

PARENT HANDBOOK FOR
 Lake Shore Learning Center, INC.
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LAKE SHORE LEARNING CENTER, INC.
ALL POLICIES ARE APPROVED BY
TERESA NARGELINAS MARTIN RN, BSN, MPH, OWNER
AMY PRUITT-SIDENER MSW, OWNER
AMY TEETER RN, BSN, MPH, OWNER
ERICA J. MILLER, DIRECTOR
AND EFFECTIVE AUGUST 1, 2005

POLICY: MISSION STATEMENT

POLICY NO.: 1



Mission Statement

It is the mission of Lake Shore Learning Center, Inc. to safely generate an environment for children that fosters an enthusiasm for learning.

POLICY: WELCOME

POLICY NO.:2



Welcome to Lake Shore Learning Center, Inc., 6100 South Sixth Street Frontage Road, Springfield, IL 62712. We are owned and operated by Teresa Nargelenas Martin, Amy Pruitt-Sidener, and Amy Teeter. Our director is Erica J. Miller. Our center operates under an open door policy for parents and grandparents. Please feel free to stop in anytime or call 217-529-9190. The staff is always available to answer questions. You can also contact us by fax us at 217-529-9180.

Lake Shore Learning Center, Inc. is open from 6:00 a.m. to 6:00 p.m. Monday through Friday. The center is closed in observance of the following major holidays each year:

- | | |
|-------------------------|------------------|
| New Year's Day* | Labor Day |
| President' Day | Columbus Day |
| Memorial Day | Thanksgiving Day |
| 4 th of July | Christmas* |

*Please note that Christmas Eve and New Year's Eve the center will close at 4:00 p.m. sharp. If any holiday falls on a weekend day, the holiday will be observed on the previous Friday or following Monday. Notice will be posted.

Normal full time rates will apply to weeks that include these holidays, although the center will be closed.

Each year there may be two days that the center will be closed to allow the staff to attend in-service trainings and/or teacher's conferences. Parents will be provided notice 90 days in advance.

Safety is of the utmost importance at Lake Shore Learning Center. A security system is in place with cameras in each classroom for our own monitoring purposes. We also use a pass card system at the front door for authorized access.

After visiting Lake Shore Learning Center, Inc. and observing both our staff and children, we feel certain that you will want your child to be a part of our center. Thank you for choosing Lake Shore Learning Center, Inc.! We look forward to a long and positive working relationship!

POLICY: PROGRAM PHILOSOPHY

POLICY NO: 3



We believe each child is a unique individual. Our program emphasizes learning experiences that promote a child's natural curiosity and development of self-help and communication skills, social competence, and positive self-esteem. Learning experiences are cultivated through music, play, educational opportunities, and investigation. All programs are age appropriate. Our staff's responsibility is to help the child develop his/her social, emotional, physical, and educational skills to their fullest potential. These skills will be developed through interaction with loving, knowledgeable staff that is sensitive to each child's personal needs. The curricula are designed to help each child develop the confidence to openly explore and discover the world around them. Our knowledgeable and qualified staff strives to enhance each child's physical, intellectual, social and emotional growth. Lake Shore Learning Center, Inc. encourages diversity in all aspects of operation. Lake Shore Learning Center, Inc. commits itself to finding quality, innovative practices, techniques, and educational materials to care for your child.

Lake Shore Learning Center, Inc. encourages parental involvement and places emphasis on strengthening families by understanding the changing family structures of our contemporary society. Healthy families assist in the creation of a healthy community. The center develops a sense of community in the children through guest speakers and social service projects. Learning centers allow children the opportunity to explore, to experience, and most importantly...to succeed.

POLICY: LICENSING INFORMATION

POLICY NO.: 4

Lake Shore Learning Center, Inc.'s is licensed with the Illinois Department of Children and Family Services. The license number is 443179.

POLICY: ENROLLMENT

POLICY NO.: 5

Enrollment at Lake Shore Learning Center, Inc. is open to children from six weeks to 12 years. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability.

Parents can apply for enrollment of their child(ren) in Lake Shore Learning Center, Inc. by completing the Enrollment Agreement and paying a \$35 Registration Fee per child and one week's care deposit. These fees will reserve an enrollment spot for your child(ren). The Registration Fee is non-refundable. **The one week's care deposit is refundable upon two week's written notice of leaving the center. If you fail to give two week's written notice, your deposit will not be refunded. Due to loss of revenue, deposits will not be refunded should your child not start within one week of listed start date. We understand the uncertainty of due dates and we will take this into consideration; however, this also applies to excessive start date changes.** If you choose to reenroll, the enrollment fee and the deposit are required again. There will be an annual \$35.00 tuition charge payable on your enrollment anniversary. The Enrollment Application is not meant to serve as a contract guaranteeing service for any duration.

Enrollment at Lake Shore Learning Center is on a first come, first served basis. If the center is filled a waiting list will be initiated. However, current clients of Lake Shore Learning Center will have priority for new enrollment

Initial enrollment is contingent upon receipt of the **completed** enrollment application, registration fees, required DCFS forms and signed Parent Handbook receipt.

Lake Shore Learning Center, Inc. reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at Lake Shore Learning Center, Inc. is contingent upon the parent’s, emergency contact persons’ and child’s adherence to the policies and procedures of Lake Shore Learning Center, Inc. as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify Lake Shore Learning Center, Inc. immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being terminated from the program and forfeiture of any pre-paid fees. Lake Shore Learning Center, Inc. will pursue delinquent payments through a collection agency and/or legal means. The parent/guardian will assume all costs for collection.

Each child will have a separate account. Should payments need to be split between parents for any reason, each parent will be responsible for filling out an enrollment application, required DCFS forms, and a signed Parent Handbook receipt form. If payments are not made in full by either parent, the child’s (children’s) enrollment is at risk. Accounts must be current to remain enrolled; both parties will be held responsible.

POLICY: TUITION

POLICY NO.: 6



Parents and/or legal guardians are required to indicate to whom all billing information and correspondence are to be addressed.

6.1 Payment Rates

<u>Room</u>	<u>Weekly Rate</u>	<u>*Part Time Rate (per day)</u>
Infants	\$215.00	\$54.00
Toddlers	\$205.00	\$55.00
Twos	\$195.00	\$53.00
Threes	\$185.00	\$51.00
Fours & Fives	\$180.00	\$49.00
School Age (Before/After)	\$100.00	N/A
School Age	\$155.00(S/B)***	\$46.00

**Back Up Care \$60.00/day

*Part time is defined as three (3) days or less per week.

