase. Monthly tuition statements will reflect the current rate. A 10% discount will be applied to

the lower rate full tuition of a second child enrolled in the ELC from the same family. This discount does not apply for the SACC class except during the summer when your child is enrolled as a full-pay day camper.

See Fee Schedule (pg. 25) for current tuition rates.

### **School-age Tuition**

The School-age tuition is due from the first day of enrollment until the last scheduled day for the school year. The payment is due Monday of each week and considered late if received after Monday.

### **School Age Child Care (SACC)**

See Fee Schedule (pg. 25) for current SACC tuition rates.

There is no transportation fee for transporting school-age children from the ELC to school in the morning and then back to the ELC in the afternoon. The ELC only provides transportation to/from school for the SACC program, and for some field trips.

### **Summer Camp**

SACC parents must register their children for our **summer camp** during open registration (in early Spring) and pay the activity fee by the due date to guarantee their child a space in the **summer camp**.

During the following school year, school agers who attended summer camp (but are not enrolled in the current SACC program), may attend on days when the school district is closed (provided the ELC is open). See Fee Schedule (pg. 25) for rates.

There can be **no tuition reduction** for a child's illnesses, family emergencies, Dr's visits, hospitalizations, vacations, or for emergency closings such as snow days, power outages or lack of heat or water. Staff salaries and other fixed expenses are tied directly to the number of enrolled students and are not reduced as a result of student illness, variable vacations, etc. However, tuition will not be charged when the ELC is officially closed for the week preceding Labor Day and the week between Christmas and New Year's Day.

We cannot make allowance for any days missed in your regular attendance schedule.

Tuition assistance may be available through the Cuyahoga County Department of Jobs and Family Services for those who qualify.

### **Tuition Payment Options**

You may pay monthly, bi-weekly or weekly.

- Monthly Payments must be paid the first Monday of each month.
- Bi-weekly payments must be paid every other Monday for the upcoming two weeks.
- Weekly payments must be paid every Monday.

Tuition may be paid via the following methods:

1. Check, cash or credit/debit card paid at the ELC.
  - a. **Checks** should be made out to "Church of the Saviour Early Learning Center" and placed in the drop box on the door of room 077 or brought to the person at the front desk.

- b. **Cash** should be given to the person at the front desk in order to receive a receipt for payment.
- c. **Credit/debit cards** can be processed at the front desk.
- 2. **Online** through the parent portal using credit/debit card.
- 3. **Autopay** done by arrangement with the Business Office using credit/debit card or checking/savings account.

There is a 2% fee per transaction when using debit/credit cards. For option 3, if withdrawal from a checking/savings account is the method used, the fee is \$1/transaction.

The ELC emails monthly statements of account balances. An end of the year statement and our tax ID number is available upon request.

### **ODJFS Assistance**

Parents who are receiving ODJFS child-care assistance must pay the full regular tuition rate until the authorizing paperwork is received by the ELC from ODJFS billing. Upon our receipt of ODJFS payment, your account will be credited towards the coming week(s). **(NO REFUND, only credit.)**

You are responsible to pay the ELC your ODJFS co-pay on Monday each week. Falling behind in paying the weekly co-pay may result in the ELC notifying ODJFS of the delinquency, and the benefits being lapsed. **If your ODJFS benefits lapse it is your responsibility to pay the full tuition amount until ODJFS notifies the ELC otherwise.**

**THE TIME, ATTENDANCE AND PAYMENT (TAP) SYSTEM** is the system that ODJFS uses to keep track of children's daily attendance and

payments for childcare. It is the responsibility of the parent to use the TAP system to enter the time the child arrives and leaves the ELC daily. Failure to enter TAPs daily may result in you being responsible for tuition fees not paid by ODJFS and or your child not being enrolled at the ELC.

**THE ELC WILL TAKE LEGAL ACTION TO RECOVER ANY UNPAID TUITION AND LATE FEES.**

**Fees** (see pg 25, Fee Schedule)

- **Late-Payment Fee** - Payments which are not received on Monday are considered late and a **\$10/week late-payment fee** will be added to the account balance. Tuition payment delinquencies **must** be minimized in order to assure adequate operational funds.
- **Returned Payment Fee** - There will be a **\$35.00 returned payment fee** charged for any check that is returned unpaid by the bank. Parents whose checks are returned two (2) or more times will be asked to pay by automatic deduction or by debit/credit card.

It is recognized that occasionally problems arise, making tuition payment a hardship. The Administrator will make every effort to work out reasonable arrangements with parents whose accounts are past due, **if they communicate their situation and adhere to an agreed-upon payment plan.**

**Arrears** Without the previously referenced communication regarding

hardship, accounts in arrears (more than two weeks) are frozen and admission to the Center is restricted until the account is settled with the Center Business Manager.

