

# Shiloh Child Development Center



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*Providing More Than 50 Years of Service to Families*

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## PARENT/GUARDIAN HANDBOOK



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*Revised August 2015*

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## **Welcome to the Shiloh Child Development Center**

Dear Parents/Guardians:

Thank you for choosing Shiloh Child Development Center. Your child is in good hands with us! We are committed to quality service in a Christian, nurturing environment. Our staff of early childhood educators has a desire to assist you in getting your child off to a great start. You have made the right choice.

All families, regardless of family structure; socioeconomic, racial, religious and cultural background; gender; abilities or preferred language are included in all aspects of our program.

Over the next several years, you will notice outstanding growth in the development of your child. We are proud that you are allowing us to work with you in helping your little one to reach his/her fullest potential. Do not hesitate to contact us if you have questions or concerns. We stand ready to talk with you at any time.

We invite you to consider volunteering with our program, please ask about opportunities which may be available to you.

Shiloh Child Development Center Staff  
202-387-2986

## **Mission Statement**

Shiloh Child Development Center purposefully and intentionally creates a Christian environment of unconditional love, support and respect for all of the families we serve.

Our staff of competent and caring teachers work daily to instill confidence, self-esteem and a love for learning through an age appropriate curriculum designed to meet the needs of all of the children we serve.

## Philosophy Statement

It is the philosophy of the Child Development Center (CDC) to endeavor to provide a Christian, safe learning environment for the children and families it serves. All children deserve the best nurturing and caring attention we can possibly give. We believe that it is important that we have staff members who truly love children, and who are concerned about their well-being at all times. Using Maslow's hierarchy of needs as a model, we feel that children should be well fed, and that the physical environment should be well maintained, comfortable, warm and safe. Therefore, the CDC strives to provide an environment that is safe and comfortable as well as provide nutritious meals, and snacks for their nourishment during the day. While the Center supports Maslow's hierarchy of needs, we recognize and support the theories of Maria Montessori and Jean Piaget, whose years of research provide insight into the development of infants and toddlers. The CDC strives to ensure the children we serve receive developmentally appropriate educational readiness activities that allow for the physical, cognitive, creative, emotional and social development of each child.

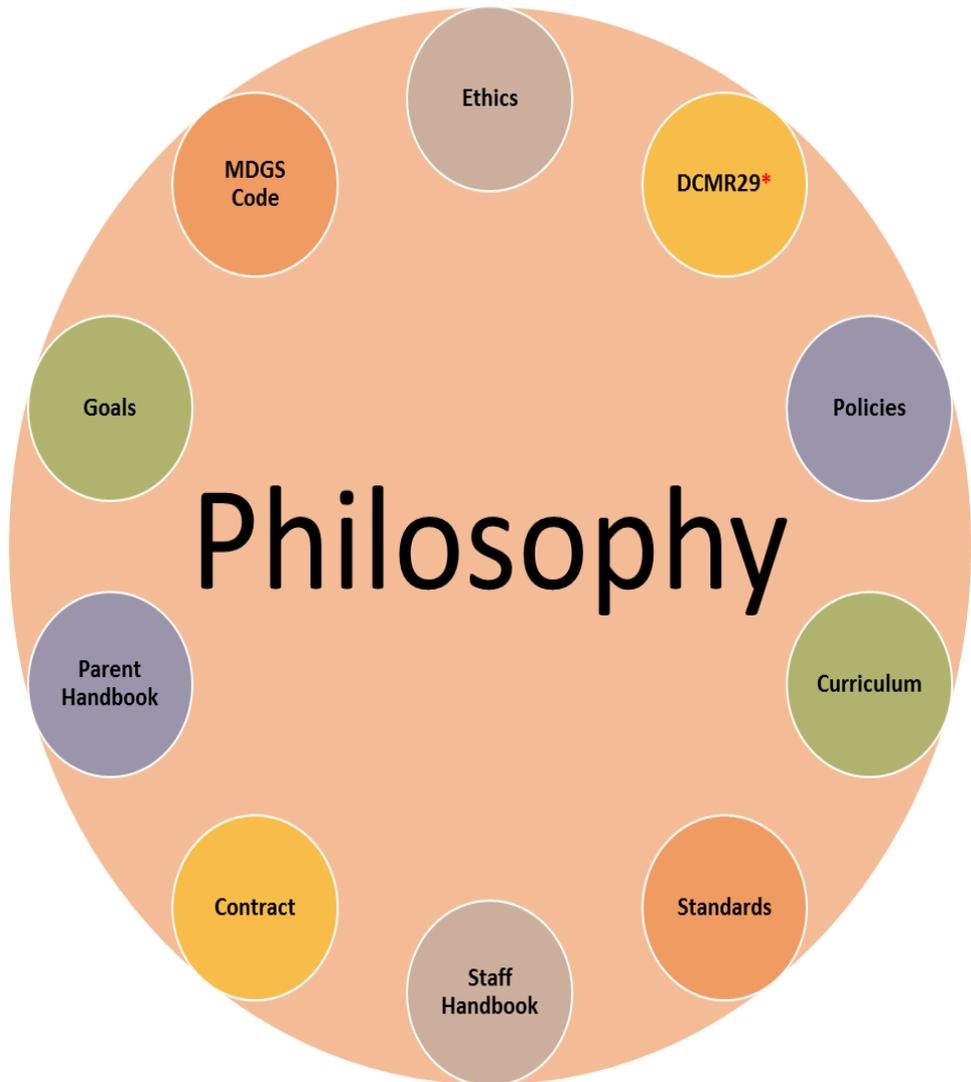
Maria Montessori believed children learn by using their senses, and they learn best by pursuing their interests. Therefore, she suggested children be given objects to manipulate that would stimulate their sensory learning. Jean Piaget believed children go through four stages that shape how they see and learn about the world around them. Consequently, he suggested that children's learning tasks be suitable for their stage of thinking.