****Back up care is available for families in the event that their routine child care provider is unavailable or for temporary care purposes. Back up care is provided only if pre-registration is completed. Payment will be expected at the time the child is brought for care. This service will be provided on a first come, first serve basis. A one hour notice is requested.**

*****For currently enrolled school age students in the event that school is out for Summer (S) or a week break (B) the weekly cost is \$155.00 for a full week or a part time rate of \$46.00 per day**

In the event a child is off of school (i.e. school conference or early dismissal) an additional \$15.00 per day is added to child's tuition. Parents must provide a two-week notice for their child's absence on these non-school days in order to be exempt from this extra charge.

Parents who wish to change their child's days or times of enrollment at Lake Shore Learning Center, Inc., must submit a request to do so two weeks in advance of the proposed change. Schedule changes are subject to a change fee of \$50.00. The Center Director will notify the parents in writing if the new schedule is available. A schedule change will not be considered to be final until a new fee agreement is signed. If the schedule change requires an additional deposit and/or enrollment fee, the change will also be contingent upon payment of these fees. If the requested schedule is not available, parents may choose to continue with the current schedule until such time as the requested schedule becomes available or may choose to withdraw their child from the program. The date the request is received by the Director will be the date used as the two-week notice. LSLC may not be able to accommodate all requests.

Clients who receive subsidy are required to pay for holidays that the center is closed at the center's rate. These holidays are generally not covered by subsidy and tuition is due the first day of care the week of the holiday.

There is a multi-child discount of \$10.00 that will be deducted from the oldest child's, full- time weekly rate. Both children must be full-time to qualify.

For private clients, tuition is due on Monday or the first day of service for the week of care. Tuition may be paid by cash, check, debit card, credit card or money order. Receipts will be given for tuition payments made by cash. Payments are to be placed in the tuition mailbox located at the main entrance of the center. All cash payments must be placed in an envelope in the mailbox. You must put your name and the child's name on the envelope. Receipts for cash payments may be given upon request. If paying by check, please write your child's name in the memo. Your canceled check will serve as your receipt for payments made by check. There will be

a \$35.00 fee charged for checks returned by the bank. The check and fee must be paid within 2 days of notice. If at any future time the bank returns a check, all future payments must be made by cash, certified check, credit card or money order.

Tuition does not include fees for field trips and extra curricular activities.

Parents/guardians may take their child(ren) out of the center for any amount of time they choose. However, the parent/guardian is still responsible for the weekly or monthly tuition. Each **full time** child is eligible for a one-week tuition free vacation after the he/she have been enrolled in the program for one year and the center is provided with a two week advanced notice. This is the only time one week of tuition will be waived. This vacation time must be used in five consecutive days and holds no cash value, and is available per calendar year. The vacation week may not be used once notice of withdrawal has been given.

6.2 SUBSIDIZED CARE

Lake Shore Learning Center, Inc. does accept child care subsidies. Parents or guardians of a subsidized child must complete all required paperwork on time to continue enrollment at Lake Shore Learning Center, Inc. **Monthly co-payments are payable no later than the 15th of every month.** Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition and any fees not covered by Community Child Care Connection, in the event they become ineligible to receive child care subsidies.

6.3 Card Fees

Upon enrollment parents will be issued 2 key tags. Additional cards will be charged at \$7.00 per tag. These fees are non-refundable.

6.4 Tax Receipts

Lake Shore Learning Center, Inc. can provide yearly tax statements for a fee of \$5.00. Parents can also use their own receipts or canceled checks for year-end tax purposes. Requests for statements must be made in writing and placed in the payment box no later than April 1st.

6.5 Late Payments

If payment is not received by 1:00 p.m. on Wednesday, for private paying clients, payment will be considered late and a \$25.00 fee will be assessed per child. If not paid by Friday, the child relinquishes their spot and is not allowed to return until the account is reconciled.

For CCCC clients, payment is due by the 15th of every month. If it is not received by then, a \$25.00 late fee will be assessed per child. If not paid within one week later, the child relinquishes their spot and is not allowed to return until the account is reconciled.

Due to the high demand of child care, LSLC cannot guarantee that your child’s spot will be available after your account has become delinquent.

POLICY: CONFIDENTIALITY

POLICY NO.: 7



Law restricts the information that the child care center may give out on a child. Lake Shore Learning Center, Inc. cannot give out information to an individual, an agency, a school district, a hospital or any other persons without first obtaining written permission from the parent(s)/guardian(s), or individual 12 years or older to do so.

Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as Lake Shore Learning Center, Inc. strives to protect everyone’s right of privacy. Confidential information includes but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with Lake Shore Learning Center, Inc.

Any parent who violates the Confidentiality Policy will not be permitted on Lake Shore Learning Center, Inc. property thereafter. Refer to the policy number 10 regarding Parents Right to Immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing agency property.

You may not observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child’s privacy. Employees of Lake Shore Learning Center, Inc. are strictly prohibited from discussing anything about another child with you.

Digital video recording is employed for security purposes. Such digital video will not be available to third parties as required by law. Digital video information is recorded-over after a routine time period.

POLICY: MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND/OR NEGLECT

POLICY NO.: 8



Under the Abused and Neglected Child Reporting Act, mandated reporters are required to report any **suspicion** of abuse or neglect to the appropriate authorities. The employees of Lake Shore Learning Center, Inc. are considered mandated reporters under this law. The employees of Lake Shore Learning Center, Inc. are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We, at Lake Shore Learning Center, Inc., take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Abused and Neglected Child Reporting Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of Lake Shore Learning Center, Inc. can not be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in “good faith.”

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- ◆ Unusual bruising, marks, or cuts on the child’s body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, season
- ◆ Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- ◆ Not providing appropriate meals including a drink for your child
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child
- ◆ Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- ◆ Children who exhibit behavior consistent with an abusive situation

POLICY: PARENT CODE OF CONDUCT

POLICY NO.: 9



Lake Shore Learning Center, Inc. requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of

the goals of Lake Shore Learning Center, Inc. is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of Lake Shore Learning Center, Inc. but, is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. **Parents who violate the Parent Code of Conduct (Policy 10) will not be permitted on agency property thereafter.** Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding termination of child's care when a parent is prohibited from accessing agency property.