**Tuition Express Forms** must be filled out and kept on file at the ELC during enrollment regardless of payment method being used (cash, check or online credit/debit card). If tuition is not paid by the agreed upon date of the week/month, tuition will be processed through the Tuition Express system along with a \$10 late fee. If paying by check is your standard form of payment, and if it is not paid by the agreed upon date of the month, funds will be transferred electronically on the next business day of the month using the electronic withdrawal option, **unless arrangements are made with the Director/Business Manager ahead of time.**

### **Guaranteed Child Admission**

If you would like the ELC to hold an **available space** for more than **1 week**, payment for that space will be due the beginning of **week 2 and thereafter** until your child's official start date. If later you decide not to enroll your child **and** you notify the Center **at least 2 weeks prior** to the child's planned enrollment date, the **security deposit** will be refunded but **not the registration fee.**

### **Withdrawal & Dismissal Policy**

When you decide to withdraw your child(ren) we require a two-week written notice. You are required to pay tuition for your child's final week of attendance; your **security deposit** will not be used towards tuition. Any account past due at the time of withdrawal will be paid

through our electronic withdrawal option. You will receive a security deposit refund on your child's last day if all fees are paid in full, you have provided a two-week written notice, AND you return your two entry swipe keys. **Failure to provide a two-week written notice and return the entry keys will result in no refund.**

The Director reserves the right to cancel the enrollment of a child at their discretion, for the following possible reasons but not limited to:

- 1) Non-payment or excessive late payments of tuition and fees;
- 2) Not observing the rules of the ELC as outlined in the parent agreement;
- 3) Child has special needs that we cannot adequately meet with our current staffing;
- 4) Physical and/or verbal abuse of staff or children by parent or child;
- 5) Expired immunizations and/or medical forms, or lack of immunizations;
- 6) A child's behavior becomes a consistent serious threat to themselves, other children and or/adults; or
- 7) Failure to adhere to agreed child attendance schedule. (If a child is excessively absent, we will assume the parent does not have a real need for childcare and will assign the space to someone else.)

### **Re-enrollment policy**

If you withdraw a child for 6 months or longer a previous registration fee **DOES NOT apply.** **A new deposit** is required upon re-enrollment. If you withdraw your child for the summer and would like to guarantee a space for the fall, there will be a charge of one-half the tuition rate (according to the classroom assignment) to hold your child's space. However, if you choose not to guarantee a space you

risk the chance of a space not being available in the fall.

Families of children who wish to re-enroll in the **SACC** program (School Age Child Care) must register for the fall term in May to guarantee admission in the fall.

### **Child Attendance Schedule**

Children that attend the ELC part time (available only for Toddler and Preschool enrollments) must adhere to the agreed upon days scheduled. We do not trade a scheduled day for another day. Parents may request an additional day (at cost). We will check our schedule and let you know if an opening is available.

### **My Procure**

Your child's records are located at a secure site on Myprocure.com. The best way to access this link is from the home page of our website (COTSELC.org). Contact the office to receive your Welcome Letter. You will log on to MyProcure.com to receive your confirmation code and login information. While monthly statements are emailed for all accounts, parents are encouraged to check MyProcure.com frequently for their current tuition due. Parents without Internet connection will receive "hard copies" of tuition statements and center communications, but this must be specifically requested.

### **Drop-off and Pick-up Policies**

In accordance with fire regulations and to ensure the safety of all concerned, you should park **only** in the designated parking spaces.

- **DO NOT LEAVE YOUR CAR RUNNING.**
- **Children are not to be dropped off in the parking lot or at the door.**

You are expected to accompany your child into the ELC and help them remove their outer clothing. You must sign the attendance sheet in your child's classroom with your full name (not initials) and the time of arrival and departure. The teachers are glad to assist you and your child at your drop-off time. Teachers, however, will not assume direct responsibility for your child until you are ready to walk out of the classroom. It is important for the teacher to keep a watchful eye on all the children in their care. You are welcome to stay for a short while and assist your child through this transition. Simply notify the classroom teacher when you are ready to leave, and the teacher will assist. Children should be in their classrooms by 9:00 a.m. if they are eating breakfast at the ELC. Unless your child has a doctor's appointment, **everyone is required to be at the Center no later than 10:00 a.m.** Please call the ELC as early as possible if your child will be absent or late.

Only the individuals listed on the Child Information Record, or on a written permission note from the parent, will be allowed to leave with a child. The staff is expected to request a picture I.D. from any unfamiliar person (including grandparents). If there is any concern, the staff of the ELC reserves the right to deny a person's request to pick-up a child.

Your child's classroom teacher may be available at pick-up time for a few short questions. For longer discussions or particular concerns please schedule an appointment. Teachers are required to stay focused on the children.

At the end of the day, you are expected to assume full responsibility of your child once you enter the classroom and sign them out. For your child's safety please do not allow your child to wander (or run) through the ELC alone. PLEASE hold your child's hand as you leave the premises. We work very hard to teach your children the expectations of the ELC. Your child has waited all day to see you and is excited when you walk in the door. At pick up, please put away your cell phone and give your full attention to your child.

**Any special messages, medications, special pick-up notes, etc. are to be given to the ELC office.**

### **Late Pick-Up Fee**

Enrolled children should be picked up by 6:00 p.m. daily. If you realize that circumstances beyond your control are going to delay pick up, please call one of the persons designated on your enrollment form to pick up your child and a **phone call is required to the ELC at (216) 321-1685**. Upon pick up you (or your designee) **must** sign the attendance sheet and late pick-up form.

**This is important because many children fear they have been forgotten when parents do not arrive at their usual time.**

Children picked up after closing (6:00 p.m.) will be charged \$1 per minute, per child. Families who pick up late more than 3x in a one-year period, will pay \$5 per minute, per child after 6pm. The person picking up will be required to sign a late pick-up form. **All late fees must be paid upon your child's return to the ELC the following school day.**

Payment should be given directly to the office staff the same day or the following morning, **NO EXCEPTIONS!** Please remember our staff is anxious to get home to their families on time. Failure to pay late pick-up fees may result in disenrollment.