The Montessori theory provides for the teacher to facilitate the learning by arranging the classroom so that it is a stimulating environment that arouses the child's interest. The Montessori method supports children's natural desire to acquire skills and knowledge; therefore, they learn more quickly specific subjects by manipulating materials. Children work at his/her own pace and can help each other. Piaget's four stages include: sensorimotor (birth to age 2), preoperational stage (age 2 to 7), concrete operational stage (7 to 11), and formal operational stage (adolescence to adulthood). Thus Piaget believed children try to explore their environment based on his/her age. Consequently, while younger children (approximately 0-12 months) are exploring his/her environment through the sensorimotor stage, children between the ages of 18 and 24 months begin to understand his/her environment through mental operations rather than just actions.

By combining the methods of both theorists, the classroom environment is arranged to provide children with discreet areas that beckon their inquisitiveness and natural ability to explore what they see, hear, feel, etc., all of which assures the children's cognitive development. The toys/manipulatives are, of course, age appropriate and therefore stimulates their interest at the right time since learning is an on-going, active process.

The CDC has chosen Creative Curriculum to educate our children, and it is our opinion it has some similarities to Montessori and Piaget methods. Like Montessori, the Creative Curriculum classroom is divided into interest areas such as blocks, dramatic play, math, art, literacy, discovery science, music, movement and computers. And like Montessori, the teacher works with whole groups, small groups and individual children to facilitate developmentally appropriate pedagogy, which creates purposeful and productive experiences for the children. Like the Piaget method, Creative Curriculum supports age appropriate pedagogy for each stage of development. Consequently, the CDC's use of Creative Curriculum provides the Center with the best way to stimulate the growth and development of young children we serve.

Thank you for allowing your child to become a part of the Shiloh family. You can be assured that we will continue to provide the quality of service, which has made us one of the leading Child Development Centers in the Washington area.



**Philosophy Diagram**  
**Resource: Child Care Management Solutions**  
**August 2014**

## **Introduction**

The Shiloh Child Development Center is composed of two program facets: The Pre-School Program for children 2 years to 4 years of age and the Before and/or After School Program for children 3 years to 12 years of age. Our Center initially opened its doors in 1958. This legacy of service spans more than 50 years in the Washington, DC community. We provide a nurturing, Christian environment for all children involved in the program. The competent and caring staff works to instill confidence, self-esteem, and a love for learning through the age appropriate curricula designed to meet the needs of all students.

We purposefully and intentionally create an environment of unconditional love, support and respect for all of the children we serve. Our philosophy of providing developmentally appropriate experiences and materials increases the quality of interaction between our staff and children. Teaching staff have primary responsibility for working with specific groups of children. They provide ongoing personal contact, meaningful learning activities, supervision, and immediate care as needed to protect children's well-being.

## **Parent Contract**

All parents/guardians are required to sign a contract for their child's/children's care each new fiscal year that also indicates you have received the handbook and/or any amendments to the handbook. The fiscal year begins October 1 of every year and ends September 30. NO EXCEPTIONS.

## **License**

The Shiloh Child Development Center is licensed according to the District of Columbia requirements set forth in the Child Development Facility Regulations, Vol. 54 - No. 17 (Title 29 of the DCMR, Chapter 3), set forth by Office of the State Superintendent of Education. The Provider Agreement established by the Office of the State Superintendent of Education is monitored by the Office of Early Care and Education Administration shall also be followed.

## **Pre-School Program**

Ages 2 - 4 years

The Shiloh Child Development Center seeks to enhance the learning of the children through developmentally appropriate educational readiness activities,

which allows for the physical cognitive, creative, emotional and social development of our children.

We use the *Creative Curriculum* in the achievement of our goals and objectives for the children we serve.

Physical Skills - Use of large and small muscles, coordinate movements, and use of the five senses.

Cognitive Skills - Explore and understand the environment, use of language to communicate, recognize signs and symbols (numbers, alphabets), think and problem solve.