9.1 SWEARING/CURSING:

No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. At NO time shall inappropriate language be directed toward members of the staff.

9.2 THREATENING OF EMPLOYEES, CHILDREN, OTHER PARENTS OR ADULTS ASSOCIATED WITH LAKE SHORE LEARNING CENTER, INC.:

Threats of any kind will not be tolerated. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. **PARENTS MUST BE RESPONSIBLE FOR, AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

9.3 PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT LAKE SHORE LEARNING CENTER, INC.:

While Lake Shore Learning Center, Inc. does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the child care facility. While verbal reprimands may be appropriate, it is not appropriate for parents to verbally abuse their child. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. No parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director.

Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or director's attention. At that point, the teacher and/or director will address the issue with the other parent. Although you may be

curious as to the outcome of such a discussion, teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our agency have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

9.4 SMOKING:

For the health of all Lake Shore Learning Center, Inc. employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Lake Shore Learning Center, Inc. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

9.5 VIOLATIONS OF THE SAFETY POLICY:

Parents are required to follow all safety procedures at all times. These procedures are designed to protect the welfare and best interest of the employees, children and associates of Lake Shore Learning Center, Inc. Please be particularly mindful of Lake Shore Learning Center, Inc. entrance procedures. We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the center. Holding the door open for the person following you may, in fact, be polite, however that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Center Director.

9.6 CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES OF LAKE SHORE LEARNING CENTER, INC.:

While it is understood that parents will not always agree with the employees of Lake Shore Learning Center, Inc. or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

9.7 VIOLATIONS OF THE CONFIDENTIALITY POLICY:

Lake Shore Learning Center, Inc. takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with Lake Shore Learning Center, Inc. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

POLICY: PARENT’S RIGHT TO IMMEDIATE ACCESS

POLICY NO.: 10

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Lake Shore Learning Center, Inc., as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Order of Protection) Lake Shore Learning Center, Inc. must be provided with the most recent order and all amendments thereto. The orders of the court will be strictly enforced.

In the absence of a court order on file with Lake Shore Learning Center, Inc., **both** parents shall be afforded equal access to their child as stipulated by law. Lake Shore Learning Center, Inc. cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, the child cannot come to the center, since our rights to retain your child are secondary to the other parent's right to immediate access. Lake Shore Learning Center, Inc. staff will contact the local police should a conflict arise.

Lake Shore Learning Center, Inc. will not tolerate domestic violence incidents on its property, as it puts everyone in the building at risk. Such incidents and/or violations of orders of protection will be immediately reported by staff to police. If you are experiencing a domestic violence situation, we encourage you to reach out to the local 24-hour domestic violence hotline at (217)726-5100. These professionals are trained to assist you and your children free of charge. We strongly support the right of every parent and child to live a life free of violence.

Visitors are asked to schedule appointments with the Director and are allowed in the child care facility only at the discretion of the Director. An employee of Lake Shore Learning Center, Inc. will accompany visitors at all times, throughout the center.

POLICY: DISMISSAL

POLICY NO.: 11

Lake Shore Learning Center, Inc. reserves the right to dismiss any child at any time, with or without cause. This is including but not limited to:

1. It is in the best interest of the child(ren) because it has been determined that excessive, individual attention or care beyond the staff’s level of expertise must be provided.

2. Expectations of the parent(s)/guardian(s) cannot be met.
3. In situations where the health or safety of the other child(ren) or staff of Lake Shore Learning Center, Inc. warrants that the child(ren) be removed.
4. Where the business operation of Lake Shore Learning Center, Inc. is adversely affected. For example when parents:
 - A. Do not comply with center policies.
 - B. Do not give crucial information in order for the center to care for their child.
 - C. Falsify employment information.
 - D. Falsify any information on the child's records.

There may be times when our program does not meet your child's needs. When this happens we will encourage a parent – teacher conference to discuss solutions. If no alternatives can be found, assistance will be given in locating another more suitable environment for your child.

In situations where (1) or (2) are the reason for the recommended dismissal, the following steps will occur, prior to dismissal:

1. Discussion of concerns with parent(s)/guardian(s) by the Director or Acting Director with a written follow up.
2. Written documentation to parent(s)/guardian(s) with notification to be placed in the child(s) file.
3. Written recommendation for dismissal by Director or Acting Director submitted to the Owners. The Owners must approve the recommendation.
4. The Owners may also act independently where warranted in situations where (3) is the rationale for the recommended dismissal, only step 3 will occur. The Director or Owners may give notification to parents verbally.
5. In situations where (4) is the reason for the recommended dismissal, only step 3 will occur. The Director or Owners may give notification to parents verbally.

Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30 day period will be referred to the agency's legal counsel for collection.

The parent/guardian agrees that, in the event that any unpaid balance, including principal, interest and late fees, is placed with or referred to a collection agency, attorney or other third party collection service, a fee of 50% of the unpaid balance shall be added to the unpaid balance due from the parent/guardian ("authorized

percentage collection fee”). In addition to the fee, parent/guardian agrees to pay all other costs incident to collection incurred directly or indirectly by the creditor, collection agency, attorney, or other third party collection service. The total amount due under this agreement may include, but are not limited to, court costs, sheriff’s fees, principal, interest, late fees and collection fees. Parent/guardian further agrees that the authorized percentage collection fee of 50% and the incidental costs of collection reflect the actual cost to be incurred to collect the amounts due from parent/guardian under this agreement in the event of placement or referral for collection, plus a reasonable profit margin for the collection agency, attorney or other third party collection service.

The Center Director or designee will assist the parent in gathering their child’s belongings at the time of dismissal and parents are required to leave agency property in a calm and respectful manner, immediately. Lake Shore Learning Center, Inc. will request assistance from local police should any parent become disruptive and/or uncooperative while gathering their child’s belongings upon dismissal.

A dismissed child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to the center following a dismissal. Appointments are made at the discretion of the Center Director and are not a right of the dismissed child or parent.

Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to anyone affiliated with the agency by calling, writing, or any other means, will be prosecuted to the fullest extent of the law by Lake Shore Learning Center, Inc.

Upon dismissal, Lake Shore Learning Center, Inc. will require the initial two (2) key cards be immediately returned. If the key cards are not returned, a \$7.00 fee will be assessed per card.