### **Custody Orders/Pick up by Custodial or Non-custodial Parent**

In cases of legal separation or divorce, the child will be released only to the parent having legal custody, unless the custodial parent indicates otherwise, by **written consent**. **We must have a copy of the custody decree in order to enforce this.**

The ELC will require pictures of individuals and a copy of any pertinent legal documentation such as separation agreement, custody agreement, or restraining order to be placed in the child's file.

In a case of separation without legal status (parents living apart), one parent may request that the Center's Staff not allow the other parent to take the child. **HOWEVER**, we **cannot** legally deny either parent permission to pick up the child. We **must** release the child to either parent since both have custody until the separation has been legalized. It is the responsibility of parents to maintain appropriate behavior in the presence of children. Until custody has been established by a court action, one parent may not limit the other from picking up a child in our care.

The ELC must be notified immediately of any changes in custody orders. Certified custody orders must be given to the Center's Director. We expect parents to

comply with custody arrangements without ELC personnel assistance.

### **Release of a Child**

Staff will release children only to persons on the release form provided by the parent. If an emergency arises the parent must provide a **written, signed note** giving the person permission to pick up their child. **The person must have a photo identification. Please inform the pick-up person that we will copy the I.D. and place a copy in your child's file. Your child's safety is our priority.**

Our Staff will not release children to anyone, including parents, who appears to be under the influence of drugs or alcohol. Emergency contacts will be called to transport the child home. Police will be notified if necessary. Contact the Administrator if you have any questions or concerns. If the Administrator is unavailable, the ELC's designated staff person will be available to assist you.

### **Yearly Scheduled Closings**

The ELC will be closed on the following days:

New Year's Day, Martin Luther King's Birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, **on Christmas Eve we close at noon**, and Christmas Day.

The ELC is also closed for vacation the week preceding Labor Day and the week between Christmas and New Year's Day. **There will be no tuition charge for the week prior to Labor Day nor the week in which New Year's Day occurs.**

### **Unscheduled Closings**

The ELC may be closed for the following reasons:

1. On rare occasions, it may be necessary to close the ELC due to poor weather conditions. When Cleveland Heights or University Heights School Districts are closed due to inclement weather, the ELC will also be closed. At such times, watch TV Fox 8 News for these school district closings.

2. We will be closed in the event of unsafe conditions such as property damage, lack of water, heat, or power in the building. Notification of such closings will be sent by email.

### **School District Vacations**

Our program will operate a full day program for school age children when the schools are closed for vacations, excluding the two weeks the center is closed (the week preceding Labor Day and the week between Christmas and New Year's Day).

### **Children Arriving at the ELC from Other Programs**

At times it may be necessary for a child to arrive at the ELC from school or another program. If a child is scheduled to arrive and does not, we will first contact the parent to confirm that the child is scheduled to be at the ELC that day, and then contact the program that they are to have arrived from. We will then consult with the parent to determine further action. For this reason, it is very important that parents contact the ELC when their child is not going to be attending.

### **Supervision Policy**

#### **Infants/Toddlers/Preschoolers**

At no time will a child be left unattended. Our Staff will supervise children at all times, including naptime. If a child

becomes ill, they may be isolated in a section of the room not in use, but within the sight and hearing of a staff member.

### **Supervision of School Age Children**

School age children may run errands within the ELC. They may use the restroom when they are accompanied by a partner. The teacher will check on them regularly until they return. Our restrooms are exclusively for the use of our children & staff during the ELC hours.

### **Confidentiality Policy**

All ELC's records are kept confidential in compliance with federal law. They are kept in a locked file cabinet where unauthorized persons cannot access them.

Parents have the right to see their enrolled child's records, or request a copy of the records, if needed. An ELC staff member must be present during the viewing.

### **Safety**

The ELC staff is responsible for the safety of all children in its care. No child will be left alone at any time. At least one person trained in first aid will be available at all times. In case of an injury or emergency situation, the ELC has a well-developed action plan which is posted in the Administrator's office and in each classroom.

### **Medical Emergency Procedures**

In the event of a medical emergency, EMS will be summoned, parents will be contacted, and emergency first aid will be given. A staff member will remain with the child at all times until a parent arrives. An incident report will be written. In the event a child swallows a potentially

poisonous substance, the Poison Control Center will also be called, first aid administered as directed by a physician, and all other procedures will be followed.

### **Cuts/scrapes/bruises**

If your child has a minor accident/injury at school, appropriate first aid will be given and a teacher will write the details of the occurrence in an incident report. This form will be given to the parent(s) upon pick up. A copy with the parent's signature acknowledging receipt will be placed in the office file.

### **Fire drills**

Emergency evacuation procedures are conducted monthly. Records of these drills are kept in the Administrator's office and posted on the Parent Board across from the reception desk.

### **Field Trips**

Field trips and nature walks are considered an important part of the educational program and will be taken periodically. The ELC will provide the same adult supervision for these excursions as provided while inside the ELC. Your child's teacher will have you sign the walking permission slip for your child to participate in all walking excursions. You will be notified of all field trips. We will occasionally take classroom field trips to museums, parks, apple orchards, and other community places. Families will be notified prior to any trips involving transportation. A permission slip must be signed and returned including emergency phone numbers for that day. Parent volunteers are welcome to assist with field trips (and other special events). A child may be excluded from participation in a field trip for safety, health or disciplinary reasons.