Creative Arts - Express ideas, thoughts and feelings freely using music, art, poetry, stories.

Emotional Skills - Develop self awareness and self esteem, learn to cope with frustration, stress and other crises, and learn to share.

Social Skills - respect the feelings and ideas of others, recognize pressure, appreciate similarities and differences, and engage in cooperative games and play.

The Shiloh Child Development Center pre-school program prepares children to meet the challenges found in the broader elementary school setting.

**\*\*\*The preschool children wear uniforms: white tops and navy blue bottoms.**

### **Before/After School Program**

Ages 3 - 12 years

Enriched educational programs that are fun and interesting are provided for school aged children. Our staff provides encouragement as children work alone or in groups on theme-based projects designed for school-aged needs and developmental levels. Children also have an opportunity to socialize and do their homework with supervision.

## **Language Development Statement**

Shiloh Child Development Center seeks to support the language development of the children we serve by:

- Talking with children and encouraging responses from them at every phase of the program.
- Engaging the children in pleasant conversation while toileting them.
- Sitting with children talking and encouraging conversation deliberately.
- Encouraging children to talk with one another.
- Encouraging children to express their thoughts as they change moods and become argumentative with others.
- Encouraging the non-verbal child to talk by identifying objects and asking them to repeat the word. Encouraging them to participate in groups to further enhance verbal skills.
- Engaging children in conversation during dramatic play, block play, field trips, and walks in the community.
- Deliberately praising children for all attempts at language development.
- Encouraging the participation of the children in the traditional programs of the center where parents and friends are invited. Giving speaking parts to those able to handle them.
- Reading to children constantly using the books in the classroom, those gotten at visits to the libraries and those brought to the center by the children.
- Keeping writing materials available and accessible to the children in each classroom.

## **Family Access Policy**

Parents are extended an invitation to visit the Shiloh Child Development Center at any time. They are urged to contact the Director to sign up to schedule volunteer time with us, accompany the children on field trips, walks and visits to the playground, and serve as a resource as we seek to provide the best possible service for all children.

## **Center Staff**

Our staff of educators is trained to work with the children we serve. Each is certified in First Aid and CPR. The center staff to child ratio complies with the District of Columbia Municipal Regulations, DCMR29, which reference group size and adult ratio. Regularly scheduled staff development training is facilitated by trainers certified by the Office of Early Care and Education Administration.

## **Open Door Policy**

Shiloh Child Development Center is committed to creating an environment where everyone's voice is heard, where issues are promptly raised and resolved, and where communication flows through- out the Center from Parents, Staff, Executive Director and its Board of Directors.

The essence of our Open Door Policy is open communication in an environment of trust and mutual respect which creates a foundation for working together in harmony to effect growth and a quality Early Childhood Program.

Communication may occur through email, calls, written communication or discussions with program staff members in person.

## **Care of Children with Special Needs**

Children with Special Needs include (but are not limited to) the following:

**Allergies, Asthma, Hearing or Vision Impairments, Feeding Needs, Neuromuscular Conditions, Urinary Problems, Seizures, Diabetes**

Shiloh Child Development Center is committed to providing the best service possible for all of the children in our Center. It is most important, then, for you to inform us if your child has a special need at the time of your enrollment in our Center.

Once we have been informed, we will be able to work with you to anticipate the issues which may arise for the care of your child. It will be most important that we know about medication, dietary needs, and limitations which may be considered by our staff in the day to day care for your child. It is important to us that we are able to anticipate issues before they arise, and that can happen if we work together.

Please provide the names and phone numbers of several persons who may be contacted in case of emergency; have a letter from your child's health professional directing us as needed.

It is our pleasure to support you as we provide a positive educational environment for all of the children we serve.

### **General Information**

Hours of Operation: Shiloh Child Development Center is open from 7:00 a.m., - 6:00 p.m., Monday through Friday, year round.

#### Holidays and Other Closings:

New Year's Day  
Birthday of Martin Luther King, Jr.  
President's Day  
Easter Monday  
Emancipation Day  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day  
Veteran's Day  
Thanksgiving Day  
Christmas Day

Our Center follows District of Columbia Government closings for all holidays and the Washington, D. C. Public Schools in closing or late openings due to weather conditions. Listen for the radio and television broadcasts and call the center to listen to the Voice mail for further announcements.

### Meals and Snacks

Our center provides breakfast, lunch and a snack following naptime or school. Our staff is listed on the National Registry of Certified Professional Food Managers designated by the D. C. Department of Health. Meals are prepared by an outside caterer and menus distributed to parents so that you will be aware of what your child is eating daily. We reserve the right to substitute meals as needed.

### Sign In/Out

**ALL** parents/guardians must fill out the Sign In/Sign Out Sheet every morning and evening when the child is dropped off and picked up.

