

Springs of Life Children's Center
PARENT HANDBOOK

2019



Welcome!

Our desire at Springs of Life Children's Center (SLCC) is to partner with parents in loving and educating their kids for life. We hope that our unique vision will capture your child's imagination and set them on a course of discovery for the rest of their lives.

We would be honored to meet you and answer any questions you may have. God bless you as you continue on the amazing journey of raising children!

Dan Finnegan
Chairman of the Board
Springs of Life Children's Center

1.0 GENERAL INFORMATION

1.1 Mission Statement

Our mission is to support families by providing quality care and education for children in a loving and nurturing environment.

1.2 Philosophy

We passionately believe that *each* child is a treasure, uniquely made by God for a special purpose! Our desire at SLCC is to come alongside families in loving, training, and equipping children as they walk through these early, formative years. Our programs are designed to engage the creativity and unique gifts of each child through activities that stimulate their physical, emotional, social, intellectual and spiritual growth.

1.3 Governing Body

SLCC is a non-profit corporation located on the premises of Springs of Life Church at 3704 E. Uintah Street, Colorado Springs, CO. We have a board that serves as the governing body of SLCC. While the church (SLC) and the childcare center (SLCC) are operating as separate legal organizations, it is important to note that SLCC receives many supporting benefits from its relationship with SLC. Because of this relationship, SLCC is able to maintain the highest level of quality care offered at an exceptional value. To our knowledge, SLCC offers the lowest-priced childcare in the area. Parents and children both benefit from the cooperative relationship maintained between SLC and SLCC.

1.4 Licensing Requirements

SLCC is licensed annually by the Department of Human Services and also maintains standards in accordance with El Paso County Health and Fire Departments. The SLCC staff members meet the requirements of the State of Colorado as set forth in the Minimum Rules and Regulations for Child Care Centers.

1.5 Comments/Complaints

We welcome any questions, comments or observations that you might have. Written comments are highly recommended so the Center management can review your comments and provide you with a written response. The Program Director is also available during working office hours to discuss issues, concerns and specific child care questions. If disputes or problems arise, please be courteous and kind to staff and personnel as we work together to resolve the issue. Our aim is to create a warm, friendly environment for the children in our care.

A person who has a complaint about the child care operations may contact State Licensing for the State of Colorado, Department of Social Services, 1575 Sherman Street, Denver, CO 80203-1714 at (303)866-5948 or (800)799-5876.

1.6 Changes in Services

SLCC will notify parents in writing of significant changes in services, policies or procedures so parents can decide whether the Center continues to meet the needs of their children.

2.0 ENROLLMENT AND WITHDRAWAL

2.1 Admission Policy

SLCC admits children of any race, sex, national or ethnic origin to all the rights, privileges, and programs made available by our center. We do not discriminate in administration of our educational policies, admission policies, financial assistance and other program-related policies.

2.2 Program Days & Hours

SLCC is open Monday - Friday from 6:00 am – 6:00 pm. Full day enrollment provides up to 10 hours of daily care between the hours of 6:00 am – 6:00 pm. If a child is in the care of SLCC over 10 hours in a given day an additional charge will be added to account at the discretion of the program director and Finance Dept based on circumstances. Each child needs to be enrolled in a specific program schedule. Please reference the chart under the Payment section for schedules and fees.

2.3 Enrollment

SLCC enrollment is open to any child 6 weeks -18 years of age.

Enrollment is based on availability and is contingent upon:

- Completed Enrollment Packet
- Registration fee and 1st week's tuition (these charges are non-refundable)
- Health certification and immunization forms signed by the proper medical authorities
- Review of parent handbook outlining our policies and procedures
- Completion of all other forms as provided in the Enrollment Packet

2.4 Special Needs Children

We are here to support you and your family. Services and programs may be provided, as we are able, for special needs children when the special needs of the particular child can be reasonably accommodated by our facility and staff. Said accommodations would not be reasonable if they imposed an undue hardship on the operation of the facility and staff members. We comply with all ADA requirements.

At the time of registration, parents will be asked if their child/children have any special needs (physical, mental, emotional, and/or behavioral). Based upon the response of the parent, your child's placement may or may not need to be reviewed by our facility health nurse.

2.5 Required Two Week Notice for Withdrawal

Parents may withdraw their child at any time from SLCC by filling out the *Termination of Child Care* form at least two week before the scheduled withdrawal date. This form can be found in the main entry area. If your child receives drop-in care, the policy does not apply, although a two week notice is always appreciated.

2.6 Supplies Provided by Parents

You will be requested to supply the following items for your child: a box of wipes, a box/packet of tissues, light blanket or towel for nap mat, complete change of clothing, basic school supplies as listed in Enrollment Packet and *additional baby wipes, diapers or pull ups and an extra change of clothes if child is not toilet trained.*

2.7 Holiday Closures

SLCC will be closed to observe the following six holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day. If the holiday falls on a Saturday, the center will be closed on the preceding Friday. If the holiday falls on a Sunday, the center will be closed on the following Monday. Full tuition is charged for all weeks that include a holiday.