For all field trips, these safety measures are followed:

- 1) A first aid box that meets state requirements and a person trained in first aid shall be available on each field trip or special outing.
- 2) All children on the field trip must wear a tag or a Tee shirt with the ELC's name, address and telephone number.
- 3) An emergency transportation authorization and each child's health record shall be available on the field trip.
- 4) The child/staff ratio requirements shall be met at all times when children are transported on field trips.
- 5) Written permission is needed from the parent for each child participating in an activity off the ELC's premises.

The church's bus which is used by the ELC, meets the motor vehicle safety and lighting requirements as well as child-restraint system requirements.

### **Accidents/Emergencies**

The ELC has devised procedures to follow in the event that an emergency would occur while a child is in the ELC's care. In the event of a fire or tornado, staff would follow the written instructions posted in each classroom describing emergency evacuation routes, and the procedures to be followed to assure that children have arrived at the designated spot. In order to prepare children for the unlikely need to evacuate, the ELC conducts monthly fire drills and periodic tornado drills. Should we need to evacuate due to fire or weather conditions, or the loss of power, heat, or water to the ELC, our emergency

destination is the hallway leading to Calvary Hall. A sign will be posted on the front door of the ELC indicating that we have been evacuated and the location where you can pick up your child. If a parent cannot be reached, we will contact the emergency contact person as listed on your child's enrollment information.

In the unlikely event there would be an environmental threat or a threat of violence, the staff will secure the children in the safest location possible, contact and follow the directions given by the proper authorities and contact the parent as soon as the situation allows. An incident report would be provided to the parents.

There is immediate access at all times to a working telephone within the classroom for use by the childcare staff/parents.

Fire emergency and weather alert plans, which explain actions to be taken by staff in case of emergencies, are posted in each classroom.

Students will remain sheltered until the all-clear signal is sounded.

### **Child Abuse and Neglect**

All staff members are trained in the recognition and prevention of child abuse and are mandated reporters of child abuse. They are required under Section 2151.421 of the Ohio Revised Code to report any suspected child abuse or neglect. Staff members will immediately report any reasonable suspicions to the Administrator, and the Administrator will make a report to the child abuse hotline, 696-KIDS.

## **Guidance Policy**

We try to minimize conditions which may illicit inappropriate behavior by using positive guidance methods and by keeping children engaged in learning activities. Our goal is to maintain a happy, kid-friendly learning environment. However, despite our best efforts, we still have occasional problems with behavior. Our hope is that each child will learn self-discipline through careful guidance. Your child will be treated with love and respect. If children are treated with respect, they in turn learn to respect the teachers and their friends.

Our goal is to help all children learn to respect others, how to share and take turns, to play cooperatively and constructively. These are all learned behaviors which take a lot of practice. Those children who make many mistakes need our help and support to change their behaviors. Our expectations will be kept within the child's capabilities and the child will be made aware of these expectations. Positive reinforcement (commenting on children doing the "right" thing) and positive redirection (removing the child and giving them an appropriate activity) will be used. A child may be asked to sit for a short period of time to give the child a chance to regain control if they are having a difficult time. Time outs will be age appropriate in length and done within the classroom. Staff will not impose punishment for failure to eat, sleep or toileting accidents. This discipline policy applies to all staff and parents while they are at the ELC.

ELC parents can help us by not making negative comments about any child in front of other children or parents. If you

have a specific concern about another child, please ask to speak with the teacher **privately** or call the Administrator. We will not discuss someone else's child with you, but we will listen to your concerns and take action to correct the problems.

Any child whose behavior becomes a consistent serious threat to themselves, other children and/or adults, will be removed from the classroom and asked to leave the ELC. The Administrator would be in communication with the parents prior to this occurring. Every attempt will be made to work with the parents and the child to correct the behavior. We will help parents get needed services by making referrals to appropriate agencies. However, the safety of children is always our primary concern.

If the child demonstrates behavior that requires frequent "extra attention" from the staff members, we may choose to develop and implement a behavior management plan. This plan would be developed in consultation with the parents, teachers and the Director.

Any parent/guardian or adult dropping off or picking up a child, who exhibits inappropriate conduct or language, will be asked to leave the premises and to withdraw the child from the ELC.

## **Parent Responsibilities**

It is the parent's responsibility to:

- Pay tuition promptly (see pg. 6 for details).
- Notify the ELC of any changes in the following:

- home phone numbers
- cell phone numbers

- work phone numbers
- contact phone numbers
- home addresses
- email addresses
- child's schedule
- list of people authorized to pick up your child

-Abide by all ELC policies.

-Complete all required forms.

-Notify the ELC if your child will be late or absent (prior to 10:00a.m.).

-Inform your child's teacher about your child's likes and dislikes, fears, habits, positive or negative influences on their life, problems with other children or changes in the home which may affect their behavior.

## **Parent Information/ Communication**

Proper communication between our parents and the ELC staff is extremely important. The ELC will be sending home information on a regular basis electronically. Infant and toddler parents will receive daily reports. You are welcome to arrange a meeting with your child's teacher at any time.

Parents should do their part to read information by checking the following:

1. ELC's bulletin boards
2. The ELC newsletter
3. Your child's locker/cubby
4. Emails from the ELC

Information is presented on bulletin boards at the bottom of the stairs (in the stair well), across from the reception desk and on the bulletin boards inside each classroom.

If parents have any concerns or questions at any time it is recommended that the following chain of command be used until an answer or solution is found.