### Inclement Weather

When the Washington Metropolitan Area experiences inclement weather, the Shiloh Baptist Church Child Development Center will follow the decision of the District of Columbia Public Schools with respect to whether the Center will open or close. If the D. C. Public Schools observe delayed opening or early dismissal, the center will observe the same. Parents are advised to stay tuned to local media. It is the parents' responsibility to keep themselves abreast of the changing weather situations. The child should be picked up immediately.

Shiloh Child Development Center teachers walk school age students to and from their respective schools (KIPP and Seaton ES). For the safety of the students and the teachers, the teachers will not walk the students to and from school if the weather conditions include severe ice/freezing rain or more than one inch of snow and/or temperatures are below freezing (32°).

### **Outdoor Play Policies**

The Office of the State Superintendent of Education (OSSE) requires that Child Development Centers make certain that children have adequate outdoor play each day. In this regard, Centers are mandated to have two hours of outdoor play each day depending upon weather conditions.

Shiloh Child Development Center will satisfy this requirement by taking our children outside to playgrounds daily for play activities. During inclement

weather and when the heat index is too cold or too hot we will go to the gym of the Family Life Center building directly across the street, if it is available.

#### Cold Weather Policy for Outdoor Play

Teachers shall not take toddlers outside if temperature is below zero (32°) degrees (with wind chill factored in).

Preschool and Pre-K children will not go outside if there is precipitation, but may spend a limited amount of time outside when the temperature is below 32 degrees (with wind chill factored in). When going outside on cold days, teachers shall make sure that children's coats are zipped/buttoned and hats and gloves are worn.

#### Hot Weather Policy for Outdoor Play

Teachers shall not take toddlers outside if the temperature reaches 90° degrees (with the heat index factored in).

Preschool and Pre-K children will not go outside if the temperature reaches 90 degrees (with the heat index factored in). When we do go out on hot days, teachers shall be mindful of the affect of the heat on children by providing opportunities for more trips to the water fountain or providing water and limiting the amount of time the children are outdoors.

### **Emergency Closure**

Emergency Closings may be necessary for the following reasons: Inclement Weather, Fire, Lack of Heat, Lack of Water, and Electrical Problems.

Inclement Weather: We follow the DC Public Schools as it relates to Center closing for inclement weather. If they are closed, we are closed. If they open 2 hours late, we open 2 hours late.

In situations where the center is open and operating and there is cause for emergency closing because of inclement weather, parents, or emergency contact persons will be called to come to pick up their children by a certain time. The program monitor will be called and informed of the closing, followed by an Incident Report.

In cases where the director is notified of problems with the building before the opening of the center for the day, all lead teachers will be called and asked to call each parent to inform them of the emergency closing for that day. A staff member designated by the director will be asked to go to the center to put a sign on the door for those who may not get the message. The program monitor will be called, followed up with an incident report sent to her by fax the next day.

If there are problems with the building which come about suddenly and may take several days, the staff and children will go across the street to the Family Life Center building. Staff will take cots, toys, supplies, food, etc. Parents will be notified by phone of the situation and asked to pick up their children from the Family Life Center at the end of the day. A sign will be posted on the door for those not reached by phone.

The program monitor will be called, followed immediately with an incident report.

Copies of incident reports for emergency closures will be put in a folder and placed in the director's office.

### **Emergency Preparedness Plan**

Shiloh Child Development Center has a Handbook which outlines Policies and Procedures for Unforeseen Emergencies and Center Evacuation of Children and Staff.

#### Shelter in Place

If there is a threat to the children and staff of the Center, we gather everyone in the afterschool classroom and close the door. While there, we read stories or engage the children in an activity. If we anticipate that the emergency will not last long, the center director or designated staff member will call the police or the security of the Family Life Center building. Following the resolution of the situation, the Program Monitor will be called followed up immediately with an Incident Report. Parents will be notified by letter the next day.

### Moving to a Contingency Location

In case of fire, lack of heat, lack of water, electrical problems, damage to the building, etc. Our center will be moved to the Family Life Center building, 1510 - 9<sup>th</sup> Street, N. W., Washington, D. C., 202-232-4288. The children and staff will walk across the street. We will remain at this facility until all problems are corrected. Parents will be notified by phone, and in writing if the contingency located is used more than two days.

If this location is needed for two days or more, adequate supplies will be taken there including, food, toys, cots, medical supplies, educational materials, furniture as needed. The caterer will be notified of the new location. Daily contact will be made with the church administrator regarding the status of the building and timeframes for returning to the facility. Parents and staff will be informed to allay any anxiety. Contact will be maintained with the program monitor.

When it is time to move back to our original location at the Shiloh Child Development Center, parents and staff will be notified, caterer will be notified, and the program monitor called.