2.8 Extended Vacation Policy

SLCC allows each family to have two weeks of vacation per year where the child's slot will be held with no charge. After the allowed two weeks, the slot will be held only if tuition is paid for the week. If tuition is not received, the slot will be surrendered. Vacations must be taken for one entire week at a time, and parents must fill out the Vacation Request Form at least one week prior to the start of the vacation.

2.9 Events of Nature

The safety of our families and staff is of the utmost importance to us. While no decision to have a delay, early dismissal, or closure will be perfect, SLCC promises to not make the decision lightly. If SLCC finds reasonable cause to believe that any harm may come to its families and staff due to severe weather or any other extenuating circumstance, SLCC will post a notice of delay, early dismissal or closure before 5:30 a.m. to its website www.springsoflife.org/kids and leave a recorded message on its answering machines at 719-573-7883 or 719-550-1700) regarding status.

If a delay occurs, regularly scheduled transportation and breakfast will be served on an appropriately adjusted time schedule.

If District 11 has an early dismissal, it is the parents and/or emergency contacts responsibility to pick-up their children from school.

Additionally, if, at anytime, SLCC deems that our staff and children are endangered due to severe weather or any other events (natural or man-made), parents and/or emergency contacts will be called to pick up children early from the center. On days that are too cold or extremely hot, SLCC will provide structured indoor activities.

* Note: If your child is of school age and **attends full time on a day when the school district is closed**, you will be responsible for additional charges per pricing overview.

2.10 Records

SLCC is required to keep a student file on each child enrolled. Parents are responsible for completing all paperwork and submitting it before the child's first day of attendance. Parents must inform the center of any special needs for their child. *Parents must keep the Center notified of any changes in home address, telephone numbers, emergency contacts, employment or custody of child.*

In cases of separation or divorce the center abides by all legally served court orders concerning a parent's rights to visitation or custody of the child. In these situations, copies of the legal documentation must be kept in your child's file.

2.11 Confidentiality

Children's records are open only to the child's teacher, the director, and authorized employees of the Colorado State Licensing Office or the child's parent or legal guardian. Staff records are open only to the individual staff member, the director, and authorized employees of the Colorado State Licensing Office.

Personal information, such as telephone numbers, addresses, and reports concerning staff or children will be kept confidential. This information will not be released or discussed with anyone other than the director, State Licensing employee, center staff or directly involved parent.

3.0 PAYMENTS AND FEES

3.1 Tuition Payment

Tuition is due on a weekly basis. **Payment must be made at the time of drop-off on Monday morning for that week.** Each family may receive a detailed statement on a weekly basis with their current balance, if a request is made to the Program Director. Payments are to be made in a *Payment Envelope* located in the main entry or in the classroom. Please fill out the entire envelope, place the money inside, seal the envelope and place it in the black box located in the classroom.

No refund will be given for individual days missed, holidays, snow days or illness. Please refer to the Vacation Policy for information regarding extended vacations.

Payment may be made in cash, check or money order. Postdated checks will not be accepted. Any check that has a resubmission by our bank will have a \$10.00 fee added to the account, and any returned check will attain a service fee of \$25.00 that the bank charges. If two checks are returned, you must pay in cash or with a money order thereafter. Cash is not allowed in the payment boxes. Cash payments must be made to a director or a receptionist to obtain a receipt.

SLCC reserves the right to have any outstanding past due balance on an account turned into a collection agency and have a \$25.00 fee assessed.

3.2 CCCAP (Government Assistance)

Because of the generous financial support provided by SLC, SLCC is able to accept families participating in the CCCAP program. The CCCAP policy at SLCC follows a principle that states, "There is no 'I' in CCCAP." In order for you, as a parent, and SLCC, as a childcare center, to utilize this program, it is of utmost importance for us to work together as a team. Please work with us to ensure that information is kept up-to-date and accurate.

Before your child is admitted, proof of enrollment in the CCCAP program is required through a childcare certificate from your caseworkers. Once all paperwork has been received and reviewed, you will be contacted and contracted to receive these services.

All required CCCAP co-payments will be due on the fifth of the month. Refer to the 'Late Fee' section of your handbook for Late Fee amounts.

Authorized CCCAP "part time" before/after school childcare is 5 or less hours of care each day. Please make sure that if your child has been approved for "part time" before/after school child care, they are at the center for no more than 5 hours each day. You are allowed to have up to 2 absences a month, of which CCAP pays the first, and SLCC pays the second. If your child is absent for more than 2 days in any month, you will be responsible to pay your child's CCCAP rate for those days. Please keep track of how many absences your child has in a month to avoid any extra charges. We are committed to working with CCCAP families and want to have the same commitment from the families to work with us.