1. Child's teacher (request a conference at any time)

2. Director
3. Board of Trustees

Please bring concerns up when they occur. Often, they can be addressed when they are little problems, before they grow into bigger problems. The Staff fully realizes that you are entrusting us with your child's care and we want our relationship to be a good one.

Issues or concerns not resolved with the Director should be emailed to the ELC Board directly. Concerns should be sent to: [elcboard@cotself.org](mailto:elcboard@cotself.org)

## **Parent Conferences**

The ELC has an *open-door* policy. Parents are encouraged to visit the ELC at any time during hours of operation. Conferences are offered at least two times per year. Additional conferences may be held at the parent's or teacher's request but must be scheduled in advance. Staff cannot interrupt classroom activities and meet with parents on a drop-in basis.

## **Parent Roster**

A roster of parents' names and phone numbers will be compiled for all children and may be made available to parents upon request. Parents who do not want to be included on the roster should make this known on the Child Enrollment Form in the registration packet.

## **Parent Participation**

Parents are encouraged to participate whenever possible in the various activities sponsored by the ELC. The following are some examples of the activities that provide parents an excellent opportunity to become involved.

Volunteers are always welcomed in the classrooms, on field trips, class parties,

special luncheons and programs.

Fundraisers may be scheduled during the school year to help defray the cost of field trips and provide for the overall enrichment of the ELC's programs and activities. All ideas are welcome and participation is encouraged.

The Parent Committee was formed to expand parent participation in the ELC's activities and foster good working relationships among the teachers, administrative staff, Board of Trustees and parents. The Committee may assist with the planning and coordination of special events such as the annual holiday program, open house activities, field trips, and fund-raising drives. Parents interested in this committee should indicate so on the COTSEL Registration Form.

Open House is an annual event, held in the fall, that gives parents an opportunity to understand the overall goals and objectives of the ELC, as well as the specific objectives of each classroom.

During this event, teachers are available to provide a brief tour of their classroom and to give an overview of the classroom curriculum.

Special Programs such as graduation, holidays, and visiting programs (Zoo tracks, Opera, etc.) occur throughout the year. The children's eagerness to participate in these programs is indicative of the nurturing learning atmosphere that the ELC provides.

The Board of Trustees includes a parent representative at ELC board meetings (when available). We require a one-year commitment for this position.

The Board determines and establishes ELC policy, prepares and approves the budget, oversees the finances and sets the tuition rates, evaluates the quality of all programs, and sets the goals and objectives for the Center. **Parents are invited annually to participate in an anonymous survey. The results are used to create a Center Continuous Improvement Plan.**

We are a small, nonprofit, program sustained mainly by tuition dollars. Donations of time and money are important to the financial health of the program. Your assistance in one or more of these activities not only would be greatly appreciated but would serve to enhance the ELC's service to children and families. The Director or designated staff person will be happy to provide further details.

## **Nap Time/Treasures and Possessions**

All children take an afternoon nap or rest period. Each child will be provided their own sleeping crib/cot to be used during the rest period.

### Infant 1

- 6 weeks – 12 months may have a **swaddling blanket only**. *Crib blankets are not permitted.*
- Depending on the crib assigned your infant, a playard sized crib sheet (25.5 in x 38 in) may be needed or a fitted crib sheet size (28 in x 52 in).
- Sheets may be purchased at the ELC front desk.
- Sheets will be sent home regularly on Fridays for laundering. Please be sure to return the sheet on the next school day.

## Infant 2

- 12 months – 18 months may have a blanket.
- Only a playard sized crib sheet (25.5 in x 38 in) may be used for Infant 2.
- Sheets may be purchased at the ELC front desk.
- Sheets will be sent home regularly on Fridays for laundering. Please be sure to return the sheet on the next school day.

## Toddlers/Pre-Schoolers

- 18 months to 5 years old may have a blanket.
- A small pillow may be brought from home if desired.
- Your child may bring a special comfort item such as a stuffed animal if needed.
- Bedding will be sent home regularly for laundering. Please be sure to return the bedding on the next school day.
- Cots are cleaned, whenever they become soiled, and when they are reassigned to another child.

## SACC

- 5-11 years old may have a blanket.
- A pillow may be brought from home if desired.
- Your child may bring a special comfort item such as a stuffed animal if needed.
- Bedding will be sent home regularly for laundering. Please be sure to return the bedding on the next school day.
- Cots are cleaned, whenever they become soiled, and when they are

reassigned to another child.

## All Ages Beyond Infant 1

Your child will need a pillowcase for storing their blanket. Your child's name must be clearly written on the pillowcase and blanket. The pillowcase and blanket are to be taken home each Friday to be washed and returned on the next school day.

Sometimes children need to bring special toys or new-found treasures to use as a "bridge" between home and school. On these occasions we will work with you and your child to make it a positive sharing experience. Experience has shown us that often toys from home create problems at school. We encourage you to keep personal belongings and toys at home unless the teacher has scheduled a "show-n'-tell" day. Videos brought in to share with the class must be 'G' rated. The ELC will not be responsible for any lost items.

**Important...there are four things we feel strongly must remain at home: toy guns, gum, money, and candy.**

## **Clothing**

Because of the wide range of activities, it is recommended that children be dressed in washable, comfortable clothing. Plastic aprons will be provided by the center for art and water activities. Water activities, sand play, and occasional bathroom accidents necessitate that an extra set of clothing be kept at the ELC at all times. All extra clothing should be marked with the child's name and placed in a labeled plastic bag. Clothing should include underwear, socks, pants and shirt. If wet or dirty clothes are sent home, please return a clean extra set of clothes the next morning.