POLICY: WITHDRAWAL

POLICY NO.: 12



Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition will be refunded within thirty days of the withdrawal. If a balance of \$5.00 or less remains after application of the deposit no refund will be given. If the required notice is not given, parents will forfeit their initial deposit.

Parents who wish to change their child’s days or times of enrollment at Lake Shore Learning Center, Inc., must submit a request to do so two weeks in advance of the proposed change. Schedule changes are subject to a change fee of \$50.00. The Center Director will notify the parents in writing if the new schedule is available. A schedule change will not be considered to be final until a new fee agreement is signed. If the schedule change requires an additional deposit and/or enrollment fee, the change will also be contingent upon payment of these fees. If the requested schedule is not available, parents may choose to continue with the current schedule until such time as the requested schedule becomes available or may choose to withdraw their child from the program. The date the request for the Center Director receives the schedule change will be used to toll the two weeks notice required for withdraw.

Re-enrollment for any reason will entail an additional \$35.00 enrollment fee.

POLICY: ARRIVAL PROCEDURES

POLICY NO.: 13



Upon arrival at Lake Shore Learning Center, Inc., the parents or the adult dropping the child off must sign the child into care on the sign-in sheet located by the door of the child’s classroom. Children are required to be escorted by their parent or the adult dropping them off, to their designated classroom. Children are required by law to be supervised at all times while in the child care facility. Parents are required to help children put away their outerwear and get settled for the day.

Parking is limited to designated marked parking places in the front of the building.

YOU MUST TURN OFF YOUR CAR ENGINE WHILE YOU ARE IN THE BUILDING. This is for the safety of all children. Do not leave children in the car while you are in the building. You will only be allowed to enter and exit through the front door with your pass card. Lake Shore Learning Center, Inc. uses a pass code entry system. Children must have their card swiped to record entry into the building. This is our method of recording attendance. Parents are also asked to sign in and out in their classrooms on the provided attendance sheet. This is **mandatory.**

State law prohibits us from releasing your child to anyone other than an authorized person whose name is on file with us. Please notify us when anyone other than a parent(s)/guardian(s) will pick up your child and be sure that the person is on the authorized list to pick up your child. The authorized person must be prepared to show state picture identification before the child will be released.

If there is an order of protection or any other court order preventing a person from picking up your child, we must have a copy of the order of protection or court order in your child's file. If there is an order of protection in place, and the individual comes onto the property of Lake Shore Learning Center, Inc., we will call the police immediately.

Parents are required to notify the child's teacher or Center Director of any special instructions or needs for the child's day. The parent must present the special instructions in the form of a letter and verbally discuss them with either the classroom teacher or Center Director. These special instructions include but are not limited to: Early Pick Up, Alternative Pick Up Person, health issues (including medications) which need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day. If a child is on medication, a prescription and completed medication log should be submitted to the teacher at drop off. Although Lake Shore Learning Center maintains a medication log, it is the parent's responsibility to remind the teachers and staff of any medication that is scheduled on a daily basis.

13.1 NOTIFICATION OF ABSENCE

Parents are required to inform the center by 9:00 a.m. if a child will not be at the center on a scheduled day. This will enable the center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day. Parents who fail on two occasions in one calendar year to give proper notice of an absence will result in the child being dismissed from the program.

If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our staff to keep track of any illnesses that may occur at our center. If your child has a communicable disease, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school maybe notified that a communicable disease is present. Only the communicable disease information will be shared. Lake Shore Learning Center, Inc. will take all measures necessary to protect your child's confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

Parents who know in advance that a child will be late, are required to notify the center by 9:00 a.m. so as to maintain the appropriate number of employees to ensure ratios is met when the child arrives to school.

13.2 AGENCY'S RIGHT TO REFUSE ADMISSION

Lake Shore Learning Center, Inc. reserves the right to refuse admission to any child at any time with or without cause.

Lake Shore Learning Center, Inc. strives to maintain an ample list of substitutes in anticipation of staff absences, however, there are times when substitutes are not available, and classrooms need to be closed to maintain compliance with licensing regulations. Refusal will be based on a “first come first served” basis when seeking to maintain appropriate staff to child ratios and/or when closing classrooms.

Possible reasons for the refusal of admission include but are not limited to:

1. Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations.
2. The need to maintain compliance with Licensing Regulations.
3. Staff deems the child too ill to attend.
4. Domestic violence situations that present a safety risk to the child, staff or other children enrolled at Lake Shore Learning Center, Inc. if the child were to be present at the center.
5. Parents’ failure to maintain accurate, up to date records.
6. Parents’ failure to complete and return required documentation in a timely fashion.

Parents will not be reimbursed tuition for days when their child is refused admission to the program.

POLICY: PICK UP PROCEDURES

POLICY NO.: 14



Parents or other authorized adults are required to sign their child out of care on the sign-out sheet located in each classroom. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to signing out their child and are required to directly exit the building once they have signed their child out of care.

Parents must take home all papers in the child’s cubby or school bag each day.

Parents or other authorized adults designated are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you or other authorized adult at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

14.1 LATE PICK-UP:

Lake Shore Learning Center, Inc. closes promptly at 6:00 p.m. Anyone picking up a child after 6:00 p.m. is considered late and will be charged \$20.00 for the first 10 minutes and then \$1.00 every minute after. This fee is assessed per child. The fee starts when a parent or designated adult is just one minute late. This fee is to be paid before the child can return to the center. All measurements of time are to be according to the Lake Shore Learning Center, Inc. clock located at the front desk.

If a parent or authorized adult is late for pick up a phone call will be made to the parents, if there is no response from parent or authorized adult the emergency contact will be called. If the child is not picked up within ½ hour (30 minutes), the police and/or DCFS will be contacted.

A child's care will be terminated should the child be picked-up late on three occasions in one year regardless of the reasons for the late pick-up. It is the parent's responsibility to ensure that someone (either a parent or Emergency/Alternate pick-up person) is available to pick up the child on time.

Another reason considered for late pickup is if the child is in attendance for more than ten hours in any given day.

14.2 PERSONS APPEARING TO BE IMPAIRED BY DRUGS/ALCOHOL AT PICK-UP

The staff of Lake Shore Learning Center, Inc. will contact local police and/or the other custodial parent should a parent appear to the staff of Lake Shore Learning Center, Inc. to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, Lake Shore Learning Center, Inc. staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.