### **Reporting of Unusual Incidents**

Unusual incidents include the following: the death of a person occurring with the facility, injury or illness of enrolled child during operation hours and requiring hospitalization or emergency medical treatment, damage to the facility, facility vehicle or equipment that interfered with the capability to protect the health, safety and well being of children and adults in the facility, presence of any individual who has, or is suspected of having a reportable communicable disease, elopement of an enrolled child or any instances in which a child is missing or unaccounted for, traffic accident involving a vehicle which enrolled children are being transported at the time of the accident, any occurrence at the facility involving a response by police, fire, ambulance or other emergency service. Immediate mandatory reporting of known or reasonable cause to suspect an enrolled child is in immediate danger, abused or neglected.

At Shiloh Child Development Center, all staff are responsible for reporting all of the above by filling out an incident report and presenting it to the director.

The director will report the incident to the program monitor and to the Office of Continuous Quality Improvement and the Department of Health. The Unusual Incident Report Form, District of Columbia Government will be used to report the incident.

The family of the child/staff involved in an unusual incident will be notified immediately. The entire situation will be explained to them, along with an explanation of what was done to take care of the incident.

### **Reporting Complaints**

In cases where there are concerns or complaints from parents or staff, the following procedure will be followed:

- When a parent or staff member has a complaint about any facet of the center, she/he may talk with the staff person concerned. It is hoped that the problem is settled at that point.
- If the issue is not settled, the parent or staff member will fill out a Parent/Staff Complaint Form. That form will be given to the Director for follow up.
- When the Director receives the Parent/Staff Complaint Form, then she will do the following :
  - Meet with the parent/staff member
  - Arrange for a meeting with all parties concerned
  - Seek to resolve the issue
  - Build consensus about the steps to be taken

Issues which cannot be mutually resolved will be taken to the executive director of the Family Life Center Foundation. If not resolved at that level, the Child Care Monitor will be called for advice.

A folder will be maintained with all complaints from parents and staff. The folder will be kept in the director's office.

Parents will be informed of this procedure in the Parent Handbook. It will be restated in the parent newsletter.

Staff will be informed of this procedure in the Employee Handbook, and when new employees are hired.

SHILOH CHILD DEVELOPMENT CENTER

PARENT/STAFF COMPLAINT FORM

Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone Number - (h) \_\_\_\_\_ (o) \_\_\_\_\_

Complaint \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Persons Involved \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How do you feel this problem can be resolved \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Person Making Complaint

SHILOH CHILD DEVELOPMENT CENTER

COMPLAINT RESOLUTION FORM

Date \_\_\_\_\_

Meeting With Director:

Issue Being Presented \_\_\_\_\_

\_\_\_\_\_

Person(s) Presenting Issue \_\_\_\_\_

\_\_\_\_\_

How was Issue Resolved \_\_\_\_\_

\_\_\_\_\_

Issue was not resolved. The following recommendation was made:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Signature of Director

\_\_\_\_\_  
Signature of Parent/Staff

### Parent Involvement Activities

Regularly scheduled parents meetings are held, with opportunities for committee participation for special events and additional volunteering within the overall programs of the center.

### Visits

Parents, families and guardians of children are welcome to come and visit the center anytime during regularly scheduled business hours. You are asked to inform the Director, however, of your desire to visit so that you will be made aware of the schedule for the day (the children may be away from the center on a field trip).

### Clothing

Each child is required to have a change of clothes and a blanket and sheet clearly marked with his/her name in the center at all times. All blankets or covers will be sent home every Friday to be washed and returned on Monday morning.

Our children wear uniforms each day (white tops and navy blue bottoms) from September until June.

During the Summer Programs months June - August, children may wear regular play clothes.

We ask that children wear closed toed shoes such as tennis shoes at all times. Clogs, sandals and other open shoes can be dangerous for children when we go outside to the playgrounds each day. Open shoes fall off the children's feet and cause problems. Your cooperation is requested in this regard.

### Cubbies

Each child is to have a box of tissues, a container of wipes, and pull ups or underwear as appropriate.

### Toys

We provide an ample supply of toys, learning and educational materials to meet each child's daily needs. Personal toys are not allowed.

### Hair Beads

For safety reasons we ask that children not wear decorative beads in their hair. We have found that the children play with them, put them in their mouths, noses and ears. They also lose them to be found by other children.

## **Policies and Guidelines**

### Admission

Before a child is admitted for enrollment, a current District of Columbia Health Certificate is required. The child must have all age appropriate vaccinations and immunizations. Please pay close attention to the following areas of the Health Certificate so that it is properly filled out by the doctor:

1. Part I - Student Demographic Data
2. Part 2 - Student Disease History/Physical Examination
3. Part 3 - Immunization Information/Diseases History
4. Part 4 - Student Tuberculosis/Screening Information
5. Part 5 - Lead Screening information for Students under 6 Years of age

Parts 2, 3, 4, and 5 are updated every year. It is important that each part is signed and dated. The physician's/nurse practitioner's name, address and phone numbers should be indicated. Ask that the stamp of the facility be put on the form.