Licensing requires that children be taken outdoors each day. The children will play outdoors if the temperature is 20° or warmer. Children should be dressed accordingly: light jacket, cap, rain boots (for damp days) in fall and spring; heavy winter jacket, mittens, scarf, hat and snow boots in winter. An extra sweater or sweatshirt at school is recommended for sudden changes in temperature. All clothing, including coats and boots, must be labeled clearly with your child's name.

### **Diapers & Toilet Training**

Parents will supply all diapers and wipes at the ELC. Diapers are changed every two hours but checked every hour. Our teachers are experienced in training young children in how to use the bathroom. It is essential that the parent and teacher communicate about the needs of the child and work together to make this developmental milestone positive and successful. We recommend that when in training, your child be dressed in "user-friendly" clothing. Overalls, zippers and snaps are difficult for small children to manage--especially in a hurry! While toilet training, parents are to provide lots of thick training underwear, plastic pants, socks and outer clothing. We do not allow the use of "pull-ups" at the ELC during training. They seem to only delay the toilet training process plus require extra time to change.

### **Bodies and Boundaries**

There is a natural curiosity among children with regards to their bodies. When situations arise when we have to speak to children about body parts, we use the anatomically correct terms. We also teach children that every person has boundaries and that our bodies are private and should be respected. Parents will be notified if situations occur in the

classroom that directly affect their child(ren).

### **Bottles and Pacifiers**

You may send extra bottles (infant rooms) and/or a pacifier for your child. Staff will make every effort to keep track of these items but will not be held responsible if lost. When you **are ready to wean your child**, please speak with your child's teacher so a consistent strategy between home and the ELC may be established.

### **Birthday Celebrations**

Parents are welcome to bring in a **store-bought treat** to share with their child's classmates on birthdays or special occasions. Celebrations are to start after 3:00 p.m. Some classrooms have strict allergy guidelines. Inform your child's teacher in advance about what kind of treat you plan on bringing. This is for the safety of all the children. Ask your child's teacher for suggestions. Parents are always welcome to attend their child's birthday celebration.

If a birthday is to be celebrated away from the ELC and the entire class is not invited, please mail the invitations. If the entire class is invited, you may distribute the invitations into the cubbies. The ELC will not distribute mailing lists or phone numbers.

### **Photographs and Publicity**

Photographs of the children in our programs may be taken from time to time. When you enroll your child at the ELC, you grant the Church of the Saviour ELC permission to use your child's likeness in any and all of its publications including but not limited to audiovisual presentations, promotional literature, advertising, website entries, newspapers, magazines, brochures, publicity materials and/or educational

trainings. Your permission for photographs of your child to be used without compensation or other consideration is part of this agreement. Your child's photo will also be displayed in their classroom.

### **Meals, Snacks and Food Allergies**

The ELC provides meals. All meals are properly proportioned and contain foods that meet the U.S.D.A. Child and Adult Care Food Program's nutritional guidelines. This facility is operated in accordance with their policy which does not permit discrimination because of race, color, sex, age, handicap or national origin.

Breakfast is served at 9:00 a.m., lunch between 11:30 a.m. - 12:30 p.m., and snack around 3:00 p.m. A daily menu is posted on the wall in each classroom including the infant room. Each of the snacks will contain at least two nutritional foods.

#### Milk

Parents of infants under 12 months have the option of supplying daily milk/formula and food or accepting the food and formula offered by the ELC. Those 12 months and older will receive the milk and other required food items for toddlers posted on the menu.

Mothers are welcome to breastfeed and/or pump onsite during the day. A comfortable chair and privacy are available in room 093 and the lower level Women's lounge/restroom.

The ELC will provide milk for lunch and two snacks with water for each day.

- Children 6 weeks – 12 months will receive breast milk or formula

(parent- or ELC-provided).

- The ELC will provide whole vitamin D milk for children between the ages of 12 and 24 months.

- 1% milk will be provided for children from 25 months to 12 years of age.

#### Food Allergies

**Please let us know in advance if your child is not permitted to have certain types of foods due to allergies or religious beliefs. It is the parent's responsibility to notify both the ELC Director and the classroom teacher.**

An **Allergy Action Plan** and a **Medical Action Plan** are available in the main office and **must be filled out** if a child has an allergy or medical need.

Parents will be required to provide nutritious substitute foods for those items on our menu which their child cannot have. These substitutes must consist of nutritional foods from the following food groups: protein, grain and fruit/vegetable. If your child needs special milk, please provide it. The lunches and milk will be stored in the Center's refrigerator.

Lunches sent from home should be self-serving or easy to serve and clearly labeled. A microwave will be available. Lunch boxes that have a frozen pack inside are recommended.

#### Meals

Parents may bring breakfast for their children provided the child eats their food at the scheduled breakfast time, i.e. 9:00 a.m. Breakfast food must be simple and self-serving (e.g., yogurt, breakfast bar, dry cereal, fruit). The teachers are not responsible for preparing breakfast but

will help with the clean-up process.

The ELC offers lunch daily for all children. The children participate in preparing snacks as much as possible; snacks are served family style.

### **Healthy Choices**

While the occasional donut, chocolate milk, and fruit snacks make for a good treat they do not necessarily make a healthy meal. We ask that parents reserve these items for special occasions. Bringing in these items on a daily basis for your child does not encourage healthy eating patterns. We are happy to provide parents with a list of healthy, fun alternatives upon request.