Any other authorized person who attempts to pick-up a child and appears to the staff of Lake Shore Learning Center, Inc. to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of Lake Shore Learning Center, Inc. will contact the child's parents, local police and Child Protective Services to notify them of the situation.

14.3 PICK-UP FORM (DCFS 593)

At enrollment, parents will be presented with an Emergency/Alternate Pick-up form. Parents are encouraged to include on this form any, and all persons who, in the course of events, may at one time be asked to pick-up their child from Lake Shore Learning Center, Inc. In an emergency situation the child's parents will be called first. If they can not be reached staff will call the persons listed on this form until someone can be reached.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list. Failure of the parent to make such arrangements will result in dismissal from the program. Parents do not need to be listed on the Emergency Contact Form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick-up their child.

The persons on the Emergency/Alternate pick-up form will be required to provide a valid drivers license or State ID prior to the agency releasing the child. **There will be no exceptions to this rule.**

All changes and/or additions to the Emergency/Alternate Pick-up form must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

LAKE SHORE LEARNING CENTER, INC. reserves the right to refuse/ban any person listed on the Emergency/Alternate Contact Form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein.

POLICY: TRANSPORTATION

POLICY NO.: 15



Parental consent must be documented in writing by the parents for the center to allow the child to leave the center for any reason, including releasing a child to the regularly scheduled school bus. Transportation is not provided for school age children in the event they do not attend the school in Lake Shore Learning Center, Inc. home area (Ball Elementary, Glenwood Elementary, and Glenwood Intermediate). Bus forms must be filled out prior to the start of school.

POLICY: CURRICULUM INFORMATION

POLICY NO.: 16



Our learning program is designed to expose the children to age appropriate experiences and to encourage growth and development. We try to structure all lessons so that they allow every child to feel successful. Learning must be fun at the preschool level. Lessons are taught every morning as a part of our regular schedule. Our daily program allows alternate periods of quiet and active play, with such set routines as eating, sleeping or resting and toileting following a regular

pattern in each day's schedule. Each classroom has their daily schedule posted in their room. If you wish to have a copy, please ask. Also, progress reports will be sent home at each child's stage of development. The curriculum will be varied and stimulating so that each child will learn in all ways listed:

- Through activities
- First hand sensory perception
- Experimentation, manipulation exploration, and trial & error
- As a result of encounters with a variety of media, problems, ideas and people
- As active members of a congenial social group
- Relations to the child's own purpose and interest

We will provide material for a wide variety of activities. The parents may be asked to help with some materials. The request will be posted or written in the classroom newsletter. Equipment will be safe, durable, sturdy, well built, and designed solely for the age group intended. Equipment at these stages of growth and development is designed to foster imagination and creative play.

SCREENINGS

All children will be screened using the Ages & Stages Screening Tool. This tool will require parent input as well as teacher input. It will be utilized to document and follow your child's growth from infancy to age 5. Along with Ages & Stages, we will screen children from ages 3-5 using the Brigance Screening Tool which will help us prepare your child for Kindergarten.

TEACHER CONFERENCES

Parent/Guardian, Teacher conferences will be held twice a year, approximately every 6 months. We urge parents to request a conference with their child's teacher at any time. If a parent conference is requested it must be in a time period where the teacher is not responsible for a class. Usually the time period between 1:00 p.m. and 2:30 p.m. is the best time for conferences at the center. Specific goals, development activities, progress, and any problems or difficulties the child may be experiencing are discussed at these meetings

RATIOS

Lake Shore Learning Center, Inc. adheres to the ratios set forth by Illinois Department of Children and Family Services.

SUPPLIES

Each child is provided a "cubby" to store supplies. **Please be sure all supplies are marked with your child's name, and age.** We ask you to bring the following items for your child on the first day they attend.

INFANT/TODDLER	Disposable diapers, wipes Diaper rash ointment, powder* Sunscreen* Teething medication Breast milk (already contained in labeled bottle with caps) OR Pre-mixed formula in labeled bottles with caps OR Canisters of formula, labeled and dated (tap water will be used, unless nursery water is provided) Baby food Two complete changes of clothing
TWO'S	Disposable diapers Wipes Several pairs of training pants/pull ups At least two changes of clothes Several pairs of underwear (During toilet training) Sunscreen*
PRE-SCHOOL	A complete change of clothes (Suitable for season change and growth) Sunscreen *

**DCFS requires that you sign a permission slip before we can apply any topical ointment including sunscreen.*

BIRTHDAYS & SPECIAL OCCASIONS

Parent(s)/Guardian(s) are welcome to send baked goods or food to share with their child's class on birthday's and special occasions. However, Department of Children and Family Services no longer allows homemade baked goods or food. All treats must be purchased commercially and brought in the original container. Please let your child's teacher know in advance that you plan to bring a treat.

VISITS

Occasionally during the year parents, guardians, and grandparents, and siblings are invited to attend special events or celebrations. Scheduling and licensing restrictions will not allow siblings to visit except during the course arrival and departures.

Visitors Must Sign In At The Reception Desk! We also ask visitors to please remember the staff is responsible for the safety and well being of young children so we ask you not to interrupt an activity or detain staff from their regular duties or responsibilities.

GRADUATION

Lake Shore Learning Center will have a year end graduation ceremony for children moving on to school.

POLICY: DISCIPLINE/GUIDANCE

POLICY NO.: 17



Discipline is the on-going process of helping children to develop inner control so that they can manage their own behavior in socially approved and acceptable ways. Techniques for discipline are based on respect for the child and appropriate for the child’s age group. Redirection is our preferred discipline technique. Time-out will be used if redirection measures fail. Time-out is a technique used for children ages two through four. Time-out is the separation of the child from group activities for one minute per year of child’s age. Parents may be notified if these methods are unsuccessful, and asked for assistance in resolving the issue.

Discipline

1. Every child is expected to behave in a respectful manner.
2. No child is allowed to leave the supervised area unless he or she is given expressed permission by Lake Shore Learning Center.
3. Foul language or profanity will not be tolerated.
4. Each child should keep their hands and feet to themselves. Bodily harm to another individual will not be tolerated.
5. At appropriate ages, children will be taught to pick up toys when they are finished with them.