3.3 Late Fees

SLCC requires all childcare to be paid for in advance. Late fees will be charged for payments not made by time of check in on Monday. A \$10 late fee will be added to all late payments. If you are unable to make a payment on Monday morning, you will need to fill out a Late Payment Request Form and turn it in to the staff person on duty before checking your child in. Your child will not be admitted unless a payment is made or a Late Payment Request Form has been turned in. Anytime after Monday, your child will not be admitted to care until the payment has been made.

3.4 Financial Assistance

SLCC understands that from time to time families experience financial stress. We desire to work with you through these situations, in order to continue your child's care in a familiar environment with people you know and trust. Please see the Program Director at any time if you are experiencing financial hardship, or if you have concerns about falling behind on payments.

3.5 Late Pick-up (Revised 3/2/2017)

1. Please be aware that SLCC is not open past 6:00 pm. Your child(ren) need to be picked up no later than 5:59 p.m. Our staff have evening plans, and it is a significant breach of responsibility if you are late in picking up your child. If you are going to be late, it is mandatory that you call and notify our staff before 6:00 p.m.

Picking up your child late will result in fees as outlined below in section 4. Also, failing to notify our staff, prior to 6:00 p.m., that you will be late in picking up your child, will result in additional fees as outlined in section 4.

2. If you have not picked up your child and we have not heard from you or your emergency contacts within an hour after closing (by 7:00 pm), our staff will take your child to the nearest police station. This action will result in significant fees as outlined in section 4. In addition, your children will not be permitted to return to the center without Board approval (which may take an additional 72 hours), and SLCC may be mandated by the state to report this to DHS as child neglect.

3. If, on more than two occasions, your child is picked more than 30 minutes late, SLCC may be mandated by the state to report this to DHS as child neglect.

4.	Fee Schedule:
1st Occurrence	\$10.00 charge + \$1.00 per minute late
2nd Occurrence	\$20.00 charge + \$2.00 per minute late
3rd Occurrence	\$50.00 charge + \$3.00 per minute late
No Call Before 6pm	\$15.00 – 1st time / \$50 thereafter
Child(ren) Taken to Police	\$100.00 per incident + above fees

3.6 Diapering/Toilet Training

We follow procedures established by the Board of Health and by our health consultant for diapering children. Our caregivers use disposable latex gloves (which are discarded after every change), and wash their hands after every change. The change table surface is sanitized after every change. You are required to provide all supplies for your child's diapering needs, including wipes and diapers. We label your supplies and use your supplies for your child only.

As your child exhibits an interest in learning to use the "big potty", our staff will work with the child to assist in the development of toileting skills. According to CDHS, no child under 18 months shall be allowed to toilet train. This process needs to be consistent from center to home and home to center.

If your child is not completely toilet trained you will be charged an additional weekly fee of \$10.00. Non-toilet trained children must wear pull-ups or diapers and provide all materials for changes needed including an extra change of clothes. If we do not have enough supplies for your child you will be called and need to bring supplies immediately or pick up your child for that day.

What does it mean to be toilet trained?

Your child must be able to communicate the need to use the restroom facilities, know how to flush the toilet and wash their hands. All children should be able to wipe themselves after using the toilet. If your child has more than three non-naptime accidents in a four week period, you will be required to pay the monthly diaper changing fee, until your child is toilet trained.

3.7 Transportation

If your child requires transportation to/from the center to/from a school, SLCC is able to accommodate the pick-up needs of most children. Each case will be reviewed individually to determine availability and cost for the service. The fee will be added to your weekly tuition payment. A transportation request form can be found in your application packet. If you require an additional form please ask a director or a staff member to help you. If your child(ren) require transportation please fill out a Transportation Request Form and turn it in no later than 3 business days prior to desired start date for pick-up. If your child(ren) will not be on a regular transportation schedule the 3 business day rule will apply to every day your child(ren) will require transportation. If your child does not require pick-up on a scheduled day please let SLCC know no later than 9:00am on the given day.

SLCC will transport children in a properly insured vehicle. No child will be transported without parent/guardian authorization. Colorado law requires that babies ride in a rear-facing car seat until they are one year of age and at least 20 pounds. Children ages one to four and between 20 and 40 pounds must ride in an appropriate car seat. Colorado law also requires that children who are over age 4 but under age 6 ride in a booster car

seat, unless they are over 55 inches tall. Children under 16 years old must be buckled in a seat belt. Parents are responsible to provide the proper safety seat for their child. No child will be transported without the proper seat.

Safety is our goal. A list of the children and emergency numbers will be in the vehicle at all times. In the event of an emergency, the driver will find a safe area to stop the vehicle and assist children. The SLCC Director's will be notified of any emergencies and in turn notify the parents.