The person signing the health form must be a licensed physician, or Nurse Practitioner. Health Certificates that are not signed properly will not be accepted.

The following additional forms must be submitted to the Director:

1. Registration Record for the Child Receiving Care Away From Home
2. Authorization for Child's Emergency Medical Treatment
3. Enrollment Application

We must be notified of any changes to information in the Registration and Emergency Forms as soon as possible.

The following persons have access to the Records of a child: Administrators or teaching staff who have consent from a parent or legal guardian, the child's parents or legal guardian, and regulatory authorities, on request.

### **Tuition/Fees**

#### Tuition

DHS Parents- Subsidized parents are asked to refer to your voucher statement for Parent Payments.

Private Parents - A deposit of two weeks tuition, in advance, is due upon registration.

All tuition payments are due Friday for the following week. Arrangement can be made to pay the fee on a two-week basis. Notify the Center Director of your intent to utilize a weekly or bi-monthly payment plan. Also, you may pay with your debit/credit card by calling the executive director of the Family Life Center Foundation (202-735-0056).

#### Special Fees

**Returned checks** will result in a \$25 charge. Your check will not be placed back into our banking system for another clearance. Money Orders will be expected following the second returned check.

**Late fees** are charged for children left at the center beyond 6:00pm. A fee of \$2 will be charged per minute, per child after 6:00. All fees are payable with cash the day of the infraction. Parents are asked to give the payment to staff members on duty when you arrive late for pickup.

**Most field trips** will not be an expense to parents. Special trips to amusement parks such as Kings Dominion or Six Flags will be at the parent or guardian's expense. Ample time will be given so that you are aware of the trip and expense and payment plans may be arranged.

## Arrival and Departure

All children must be at the center by 9:30 a.m. each day to participate in all activities as scheduled. We will give you a **one-time** grace period of 5 minutes (9:35 a.m.). Please make other arrangements for child care if you cannot get your child to the center by 9:30 a.m. Breakfast for pre-school and before school children is served between 8:00am and 9:00am. School children leave the center at 8:30 a.m. For preschool children to receive breakfast, he/she must be present before 9:00 a.m.

Children should be picked up before 6:00 p.m. If no one calls or picks up the child within a reasonable time (6:30 p.m.), we are **legally** required to contact:

The District of Columbia Police Department  
Or  
The D. C. Child and Family Services Agency  
202-671-7233

## Health

Shiloh Child Development Center strives to maintain a healthy environment for all of the children. Parents and guardians are expected to come to pick up a child, immediately, when notified that your child is sick.

A child shall not be allowed to enter or remain in the center if any of the following conditions is present—**NO EXCEPTIONS:**

- A fever of 100 degrees or more
- A constant runny nose or discharge from the nose is yellow or green in color, and/or heavy congestion
- Symptoms of a communicable disease (pink eye, impetigo, head lice, ringworm, strep throat, measles, chicken pox, etc.)
- Open sore that may spread at contact
- Diarrhea (has more than one watery bowel movement)
- Vomiting that occurs once at the center
- Child is obviously not feeling well enough to participate in normal activities
- Stiff neck and headache
- Difficulty in breathing or wheezing

- Complaints of severe pain.

The child will not be allowed to return to the center until he/she has been seen by a medical professional and received a note, stating that the child was examined and is cleared to return to the center.

### Injuries

If a child suffers a minor injury (a small scratch or scrape), the center will take care of the child. If the child sustains a more serious injury (a head bump, cut, etc.) the parent will be notified. If a child has an accident that requires more than routine attention, the child will be taken to the nearest hospital. The parents will be notified and informed of the actions taken and asked to meet us at the hospital.

## **Handwashing**

Staff members and those children who are developmentally able to learn personal hygiene are taught hand-washing procedures and are periodically monitored. Hand washing is required by all staff, volunteers, and children when hand washing would reduce the risk of transmission of infectious diseases to themselves and to others.

Staff assists children with hand washing as needed to successfully complete the task. Children wash either independently or with staff assistance. Children and adults wash their hands on arrival for the day; after diapering or using the toilet (use of wet wipes is acceptable for infants); after handling body fluids (e.g., blowing or wiping a nose, coughing on a hand, or touching any mucus, blood, or vomit); before meals and snacks, before preparing or serving food, or after handling any raw food that requires cooking (e.g. meat, eggs, poultry); after playing in water that is shared by two or more people; after handling pets and other animals or any materials such as sand, dirt, or surfaces that might be contaminated by contact with animals; and when moving from one group to another (e.g. visiting) that involves contact with infants and toddlers/twos. Adults also wash their hands before and after handling garbage or cleaning.

Proper hand-washing procedures are followed by adults and children and include using liquid soap and running water; rubbing hands vigorously for at least 10 seconds, including back of hands, wrists, between fingers, under and around any

jewelry, and under fingernails; rinsing well; drying hands with a paper towel, a single-use towel, or a dryer; and avoiding touching the faucet with just-washed hands (e.g., by using a paper towel to turn off water). Except when handling blood and body fluids that might contain blood (when wearing gloves is required), wearing gloves is an optional supplement, but not a substitute, for hand washing in any required hand-washing situation listed above.