In the event that a child chooses not to participate in Lake Shore Learning Center, Inc. School age discipline policy, staff will use the following action:

1. First incident Warning to the child.
2. Second incident on the same matter, discussion between child and Staff.
3. Third incident on the same matter, the child or teacher is to call the parent and notify them of the behavior. When the parent comes to pick up their child, it will be discussed if the child will be allowed to return to the program the following day.
4. If problem continues a meeting will be schedule with the director, staff, and parents to discuss permanent removal from the program.

POLICY: TOYS FROM HOME

POLICY NO.: 18

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

If the parents fail repeatedly to enforce this policy with their children, the staff will call the parents and require that they come to the school and remove the toy.

Children in classrooms with nap/rest time are permitted to include with their bedding supplies, one plush/non-musical toy with which to nap/rest. This toy is to be placed with the bedding supplies and use of it will only be allowed at nap/rest time.

All toys brought in for use as part of the curriculum, and/or for nap/rest time will be inspected by Lake Shore Learning Center, Inc. staff for safety and appropriateness, and may be prohibited at the sole discretion of Lake Shore Learning Center, Inc.

POLICY: DRESS CODE

POLICY NO.: 19

19.1 CHILDREN

Clothing:

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. If a child is not well enough to go outdoors for a short time, she/he should not be sent to the center that day. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes.

Coats, hats, gloves, scarves and winter boots must be provided in the winter months. It is not necessary for the children to wear their winter boots to school. Teachers will change the children into their winter boots when they go outdoors.

Children of all ages are required to have one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably and size appropriate, complete changes of

clothing at the center at all times. A complete change of clothing includes shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes of clothing as the weather begins to change.

All clothing items must be clearly labeled with the child’s first and last name. This includes coats, hats, gloves, scarves, and boots. Lake Shore Learning Center, Inc. is not responsible for lost or damaged items of clothing.

Jewelry/Accessories:

When choosing accessories for your children be mindful of the potential safety issues they present not only for your child, but also for the older and younger children attending Lake Shore Learning Center, Inc.

Lake Shore Learning Center, Inc. is not responsible for damage to or loss of any articles of clothing.

19.2 PARENTS

Clothing:

Parents are required to be dressed in appropriate clothing while at Lake Shore Learning Center, Inc., or involved in any Lake Shore Learning Center, Inc. sponsored events. Inappropriate clothing would include, revealing, extremely short, ripped/torn (in inappropriate places), and/or see through articles of clothing. Anything with suggestive or vulgar language is prohibited.

POLICY: FIELD TRIPS

POLICY NO.: 20



Occasionally a field trip or activity outside the center will be planned. Parents will be given the opportunity to provide transportation for and/or accompany these trips. All vehicle requirements must be adhered to including vehicle capacity and child safety restraints. A copy of the driver’s license and proof of insurance would need to be provided by anyone transporting the children. Parents must sign associated permission slips for participation in such activities.

POLICY: PARENT PARTICIPATION/VOLUNTEERS

POLICY NO.: 21



Parents are invited and encouraged to be involved in their child’s school activities. There are many different ways in which parents can participate and volunteer at the child care center. Parents may volunteer to attend trips, read in the classroom, assist teachers and/or coordinate special events. Teachers will have posted in their classrooms any volunteer opportunities available. Parents not interested in

volunteering directly in the classroom may donate items, do maintenance work, or assist in the front office.

Any parent who volunteers in the classroom on a regular basis will be required to pay for and secure all criminal background checks, as required by our licensing regulations. Any person, including parents, with felony convictions, sex offender convictions and/or open investigations into any criminal activities will not be permitted to volunteer in the classroom, or on field trips.

Lake Shore Learning Center, Inc. reserves the right to make Volunteer assignments. Lake Shore Learning Center, Inc. does not guarantee the volunteering parents will be assigned to locations where their child(ren) is present.

POLICY: HEALTH AND SAFETY

POLICY NO.: 22



22.1 PRE-ENROLLMENT REQUIREMENTS

Parents are required to complete a pre-enrollment packet of information for each child. This packet is to be returned to the center’s office prior to the child’s first day of attendance. All children are required to have a complete up to date immunization record on file at Lake Shore Learning Center, Inc. This is per our licensing regulations. A lead and TB test is required at 1 year of age.

All children are also required to have a physical examination form (provided in enrollment packet) filled out by a licensed medical professional, in order to attend Lake Shore Learning Center, Inc. The Physical Examination Form, indicating the child’s fitness to attend Lake Shore Learning Center, Inc., must be completed by a licensed healthcare professional and returned to the Center Director before the child can be enrolled. Until the child is enrolled in school, Lake Shore Learning Center, Inc. requires an updated physical every two years, and updated immunization records immediately after receiving them. After a child is enrolled in school, a new physical is needed only when the school requires it.

22.2 ILLNESSES

Lake Shore Learning Center, Inc. has a responsibility to the children we enroll to verify that their attendance and participation in our program will not be detrimental to their health or the health of other children and staff. Reducing germs helps reduce sick days! The following guidelines are set into place by DCFS to help keep our children healthy.

1. Wash hands upon arrival to the center
2. Wash hands before and after each meal or snack
3. Wash hands after using the toilet or having diapers changed

4. Wash hands after handling pets or animals
5. Wash hands after wiping or blowing nose
6. Wash hands after touching items soiled with body fluids or waste
7. Wash hands after outdoor play
8. Wash hands before and after cooking or other food experiences
9. Wash hands before and after using water table
10. Wash hands before leaving the center

Help us to help your children stay healthy by applying these guidelines when they are here at the center and at home.

Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached, but can not pick his or her child up within 45 minutes, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent is reached. If a parent can not be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children must present a doctor's note stating they are no longer contagious and can return to the program. Lake Shore Learning Center, Inc. reserves the right to refuse to allow a child to return if the center director or designee believes the child to be too ill to participate in the program.

Children excluded from the program due to a fever may not return to the program until they are fever free, **without fever reducing medication**, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least 101 degrees Fahrenheit or more.

Children are required to be excluded from the program for loose bowels or diarrhea which occur 3 or more times in a 24 hours period of time. Children may return to the program when normal bowel movements resume.

Children are required to be excluded from the program if they have chicken pox until all pox are scabbed over.

Children with flu symptoms, which include but are not limited to, diarrhea and/or vomiting, may not return to the center until they have been symptom free for 24 hours.

Children with lice may return to the center after ALL evidence is gone (all nits, eggs and live lice). More serious cases will require a written release from the doctor stating that the child is no longer contagious.