We believe that transportation is a three-party partnership that consists of the parents, SLCC and the child(ren)'s school. We believe that transportation is first and foremost the parent's responsibility and then alternately SLCC and the school's responsibility. We will make every effort to ensure that your child(ren) are picked up at their scheduled time, however, in the event of late pick-up, we want to ensure that your child(ren) are safe. We require that a "plan" (the transportation plan is attached to the transportation request form in your application packet) be put in place with the parents, SLCC and the school(s) involved.

We expect that the child's care will be in the hands of the school up until the time of pick-up where then care will be transferred to the parents or to SLCC. If no one arrives to pick-up the child(ren) in the designated time slot it is the schools responsibility to contact the party responsible for the child's pick-up. If the school involved does not believe that they can continue to provide care safely beyond school hours and an alternate plan cannot be reached, SLCC will not be able to provide transportation for your child(ren).

If the party responsible for the child(ren)'s pick-up is not reached the school will continue to call any other parent/guardian/emergency contacts listed to arrange for pick-up.(If the parent is responsible for pick-up, the parent will first be contacted and, if not reached, the school will proceed to call all other parent/guardian/emergency contact's listed and as a last resort SLCC. If SLCC is responsible for pick-up, SLCC will first be contacted and, if not reached, the school will proceed to call those listed on the parent/guardian/emergency contact list. If the party responsible for the child(ren)'s pick-up is not reached the school will continue to call any other parent/guardian/emergency contacts listed to arrange for pick-up.)

3.8 Fee Schedule

2019 Fee Schedule

In general, rates will be raised each year in order to cover the increased costs of providing childcare. Rates will increase approximately 2-3% every year.

Classroom	Age Range	Tuition
Infants (Full-time only)	6wks - 12mos	\$ 275.00
Toddler (Full-time only)	12mos - 2.5yrs	\$ 250.00
PS1 (Full-time only)	2.5yrs - 3.0yrs	\$ 240.00
PS2 (Full-time only)	3yrs - 4yrs	\$ 200.00
PK (Full-time only)	4yrs - 6yrs	\$ 200.00
**SAP FT (>5 hours per day)	5yrs - 16yrs	\$ 190.00
**SAP PT (<5 hours per day)	5yrs - 16yrs	\$ 100.00
**SAP FT Drop-in (>5 hrs)	5yrs - 16yrs	\$ 55.00
**SAP PT Drop-in (<5 hrs)	5yrs - 16yrs	\$ 35.00

**All School-age program rates include transportation: the weekly transportation rate is \$20 for both FT and PT programs. The daily transportation rate is \$5 per day.

**Full-time days (child attends >5 hours on school closure days for holidays/weather) are a \$30 per day upcharge on top of part-time tuition.

Additional Fee Schedule (in addition to weekly tuition and monthly co-pays)

Enrollment Fee	\$20 for 1st child, \$10 for each additional child
Check Resubmission Fee	\$10/incident
Returned Check Fee	\$25/incident
Late Payment Charge	\$10/incident
Late Pick-up Charge	see late pick-up form for details
Over 10 hours daily care	TBD by director/Finance Department on case-by-case basis

4.0 CLASSROOM AND DAILY SCHEDULE

4.1 Arrival

SLCC currently opens at 6:00 am. Breakfast is served at 9:00 am. All children must be dropped off before this time unless special arrangements have been made with the Director. If your child will be late or absent, please notify the center office at [573-7883](tel:573-7883) before 8:15 am. We require that a parent or authorized adult escort the child into the building and sign them in each day.

4.2 Departure

Currently, children must be picked up from our Center by 6:00 pm. If an individual other than the parent or legal guardian is to pick up your child, they must be authorized (see **Authorizations section**). They will also be asked to show photo ID at the time of pick-up. We request that parents or authorized adults call to notify the center if they are going to be late in picking up their child. This enables us to notify the teacher and to reassure your child that you are fine, just running late.

4.3 Authorizations

If an individual other than the parent or legal guardian is authorized to pick up your child, they must be at least 18 years of age and listed on your child's enrollment form. They will also be asked to show photo ID at the time of pick-up.

If someone not listed in the enrollment packet will be picking up your child, the center will need written permission from the parent/guardian prior to releasing your child. We will NOT release your child without authorization to do so.

Safety is a priority at SLCC. Please remember to lock the doors upon entering and leaving the center.

4.4 Volunteers and Visitors

Volunteers will be permitted to work with the children only after fingerprinting and a Central Registry check have been completed. Volunteers must be of a responsible nature and under direct supervision of the Group Leader. All volunteers will be informed and expected to follow all policies and procedures.

Parents are welcome to visit the center at any time. If you plan to visit, we appreciate one hour of notice. All persons entering the center for any period of time are required to sign in and state purpose of visit, notifying staff of their presence. This policy goes for parents and authorized persons, not just infrequent or first time visitors.