### **Candy, Gum and Other Food**

Candy or gum from home are not allowed in the classrooms during the school day. As they often create behavior problems, any such items brought from home will be taken away from the child. The exception is special days (birthdays and parties) which must be pre-arranged with the classroom teacher. For these events, parents are allowed to bring pastries, ice cream and punch, all of **which must be store purchased. For distribution within the classroom, NO FOODS PREPARED AT HOME WILL BE PERMITTED.**

### **Immunizations and Physicals**

The ELC requires children to be immunized according to American Academy of Pediatrics (AAP) guidelines. We support the current vaccine schedule that is recommended by the [U.S. Centers for Disease Control and Prevention \(CDC\)](#) and the [American Academy of Pediatrics](#).

A Health Appraisal Form is required prior to enrollment. This form requests a record of your child's immunizations and date of last physical examination. **Immunizations must be current and are required for continued enrollment.**

\*Important: It is your responsibility as parent or guardian, to maintain up-to-date immunizations and physicals for your child(ren). Updates must be reported to the ELC Director in writing.

### **Wellness Policy**

You are the best judge of your child's health. If your child is too ill to play outside with his or her class, or participate in regular classroom activities, then your child is too ill to attend the ELC; please keep them home. We encourage parents to develop alternate sick-care arrangements as a back-up plan.

If your child becomes ill while in our care, policies have been developed by the State as a way to protect the health of all children enrolled. A communicable disease chart designed by the Ohio Department of Health is posted in the staff lounge. These guidelines allow minimal interpretation by staff. If your child exhibits any of the specific symptoms listed in these guidelines, we are required to contact you immediately and request that you arrange to pick up your child within the hour. This is to protect the health of your child and their classmates. Your cooperation is greatly appreciated.

The ELC shall immediately notify the parent of the child's condition when a child has been observed with any of the following signs and symptoms of illness:

1. Temperature of 100 degrees F. taken by the axillary method (under arm), along with a combination with any other sign or symptom of illness.

2. Diarrhea (abnormally loose stool), two or more times.
3. Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
4. Difficult or rapid breathing.
5. Yellowish skin or eyes.
6. Redness of the eye or eyelid, pus, matted eyelashes, burning, itching or eye pain.
7. Untreated infected skin patches, unusual spots or rashes.
8. Unusually dark urine and/or white-gray stool.
9. Stiff neck with elevated temperature.
10. Evidence of untreated lice, scabies or other parasitic infestations.
11. Sore throat or difficulty in swallowing.
12. Vomiting more than one time or when accompanied by any other sign or symptom of illness.

Any child sent home from the ELC with any of the above symptoms may not return until:

- The child is symptom free for 24 hours and fully able to participate in regularly scheduled activities, such as defined in this handbook; and
- The child has been seen by a physician and has been diagnosed and treated as required by Ohio law; or
- The child has been seen by a physician, who has determined that the child's illness is not contagious and has verified this in writing for the ELC's records.

More specifically, your child may return to the ELC after:

- Obtaining written verification from a doctor.
- Is fever-free for 24-hours without the aid of Tylenol, or other fever reducing medications.
- In the case of chicken pox, when all the lesions are scabbed over.

- In the case of head lice, following treatment with appropriate shampoo (such as Kwell or RID) so that all nits (eggs) are gone.

- In the case of a contagious illness, your child should take an antibiotic for 24 hours before returning.

- In the case of persistent cough, 24 hours without the aid of cough suppressants, or allergy medication.

**\*If questions arise to the appropriateness of a child's return to the center, the final decision will be that of the Center Director or designee.**

A child experiencing minor cold symptoms may stay in the ELC provided they are not exhibiting any of the above symptoms. The moderately-ill child will be monitored for worsening conditions throughout the day.

## **ADMINISTRATION OF MEDICATION**

Prescription and over-the-counter medications (with the exception of topical ointments and lotions) are administered by a person trained in medication administration. These medications are stored in the ELC office. **Our strong preference is to have medications administered at home and not at the ELC.** If it is necessary for the ELC to administer medication, we prefer that this be done at noon. Except for emergency medications, the ELC shall not administer any medication, food supplement, medical food or topical product until after the child has received the first dose or application at least once prior to the ELC administering a dose or applying the product, to avoid unexpected reactions. The following criteria must also be met per State licensing:

1. Requirements for prescription medications, nonprescription medicines containing codeine or aspirin, or nonprescription medication to be given longer than three consecutive days in a fourteen-day period:

a. The parent must complete and sign a "Request for Administration of Medication".

b. "Request for Administration of Medication" must be completed and signed by a licensed physician, licensed dentist, advanced practice nurse or certified physician's assistant.

c. The medication must be stored in the original container with a prescription label that includes the child's full name, a current dispensing date within the previous twelve months, exact dosage and directions for use.

2. Requirements for nonprescription medications, food supplements or medical foods:

a. The medication or product must be stored in the original container with a manufacturer's label containing directions based on the age and/or weight of the child.

b. "Request for Administration of Medication" must be completed and signed by a licensed physician, licensed dentist, advanced practice nurse, or certified physician's assistant. (This excludes topical preventative products and lotions unless instructions exceed the manufacturer's instructions or use.)

c. The parent must complete and sign a "Request for Administration of Medication".

3. Requirements for topical products and lotions:

a. The product must be stored in the original container with a manufacturer's label that includes directions based on the age and/or weight of the child.

b. The parent must complete and sign a "Request for Administration of Medication".

c. The ELC shall ensure to apply the nonprescription topical products and lotions according to the manufacturer's instruction.