Children with impetigo may return to the center after ALL symptoms are gone. More serious cases will require a written release from the doctor stating the child is no longer contagious.

Children with ringworm may return to the center after having ointment on the affected area for 24 hours and the affected area MUST remain covered at ALL times. If the affected area cannot be covered, the child needs to remain excluded from the program until the affected area begins to shrink. Medication must be brought to the center for use.

Children with the common cold may attend the center as long as no fever has appeared.

All open sores must be bandaged at all times.

Remember, you would not want your child exposed to one of these by others, please don't let your child expose others.

Since a Registered Nurse will be on staff, any subjective symptoms can be evaluated as needed and referred for medical treatment if deemed necessary.

22.3 HEAD LICE

Head lice are tiny insects that live in the hair of humans. It is something that can happen to **anyone**. If you see your child scratching his/her head excessively, please check his/her head for lice. The best way to check for head lice is to take a comb, toothpick or your fingers and look through your child's head. Lice usually live in warm places. Lice like to be in the back of the head or behind the ears. You will look for little insects (about the size of a pencil point) or clear white little eggs. The eggs sometimes are mistaken for dandruff. If you try to move an egg, it will not brush away like a flake of dandruff.

We constantly monitor all children for head lice. Any child found with lice must go home immediately. Lice are very contagious. We do not want it to spread. Head lice is not an issue of whether or not your child is clean. Lice actually prefer clean hair to dirty hair. It is nothing to be ashamed of! **It is very important if you find lice in your child's hair that you contact us immediately!**

If your child gets lice, every area that your child came in contact with could be contaminated. All areas need to be disinfected or you risk re-infestation. There is spray that you can purchase over-the-counter at the local stores to use on car seats, couches, rugs, pillows, stuffed animals, etc. All items your child has come into

contact with need to be washed in HOT water. The child's hair needs to be washed with a special shampoo designed to kill the head lice. You will then need to inspect your child's hair *VERY CAREFULLY* and remove all eggs. If you do not remove the eggs after shampooing the eggs may hatch and then you will have to start the process over again. It is easier to be diligent the first time rather than having to repeat this unpleasant task. You can consult the staff nurse if you have further questions regarding head lice. The staff nurse or Director must examine the child's scalp before re-admittance to the center.

22.4 BITING

Lake Shore Learning Center, Inc. recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 year old classrooms. Parents with children in these classrooms should expect that their children may be bit or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior and that the staff is working to identify situations which provoke or elicit this behavior so it can be prevented in the future. The staff will not punish or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. Uncooperative parents will have their child's care terminated.

Children older than three years of age, may occasionally be involved in a biting incident. For children in this age group who bite, the staff will use the discipline procedures outlined in the discipline section of this handbook, as well as observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with staff to help their child control this behavior. Uncooperative parents will have their child's care terminated. Furthermore, children in the older age groups, who bite three times in a school year will have their services terminated since, the safety of all the children in the program is of the utmost concern of Lake Shore Learning Center, Inc.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and can not be disclosed. The staff of Lake Shore Learning Center, Inc. can not discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

22.5 DISPENSING MEDICATION

Lake Shore Learning Center, Inc. will only dispense over-the-counter and/or prescription medication that is in original, labeled containers and is accompanied by a doctor's note with explicit dosage and administration instructions. Lake Shore Learning Center, Inc. will only give medication to the child for whom the doctor's note is written and for whom the medication container is labeled. One doctor's note per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the doctor's note must identify the dates that the medication is to be given.

Parents are required to complete a Medication Form at the beginning of treatment. Medication Forms, doctor's notes and medication are to be turned into the teacher of the classroom in which the child is enrolled.

Lake Shore Learning Center, Inc. will dispense over-the-counter, fever reducing/pain medication (ex. Children's Tylenol, Children's Motrin) on an as needed basis, with a doctor's note detailing the recommended reasons for administration and appropriate dosage. Children under 2 are required to have an updated prescription for over the counter medications every six months. Children over 2 are required to have prescriptions for over the counter medications updated yearly. Parents are required to supply an unopened bottle of the fever reducing/pain medication clearly labeled with their child's name. (One note and bottle of fever reducing/pain medication is required per child.) Prior to administering fever reducing/pain medication, staff will contact a parent or person listed on emergency contact form, if a parent can not be reached, to inform them of our need to administer the medication. Staff will also inform the parent or emergency contact person if it is necessary for the child to be picked up due to illness. Refer to the policy listed above regarding picking up ill children.

Parents are responsible for ensuring that all prescription medication is properly labeled by a pharmacist and replaced prior to the expiration date.

22.6 FIRE/EMERGENCY DRILLS

Lake Shore Learning Center, Inc. conducts monthly tornado (during tornado season), fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the director or designate will inform each classroom teacher that the school will be closing. At this time, any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 45 minutes of the telephone call.

Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during an often crucial and dangerous situation. If the center is in the midst of a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the center is having a real fire/emergency situation, parents will be asked to wait until the director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

22.7 INCIDENT/ACCIDENT REPORTS

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report.

If a child needs emergency care due to an accident or illness, the parents or authorized persons will be contacted immediately.

Parents or authorized persons are required to sign any incident/accident reports from the day at pick-up. Should the parent request, a copy of the report will be given to the parents or authorized adults. A copy will be kept on file at the center. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Lake Shore Learning Center, Inc. requires medical release forms from the parent of a child who has received medical attention due to an incident/accident at the center. These forms should be requested from the physician/hospital.

Lake Shore Learning Center, Inc. carries appropriate liability insurance for secondary purposes.

22.8 FOODS

All children in attendance for the full day will be served at least 1/3 of their daily food requirements, which include a well balanced, nourishing noon meal, midmorning and mid-afternoon snacks. Part-time students will be counted in the meal count according to their arrival and departure times to the center. The weekly menu is posted in the foyer area and a monthly menu will be at the front desk so that you may be aware in case of food allergies or other dietary restrictions. Parents are responsible for purchasing special dietary items.

All age groups:

For the safety of your child, parents are required to provide notification, in the form of a doctor's note, of any allergies (food or otherwise), with instruction for treatment should a child have an allergic reaction. Please refer to the Health and Safety Policies contained herein for further information.