4.5 Accountability and Lost Child Procedures

Our staff keeps close tabs on children throughout the day, especially during and after transition times. Teachers take attendance at the beginning of the day and check sign-in/sign-out sheets at the end of the day to be certain that all children have been accounted for at all times, by name. Directors do daily visual checks at regular intervals and teachers do head counts and verify attendance throughout the day and at transition times. Room to room checks for children will be done at the end of the day before closing. In the event a child is lost, staff will immediately notify the director and do a search of the premises. If the child is not found quickly, then parents and police will be notified to help the effort.

4.6 Restroom/Playground Policies

All children are supervised at all times. Our teachers are not permitted to leave any child unattended at any time. Children will travel as a group to the restroom and playground facilities. If individual students have emergency needs to tend to, a teacher/staff member will accompany the child to the facility.

4.7 Snacks / Meals

see classroom schedules for snack/meal times

SLCC participates in the federal food program and serves breakfast, lunch and a mid-afternoon snack. Weekly menus contain a variety of healthy meals. If your child arrives before 7:30 am, you may send a light snack in a ziplock bag for them to have. Please do not send drinks.

4.8 Nap time

There will be a quiet time at the center each day in the afternoon. Depending on their age, the children will be expected to rest quietly on their mat. If a child is not sleepy, they will be allowed to enjoy a quiet activity during this time. Due to storage limitations, pillows are not allowed. We allow children to bring one soft animal or toy, as well as a blanket, to snuggle during this time. Please be certain that these items are clearly marked with your child's first initial and last name.

4.9 Lost and Found

There is a designated lost and found box in the classroom. Please check this area regularly. Labeling your child's items will aid in quick recovery. If your child has lost something, please notify the center, and we will assist in finding the missing article. Unclaimed items will be given to charity quarterly.

4.10 Cubbies

Every child will have a place for personal belongings. Please check your child's cubby and take home all papers, art work and communications on a daily basis.

4.11 Clothing

Please dress your child in comfortable, washable clothing that he or she can manage on their own. Tennis shoes are recommended as well. Remember that your child's daily activities include active, outdoor and occasionally messy play. Children should feel free to enjoy themselves without concern for clothing. Clothes should be appropriate for the season. Layering of clothing allows for sufficient appropriate attire throughout the day. The child's name should be placed on all outdoor clothing and belongings to ensure return of all possessions. Each child must have a complete set of clothing for accidents and the like. These items should be in the child's cubby. The clothes should be switched out seasonally and when the child outgrows them.

4.12 Toys

Please understand that it is difficult to monitor personal belongings brought from home. There will be show and tell days, and all items will be placed in one box and returned at day's end. It is our policy to hold all unauthorized items in a locked drawer and return them only to parents. The center is NOT responsible for any items stolen, lost, or damaged.

4.13 Money

Money should not be brought into the classroom. Children/parents should place all coins and bills (i.e. book orders, field trip fees) in a sealed envelope noting in writing what the money is for and exactly how much is enclosed and hand deliver it to the caregiver at the start of the day.

4.14 Birthdays/Celebrations

SLCC will have several classroom celebrations throughout the year and you are welcome to help with food or favors on these days. We will let you know times and dates in writing on the parent bulletin board and through other parent communications. Please let your child's teacher know in advance if you would like to provide a special treat for the class on your child's birthday. Per state regulations, we ask that the food be purchased commercially or prepackaged from a store.

5.0 CURRICULUM AND ACADEMICS

5.1 Curriculum

SLCC offers quality preschool education for the formative years. We focus on academic, cognitive, social and emotional development. We have weekly units of study/exploration and address readiness skills. Additionally, SLCC integrates a spiritual element that while non-invasive, encourages children to find peace in the understanding that God loves them and has a plan for their lives. This spiritual element is incorporated by reading occasional Bible stories and having prayer times before meals.

5.2 Student Progress and Parent/Teacher Conferences

Students will be assessed three times each academic year. Developmental skills will be evaluated, areas of strengths and weaknesses will be noted and learning goals will be set. Parents are always welcome to request a conference at any time.

5.3 Walking Field Trips/Excursions

Trip information will be posted one week in advance on the parent bulletin board. Posted field trip information will include place, date, time, telephone numbers and fees if applicable. If you arrive at the center late for a field trip, a note will be posted on the front door stating the location, scheduled return time, and telephone number when possible.

Your child can "visit" another classroom if and only if ratios and supervision have not affected. Your child would then return to class when the group gets back.

5.4 Videos

Videos and television programming viewed during center hours relate to the curriculum and have been selected and approved by the director. Selected videos adhere to the highest standards of propriety and contain no questionable content. Videos are viewed on a limited basis.

6.0 MEDICAL INFORMATION

6.1 Health Certification

The health form is included with the enrollment packet. State regulation requires this form to be completed and signed by a physician within 30 days of the start of your child's care.

6.2 Immunization Record

We require a current immunization record for each child listing all immunizations prior to enrollment in our program. Please update this form throughout the year as your child receives his or her shots.