Staff wear gloves when contamination with blood may occur. Staff does not use hand-washing sinks for bathing children or for removing smeared fecal material. In situations where sinks are used for both food preparation and other purposes, staff clean and sanitize the sinks before using them to prepare food. Note: The use of alcohol-based hand rubs in lieu of hand washing is not recommended for early education and child care settings. If these products are used as a temporary measure, a sufficient amount must be used to keep the hands wet for 15 seconds. Since the alcohol-based hand rubs are toxic and flammable, they must be stored and used according to the manufacturer's instructions.

#### Administering Medication

The staff of Shiloh Child Development Center **is not** authorized to administer over-the-counter medication.

Every other year during staff development conference, the staff is trained in medical administration.

The Center Director, or one of the teachers, is designated to administer prescribed medicine for a child if the medication is marked by the following

- The date of the prescription
- The name of the child
- The dosage and time of the medication
- The name of the physician

The parent must fill out the Medical Permission Form, and fill out the Medicine Log each day the medicine is dispensed. The Medicine Log calls for: the name of the child, the name of the medication, the time of the last dose, the time of the next dose, parent signature and the name of the person giving the medication.

The medication is kept in the director's office. If it needs to be refrigerated, it is stored in the medicine box inside of the refrigerator. When the parent picks up the medicine in the evening, information is provided about the dispensing to his/her child. Parent is encouraged to review the log. The parent fills out the *Medicine Log* again the next day is medication continues.

A parent may come to the center at any time to personally give the medication to a child. ***Food allergies:*** If your child is allergic to milk or any other foods, a *Medical Form* must be completed by the physician which states alternative foods which must be provided.

### Medical Emergency

Shiloh Child Development Center considers a medical emergency to be a sudden incident or accident which threatens the health of the child or staff member involved.

When a child or staff member has a medical emergency, first aid or CPR will be administered and 911 called for assistance. The parents, guardian, or emergency contact person will be called. If it is necessary, they will be asked to meet the ambulance at the designated hospital.

If the medical technicians do not recommend a hospital, the family member may be asked to pick up the child or staff member and take him/her home for a follow up visit with the doctor.

The Director, Lead Teacher or other designated staff person will accompany the ambulance to the hospital.

The Director, Assistant Director, Head Teacher or Administrative Assistant will fill out an Incident Report and fax it to OSSE/Office of Program

Medical Emergency Incident Reports will be maintained in a folder in the Directors Office.

## Health and Safety Policies and Procedures

### Emergency Procedures

Fire drills and evacuation drills are both announced and unannounced. Escape routes are posted near each classroom with directions on how to exit the building. These escape routes should be discussed and practiced with the children. Should there be an emergency or drill that requires room evacuation staff should take the children outside. Emergency phone numbers are kept and taken with staff so that parents are notified should an emergency occur. Roll must be taken as soon as a class is outside and again upon arrival to the "safe" building.

For suspicion of ingestion of poisonous material, the poison control number must be called at 202-625-3333 and follow their instructions.

For cases involving serious medical emergencies, such as unconsciousness, broken bones, serious lacerations, foreign object in eye, nose and/or ear, staff should call 911 and ask for an ambulance. Be sure to stay on the phone long enough to answer all questions and follow any instructions given.

### First Aid

All staff are required to have current certification in First Aid and CPR. A first aid box is kept on the wall just outside the director's office. All supplies and band-aids are replenished monthly.

Staff are only to provide first aid. They should seek assistance from the Director or dial 911 for assistance.

### Sanitation

The enforcement of careful sanitation procedures has been proven to reduce the spread of illnesses in child care settings. Required sanitation procedures must be followed. We ask that staff clean up spills as soon as they occur. Encourage children to "clean as they go" and put scraps and trash in the covered trash cans. Dirty surfaces are to be cleaned with detergent and water. Tables and counter tops are to be cleaned daily. Spray with a solution of bleach and water.

Cots, toys, dolls, doll clothes, sheets, and large toys are to be cleaned every Friday with bleach and water.

### Gloves

Staff is required to wear latex gloves when cleaning diapers, toilets, diarrhea, blood, secretion of nose and other body fluids. Gloves must be discarded after each use according to trash disposal procedures. Staff must wash hands according to proper procedures after gloves are discarded.

### Care of Equipment

Staff is expected to take proper care of center property and equipment. Children are to return games, toys or puzzles which have many pieces or parts to their storage containers.