Parents are required to provide written notification of any food/dietary restrictions from a doctor or clergy. (i.e. lactose intolerance, vegetarian diets, wheat free/gluten free diets, religious preferences)

DCFS requires that we serve all meals and snacks according to the DCFS licensing standards and the current recommended dietary allowances that are set by the Food & Nutrition Board of the National Research Council. All substitutions must be nutritionally equal to those being replaced. The meal components are: Milk, Meat or Meat Alternative, Fruits and Vegetables, and Bread or Bread Alternative. Vegetarian meals must meet the protein requirements as well, main dishes need to contain one or more of the following: cheese, eggs, or legumes.

Lake Shore Learning Center, Inc. never uses food as a punishment. Children will never be denied participation in lunch or snack time for behavior reasons. Food can be used by teachers as a reward for good behavior and/or for classroom lessons. Any food given as a reward (i.e. lollipops, candy) will be placed in the child's cubby/school bag to be enjoyed at home.

DCFS REGULATIONS PREVENT US FROM ALLOWING ANYTHING BUT PREPACKAGED, UNOPENED FOOD AND DRINKS TO BE BROUGHT INTO THE CENTER FOR SPECIAL OCCASIONS. UNDER THIS SAME RULE –BREAKFAST OR LUNCH MAY NOT BE BROUGHT IN FROM RESTAURANTS.

Juice may not be given in bottles but can be fed from a sippy cup. Parents may provide an **unopened** container of 100% fruit juice if the child prefers juice other than that provided by the center. We ask that all juices be clear i.e. white grape juice or juice without dyes. We can dilute the juice upon **written** request from the parents.

Infants and Toddlers:

Parents/guardians of infants and toddlers are required to provide diapers and wipes for their child. Parents/guardians of infants are required to bring food, formula and breast milk. If your child will need diaper ointment, please bring it with their diapering supplies and it will be applied as instructed. Please remember that DCFS requires that some type of pants or shorts cover the diaper.

Breastfeeding mothers are welcome to come to the center during the day to feed their children. An appropriate, private feeding locations will be made available. Please discuss your desire to come to the center to breastfeed your child with the classroom teacher.

There are certain foods that we cannot serve to infants or toddlers even if a parent is providing them: berries of any kind (strawberries, blueberries, raspberries, etc...), candies, raisins, corn kernels, raw carrots, whole grapes, hot dogs, nuts, seeds, popcorn, raw peas, or peanut butter. These foods are choking hazards and cannot be fed to children under the age of two.

22.9 FIREARMS AND WEAPONS

At no time is any person permitted to carry any type of Firearm, Ammunitions and/or Weapon on agency property for any reason. Violation of this policy will result in immediate dismissal from the program.

POLICY: EMERGENCY CLOSING/INCLEMENT WEATHER POLICY NO.: 23



23 EMERGENCY CLOSING/INCLEMENT WEATHER INFORMATION

Every effort will be made to open the center on days of severe snow storms or natural disasters. However, if the center must be closed, announcements will be made as soon as possible via local media (local television stations and local radio stations), and the center’s voicemail message will be changed. Should the school need to close in the middle of the day, the school staff will attempt to reach the child’s parents first to arrange for pick up. If the staff is unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Should the children need to be evacuated from the child care center, staff will notify the parents or emergency contact person at the time of the call, of the pick up location. The alternate evacuation location will be the hotel due west and across the street from the center. Parents or emergency contact persons should report directly to the alternate location.

In general, the decision to close will be made only when storms are severe enough to close major employers, universities, schools, etc. There is no credit given for

scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather or acts of God.

On behalf of the staff, management, and the owners of Lake Shore Learning Center, Inc., we would like to take this opportunity to thank you for joining our center. It is truly a privilege for us to be along on the voyage as we “set sail for your child’s future”. We look forward to serving your family for many years to come.

**PARENT AGREEMENT FOR
LAKE SHORE LEARNING CENTER, INC.
PLEASE SIGN AND DATE**

	Policy No.	Initial/Date
Mission Statement	1	_____
Welcome	2	_____
Program Philosophy	3	_____
Licensing Information	4	_____
Enrollment	5	_____
Tuition	6	_____
Payment Schedule	6.1	
Subsidized Care	6.2	
Card Fees	6.3	
Tax Receipts	6.4	
Late Payments	6.5	
Confidentiality	7	_____
Mandated Reporting of Suspected Child Abuse and Neglect	8	_____
Parent Code of Conduct	9	_____
Swearing/Cursing	9.1	
Threatening of Staff, Parents or Children	9.2	
Physical/Verbal Punishment of Your Children or Others	9.3	
Smoking	9.4	
Not Abiding by Safety Policy	9.5	
Confrontational Interactions with Employees, Other Parents and Associates of Lake Shore Learning Center, Inc.	9.6	
Violating the Confidentiality Policy	9.7	
Parents Right to Immediate Access	10	_____
Dismissal	11	_____
Withdraw	12	_____
Arrival Procedures	13	_____
Notification of Absence	13.1	
Agency's Right to Refuse Admission	13.2	
Pick Up Procedures	14	_____
Late Pick Up	14.1	
Persons Appearing to Be Impaired by Drugs and/or Alcohol	14.2	
Pick Up Form	14.3	
Transportation	15	_____

Curriculum Information	16	_____
Discipline	17	_____
Toys From Home	18	_____
Dress Code	19	_____
Children	19.1	
Parents	19.2	
Field Trips	20	_____
Parent Participation/Volunteering	21	_____
Health and Safety	22	_____
Pre-Enrollment Requirements	22.1	
Illnesses	22.2	
Head Lice	22.3	
Biting	22.4	
Dispensing Medication	22.5	
Fire/Emergency Drills	22.6	
Incident/Accident Reports	22.7	
Foods Policy	22.8	
Firearms and Weapons Policy	22.9	
Emergency Closing/Inclement Weather Information	23	_____

I (We), _____ have read and understand all of the above policies including the Late Pick-Up Policy (Policy #14.1), the Discipline Policy (Policy #17) and the School Age Transportation (Policy #15).

I (We), _____, give Lake Shore Learning Center permission to use diaper rash ointment, sunscreen/sunblock (for children over 6 months) and/or insect repellent. This will be provided by parents and kept in the child’s cubby.

I (We), _____, give Lake Shore Learning Center permission to photograph my child for facility purposes only. Photographs will not be distributed publicly without additional permission obtained by a parent or guardian.

Signature _____ Date _____

_____ Date _____