6.3 Allergies/Asthma

All pertinent information must be listed on your child's enrollment forms. We will develop appropriate plans of action for these concerns. We request that you report any changes or new information in writing.

6.4 Medication

It is recommended that medication be given at home.

Colorado has policies and regulations that certain forms must be filled out if ANY medication (over the counter or prescription) is to be given at school. We can only administer medication to your child if it is accompanied by the appropriate form. These forms are located at the front desk.

All medication must be in the original container labeled with the child's name and dose, or from a pharmacy with an appropriate label.

Medication will be stored in a locked box unless it is used as an emergency medication (Epi-Pen). Medication will be given by a staff member who has been trained and delegated to do so by an RN: this is in compliance with the Delegation clause of the Colorado Nurse Practice Act.

6.5 Emergency Situations

If an accident resulting in no serious injuries occurs, an accident report will be filed by the teacher, and will be given to the parent at the time of pick-up. If a child is seriously injured, a staff member will take steps to handle the situation. An attempt to contact parents/guardians will be made. The center has at least one person trained in CPR and First Aid. Emergency telephone numbers are posted by each telephone, and parent's numbers and addresses are in children's files. At the time of enrollment, an Emergency Medical Authorization is completed for each child. It is important for the parents to keep this information up to date in case an emergency situation occurs.

In case of fire, the building will be evacuated as per escape maps located in each classroom. SLCC maintains a smoke detector in every room and has fire drills monthly. Escape routes are posted in each classroom and are practiced.

In case of tornado or tornado alert, children will be moved to the innermost part of the building where they will be kept safe until the tornado or alert has passed. Tornado drills will be done at least once a month during May through September.

In case of disaster where evacuation is required, private vehicles will evacuate the children to the closest safe haven and phone calls/notification will take place from there. SLCC has posted evacuation plans and instructed teachers in what procedures to follow.

6.6 Sick Child

In order to keep the rest of the children as healthy as possible, if your child displays any of the following symptoms, please keep them at home:

- Fever
- Diarrhea
- Nasal secretion that is thick, yellow or green
- Sore throat with fever or throat spots
- Cough with fever, chills, vomiting, nausea, or the coughing up of green or yellow mucus
- Unusual rash
- Eye drainage accompanied by redness or inflammation

Your child may return to the program when:

- Fever has been broken for 24 hours
- Nausea and/or vomiting has subsided for 24 hours
- At least 4 doses of an antibiotic have been given over a 24 hour period for any type of strep or bacterial infection
- Child is feeling well again and has returned to normal behavior

If your child is absent due to illness more than 1 day from the center, a doctor's note is required upon return.

6.7 Exclusion

If your child becomes sick or injured while in our care, we will make every effort to contact you. If we cannot reach you, we will call the emergency contacts you have listed on your child's enrollment form. The child will then be removed from the classroom (if supervision allows) and given a quiet place to rest. Sick or injured children need to be picked up within one hour from the time we make contact.

6.8 Communicable Diseases

If your child is exposed to a communicable disease, such as hepatitis, chicken pox, strep, measles, etc., please notify us as soon as possible so that we can notify all staff and parents/guardians. If your child actually contracts one of these illnesses, we require a release from your physician before your child may re-enter the program.

6.9 Head Lice and Bed Bug Policy

To protect all attending families, a child with head lice or bed bugs is not permitted to attend SLCC until the health risk is resolved. Parents are expected to provide adequate home hygiene, and to self-exclude their child until remedied. If a child is found to have head lice or bed bugs while at SLCC, the following steps will be taken. First Occurrence: The child will be quarantined to the director's office immediately and wait until pick up (parent must pick up within an hour). All affected SLCC classrooms and children will be inspected, all soft surfaces/clothing/bedding etc. in the affected areas will be cleaned, and the DHS required parent notification will be posted on affected classroom doors. For the child to return to SLCC care, the parent must provide written documentation that the child has received treatment for head lice and a note from your doctor/licensed nurse stating your child is free from nits and/or live head lice. Parent must agree to inspect their home, and remedy any related home-hygiene issues. Parent must also agree to periodically inspect their child's hair/body/clothing/bedding for a period of 6 months to insure SLCC exposure is not repeated. 2nd Occurrence within 6 months: The responsibility and of any childcare center is the health of all attending children and families, and so a second occurrence within 6 months will be considered a chronic health concern and the care of the affected family will regrettably need to be terminated.

6.10 Reporting Suspected Child Abuse or Neglect

Child protective services require any individual or organization to report suspected child abuse or neglect to them or to a law enforcement official. A person who suspects child abuse may contact El Paso County Dept. of Human Services, 105 North Spruce, Colorado Springs, CO 80905; (719)444-5700.