### **Daily Routines**

Every classroom has their daily routine posted on the parent information board and includes a copy in their classroom lesson plan. The Infants Rooms' schedule for activities is flexible as their care is based on their individual needs.

### **Changes in Policies**

The fees, procedures, and policies stated in this handbook are subject to be changed at the discretion of the ELC's Board of Trustees or the ELC Director.

### **This Early Learning Center Parent Handbook Revised: January 2020**

The Church of the Saviour  
Early Learning Center is  
proud to be a Step Up to  
Quality star award winner!

## Typical Daily Schedule - *(daily lesson plans are posted in the classrooms)*

Time	Infants Schedule
7:00 - 8:00	arrival
8:00 - 9:00	breakfast - according to mom's printed schedule
9:00 - 9:30	diapering
9:30 - 10:00	story time, art, or gross motor manipulation
10:00 - 11:00	stroller ride
11:00 - 11:30	diapering
11:30 - 12:00	lunch
12:00 - 12:30	diapering
12:30 - 2:30	quiet time
2:30 - 3:00	diapering
3:00 - 3:30	snack
3:30 - 4:00	music and movement
4:00 - 4:30	fine motor manipulatives/music
4:30 - 5:00	diapering
5:00 - 5:30	interactive floor and small group play
5:30 - 6:00	prepare for departure/caregiver info exchanged

Time	Toddlers Schedule
7:00 - 8:30	Arrival/free play
8:30 - 9:00	cleanup
9:00 - 9:30	breakfast
9:30 - 10:00	cleanup/toileting
10:00 - 10:30	circle time and special projects
10:30 - 11:00	outdoor play/gross motor
11:30 - 12:00	lunch
12:00 - 12:30	hand washing/quiet activity/books
12:00 - 12:30	diapering
12:30 - 3:00	quiet time
2:30 - 3:00	diapering
3:00 - 3:30	snack
3:30 - 4:00	toileting/hand washing
4:00 - 4:30	outdoor play
4:30 - 5:00	hand washing/ special project
5:00 - 5:30	toileting/hand washing
5:30 - 6:00	table toys/departure

<b>Time</b>	<b>Preschool Schedule</b>
<b>7:00 - 8:40</b>	<b>Arrival/restroom/math &amp; manipulative</b>
<b>8:45 - 9:00</b>	<b>Cleanup/wash hands</b>
<b>9:00 - 9:30</b>	<b>Breakfast</b>
<b>9:35 - 9:55</b>	<b>GREEN GROUP – circle time YELLOW &amp; WHITE GROUP – large motor activity; one-on-one learning (if third teacher is present)</b>
<b>10:00 – 10:20</b>	<b>YELLOW GROUP – circle time GREEN &amp; WHITE GROUP – large motor activity; one-on-one learning (if third teacher is present)</b>
<b>10:25 – 10:45</b>	<b>WHITE GROUP – circle time GREEN &amp; YELLOW GROUP – large motor activity; one-on-one learning (if third teacher is present)</b>
<b>10:55 – 11:15</b>	<b>Outdoors</b>
<b>11:20 – 12:00</b>	<b>Restroom/wash hands/lunch</b>
<b>12:10 – 3:00</b>	<b>Restroom/wash hands/nap time</b>
<b>3:05 – 3:30</b>	<b>Story time/finger play/rhymes</b>
<b>3:35 – 3:50</b>	<b>Wash hands/snack time</b>
<b>3:55 – 4:30</b>	<b>Free choice</b>
<b>4:30 – 6:00</b>	<b>Staggered dismissal/Fridays – show and tell/table toys</b>

<b>Time</b>	<b>SACC Schedule</b>
<b>7:00 – 8:15</b>	<b>Arrival/breakfast/departure to school</b>
<b>4:00 – 4:30</b>	<b>Arrival/hand washing and snack</b>
<b>4:30 – 5:00</b>	<b>Homework time</b>
<b>5:00 – 5:45</b>	<b>Leisure Activities/ gym, art or silent reading</b>
<b>5:45 – 6:00</b>	<b>Wind down time/dismissal</b>

FEE SCHEDULE	
<b>Registration (includes 2 entry swipe keys)</b>	\$ 70.00
<b>Annual Re-Registration Fee</b>	\$ 35.00
<b>Replacement entry swipe key - each</b>	\$ 10.00
<b>Tuition</b>	
Infant	\$ 290.00
Toddler - full time	\$ 270.00
Toddler - part-time (3 days)	\$ 225.00
Preschool - full-time	\$ 250.00
Preschool - part-time (3 days)	\$ 225.00
<b>SACC</b>	
Before OR After School	\$ 120.00
Before AND After School	\$ 125.00
Full day during school year when School District is closed	\$ 35.00
<b>Summer Camp</b>	
Activity Fee	\$ 200.00
Weekly Charge	\$ 250.00
The following school year, to attend when the School District is closed but not enrolled in SACC	\$ 50.00
<b>Late Payment Fee</b>	\$ 10.00
<b>Returned Payment Fee</b>	\$ 35.00
<b>Late Pick-Up Fee</b>	
Per child, per minute	\$ 1.00
After 3rd incident (4th and following), per child, per minute	\$ 5.00
<b>Crib Sheet</b>	\$ 8.00
<b>Graduation Fee - varies - usually less than \$25</b>	