7.0 TEAMWORK AND DISCIPLINE TRAINING

At SLCC, we believe in:

- ⇒ Being Prepared
- ⇒ Creating an Environment for Good Behavior
- ⇒ Establishing Boundaries and Expectations
- ⇒ Redirecting Children when Appropriate
- ⇒ Maintaining Eye Contact and Getting Down on the Child's Level
- ⇒ Using Logical Consequences and Following Through
- ⇒ Being Consistent and Caring

Discipline will be administered in a loving way and will never be associated with food, rest, or toileting. No forms of physical punishment will ever be administered at SLCC.

7.1 SLCC Foundational Guidelines for Discipline

1. SLCC believes that the most important influence in a child's life comes from their parents. In order for children to make positive behavior choices and changes, parents must encourage and direct the child during the time they spend together. Many children require parent involvement in the correction process 2 or more times per month. Parents are encouraged to use these opportunities to support the staff of SLCC and to offer additional rewards and consequences at home.

2. Parents and SLCC Staff need to work together in all approaches to discipline. Children will respond best when parents and staff support each other and remain consistent with behavior expectations.

3. Positive behavior training is necessary in order for a child to experience integration into educational life. Patterns developed during early years will carry over into future educational settings in which the child will be placed.

4. Discipline can be a sensitive area for children, parents and staff. SLCC believes ALL children make mistakes and require discipline from time to time. We also believe that children are trainable. With cooperative discipline from parents and staff, children are able to make good choices and to learn new, positive behaviors.

7.2 SLCC Behavioral Standards

*The Behavioral Standards are posted in each classroom. They will be reviewed verbally on a daily basis in an age-appropriate format.

1. ACTIONS: Children should not push, shove, kick, hit or be mean in any way to one another. Supplies and property must be respected and not wasted or destroyed.

2. WORDS: Children must speak politely and with respect to their peers. Teachers must be obeyed and respected at all times. Swearing is not permitted at any time.

3. ATTITUDES: Children must participate in classroom activities with a positive attitude. Crying fits, tantrums, screaming or pouting will not be permitted.

7.3 SLCC Discipline Policy

SLCC Procedures of Discipline/Behavior for Preschool/Prek

The following are the procedures our SLCC staff follow when an SLCC rule has been broken, staff will adhere to the following steps.

For behavior issues such as not following directions, talking mean to friends or teacher, crying fits, tantrums, screaming or pouting...

1. If these behaviors occur, staff will then use the "1-2-3 Magic" technique.
2. If behavior continues, staff will pull the child aside and talk quietly to them discussing why their behavior is not appropriate and what needs to happen to change it. A time out may be given.
3. If behavior continues, staff will write up a behavior report and take it to the director to sign immediately. A privilege may be taken away or another time out given.
4. If behavior still continues, staff will take the behavior report and child to see the director. The director will speak with the child.
5. If that does not change the behavior of the child, the director will call the parent.
6. If the phone call home doesn't correct behavior, the director will call the parent again and the child will have to be picked up.
7. For ongoing behaviors, if the steps above prove to be ineffective, a meeting will be scheduled with the guardians and the director to determine if the child is able to continue to receive care from SLCC and a plan will be determined and implemented with the boundaries of an agreed upon timeline.

For behavior issues that cause harm to another child and/or staff such as pushing, shoving, kicking, hitting, swearing....

1. Staff will separate the child/children involved.
2. Staff will speak with child/children about their behavior.
3. Staff will fill out a behavior report and take it to the director to sign immediately.
4. Depending on the severity of the behavior issue, the director may choose to call parent and/or suspend the child.

For behavior where child brings a weapon of any kind or fist fight happens...

1. Staff will separate child/children immediately
2. Director will be contacted immediately, staff will write a behavior slip while the director takes over dealing with the situation.
3. Suspension is mandatory for this behavior

If SLCC property is destroyed...

1. Staff will pull child/children aside and speak with them.
2. Staff will write up behavior report and take it to the director to sign immediately.
3. Suspension is mandatory for this behavior

****SLCC reserves the right to immediately dismiss a child/family from the center at anytime it deems necessary****

Thank you for taking the time to review the SLCC Parent Handbook. We hope you have found the information contained on these pages helpful. The staff of SLCC is always available to answer any questions you may have. Again, we look forward to serving your family, and to sharing our days with your children!

The following policy revisions from 2016/2017 will remain in section 9.0 of the Parent Handbook until the handbook undergoes a full review in 2018, at which time all of these policies will be implemented into the corresponding sections in the handbook.

9.1 Accommodating families that speak languages other than English It shall be the ongoing policy of SLCC to accommodate families that speak languages other than English in the following ways: 1) If a family does not speak English and their primary language is Spanish, SLCC will provide in-house translation services from one of the SLCC Spanish-speaking staff. Due to the large percentage of Spanish-speaking families that SLCC serves, SLCC will always aim to have at least two Spanish-speaking employees on staff. 2) If a family does not speak English or Spanish, it is the policy of SLCC ask the family to appoint a family member or family friend to be their primary translator for all communication that takes place between the family and SLCC, including enrollment packets, parent handbooks, and all other communications between the family and SLCC. If the enrolling family does not have a family translator that can fill this role, SLCC will refer the family to GlobeLink Foreign Language Center [(719) 532-0300] for translation assistance (the family must pay for these services, but SLCC will consider providing a scholarship to assist with these costs based on family need). The family and the appointed translator must sign an agreement with SLCC to this effect. 3) If a classroom has a dominant second language (more than 50% of enrolled children in this classroom share a home language that is not English), SLCC will always staff this classroom with at least one teacher that is fluent in this language.

9.2 Managing Child Transitions to, from, and within Springs of Life Children's Center

It shall be the ongoing policy of SLCC to accommodate transitions into, within, and out of the childcare setting in the following ways: 1) SLCC will invite all prospective and new enrollments to the facility, meet their new teacher(s) and peers, and communicate with the director/teacher(s) regarding any questions, concerns, or important information the family has about the transition into care at SLCC; 2) SLCC will do everything possible to slowly transition a child from one classroom to the next when they "age up," by moving the child into the next classroom for a few hours at a time to allow the child adequate time to adjust to the new classroom ; 3) SLCC will provide information on local schools, what to expect, and how to talk to your child about going to elementary school for any families that are moving from the childcare setting into the elementary school setting.

In order to accommodate individual child needs, during each type of transition, the directors are to fill out a "SLCC Child Transition Plan" that will outline the specific needs of each child during the transition. These transition plans are to be kept in the child's file.

All of the information regarding transitions at SLCC is updated and explained in further detail in the SLCC "Transitions Brochure," which shall be printed and available continuously in the parent resource center. Directors will also be always available to parents to discuss individual child transition strategies, especially in the bi-annual (spring and fall) parent-teacher conferences.

9.3 Semi-Annual Parent-Teacher Conferences

It shall be the ongoing policy of SLCC to provide 2 parent-teacher conference opportunities per year. One should be held in early Fall Semester, and one is Early Spring Semester. Parents will be notified of the dates of these conferences via our monthly newsletters and flyers/sign-up sheets that will be posted in each classroom approximately one-month prior to each parent-teacher conference date. The purpose of these conferences is to review each child's development with their parent(s) (based on their Funshine Express curriculum/developmental monitoring). After reviewing the child assessment, the teacher and the parent will create individual child goals for the next year based on the reviewed information.

9.4 SLCC Annual Family Survey

It shall be the policy of SLCC to conduct an annual family survey. This survey will be conducted in the 4th quarter of each year. The results of the survey shall be shared with families in the monthly newsletter that first occurs after the results are gathered (either November, December), and shall be used to inform the annual Quality Improvement Plan (QIP) updated in December of each year.

9.5 SLCC Annual Quality Improvement Plan (QIP)

It shall be the policy of SLCC to create an annual QIP every year in December. The QIP will outline the plan for quality improvement in the following year. The QIP will be created by the Executive Team, and will include information gleaned from the SLCC Annual Family Survey (see 9.4). The QIP will be shared in the following ways: with families every year in the January newsletter; a copy of the QIP will also be handed out to each staff person in our monthly staff meeting in January; board members will be emailed a copy of the QIP; and a hard copy of the QIP will be laminated and posted on the bulletin board in the lobby.

9.6 Connecting families to community service agencies

It shall be the ongoing policy of SLCC to direct families in need of community services to our “Community Resources” board. This resource tool will be managed by the front desk staff at each center, so any families that are discovered to be in need of community assistance should be referred to the front desk staff. The staff member assisting the family needs to discover what the family needs are (financial, food, housing, etc.) and provide the family with the specific resources that are available to help with the stated needs. If the front desk staff discovers that there is a family need that is not addressed by any of the resources on hand, it will be this staff member’s responsibility to inform their supervisor so the resource board can be updated (if possible) to provide referral information which addresses the family’s need.

9.7 Primary caregiving practices

It shall be the ongoing policy of SLCC to ensure that each child is cared for by the same one (or two) caregivers daily. Children are to be with their primary caregivers on a daily basis to promote stability and a strong emotional bond between the children and their caregivers. To ensure this, SLCC staff will be scheduled in the same classrooms every day, and children will not be in classrooms other than their primary classroom except for the beginning and end of the day (when classrooms are combined due to low numbers). Barring emergency situations (days where multiple staff call-in sick), children will always be in their primary classroom with their primary teachers between 9:00 am and 3:00 pm.

9.8 Developmental screenings and referrals

It shall be the ongoing policy of SLCC to provide each enrolled child with a developmental screening within 90 days of enrollment. This developmental screening is part of the Funshine Express curriculum, and evaluates children in Language Development, Physical Development, and Cognitive Development. Through this process, if it is determined that a child has developmental needs, the family will be referred to local service providers that specialize in the area(s) of need identified in the child. The program directors are to maintain a bank of resources and contact information for these service providers to refer parents whose children have developmental needs identified through the screening process.