## **Steps Taken to Protect Children and Adults From Hazards**

### Hazards

1. Cleaning materials such as bleach, disinfectants and dangerous supplies are kept out of the reach of the children. They are locked away or kept in the janitor's room.
2. Dangerous objects such as scissors, knives, work mans tools, etc. are kept out of the reach of children.
3. Outlet plugs are placed in each outlet to protect children from harm.
4. Children are monitored while on the playground to guard against injuries. They are closely monitored inside of the building to guard against injuries on chairs, play equipment and while using equipment or educational supplies in the classroom.
5. A fire alarm system operates to alert adults and children of an impending fire. Fire drills are held monthly so that adults and children are made aware of the need to move quickly, obey the rules and to proceed to the designated safe zone.
6. No guns or fire arms of any kind are allowed in the center.

### Air Pollution

1. No smoking of any kind is allowed in the center.
2. No candles or incense are burned in the center.
3. Continuous air circulates throughout the center at all times.

4. Care is taken to use air fresheners which consider those who may have allergies or breathing problems.

### **Pet Policy**

We are concerned about the health of the children and staff of the Shiloh Child Development Center. Special care is taken to be made aware of the allergies of found among our center family. From time to time, we find that there are those who may be allergic to fur or feathers. It becomes necessary then for the following:

1. Permission from the director must be received before a parent or staff members brings an animal into the center.
2. All pets must be properly vaccinated, shot records must be presented, and copies held in the Director's office.
3. Pets allowed to visit with parents must be secured so that children will not be frightened.
4. Pets allowed to be kept in the center as part of an exciting classroom experience must be locked or secured in an area away from the children.
5. Handwashing must take place after handling any animal.
6. A staff member should hold the pet so that the pet is properly introduced to the children.

### **Transporting Vehicles Statement**

Shiloh Child Development Center does not own any vehicles for the transportation of children.

We do not use the vehicles owned by Shiloh Baptist Church.

Shiloh Child Development Center charters vehicles for field trips, picnics and excursions.

## **Attendance**

Each day attendance is taken. It is hoped that each child will be present and on time every day. If your child is going to be absent from the center, for any reason, a call is expected. **Payment is expected for your child even though he/she is absent.**

Children under the Child Care Subsidy Program are allowed by the Department of Human Services, Office of the State Superintendent to have only **five days unexcused absences each month**. At the sixth absence, your child will be terminated from the center, except in cases where absences have a written excuse from a health professional/doctor. A letter of excuse is required from the physician, before the child returns to the center following an illness.

## **Withdrawal**

Parents are asked to give a two- week notice prior to withdrawing a child. We ask that you fill out and sign the Shiloh Child Development Center Withdrawal Form so that we can document your reason for leaving.

## **Termination of Child**

Our center reserves the right to terminate a child's enrollment at anytime with a written notice to the parent for reasons of non-cooperation, delinquency in payments, expired health certificate, repeated biting, hitting, fighting, cursing or inability of a child or parent to adjust to the center's program, as determined by the center Director.

## **Parents/Legal Guardians**

Shiloh Child Development Center can only release a child to the parent/guardian or to individuals authorized by the parent to pick up the child.

No child will be released from the center to persons not on the record, unless parents notify the center. Identification is required from the person requested to pick up the child.

### Custody

If only one parent (father/mother) has custody of the child and the other parent is not authorized to pick up the child, the parent involved must submit a certified copy of the Court Order to the Director.

### Custody Changes

If there are any changes in the legal custody of the child while the child is enrolled in the center, the parent must provide the Director with a certified true copy of the Court Order confirming the change in custody.

### **Age Requirement for Pick Up**

Persons allowed to pick up a child must be at least 16 years of age.

### **Emergency Evacuation Plan**

Pursuant to the requirements of the Government of the District of Columbia, The Department of Health and Human Services and in keeping with the desire of Shiloh Child Development Center to ensure the safety of all children and staff in the event of an emergency, a plan of action has been developed to evacuate the building should the need arise to do so.

- Should the emergency require evacuation of the building, the fire evacuation plan found in each classroom will be followed. Should
- the emergency require relocation to another facility, staff and children shall be taken to Shiloh Baptist Church, and remain there until such time as it is safe to return to Shiloh Child Development Center.
- Each classroom maintains a class list of names of children, names and phone numbers of contact persons.

### **Facility Sanitation**

Shiloh Child Development Center maintains high standards in health, cleanliness and comfort. The stimulating learning environment is equipped with appropriate sized furnishings, and equipment. Bathroom fixtures are designed to assist your child in developing the skill of self-reliance.

A staff custodian makes certain that our facility is kept clean. Bathrooms and classrooms are cleaned daily. Cots and equipment are sanitized daily. We follow the *Cleaning, Sanitizing, and Disinfecting Frequency Table, 2012* as suggested by NAEYC.

We make repairs and work with outside companies such as exterminators, plumbers, etc. to assure that things are in good working order.

Staff wear gloves when diapering children and cleaning noses. Hand washing is practiced by the entire staff following each activity. Children's hands are washed with soap after each activity and before meals. Wipes are used on a regular basis.

A drinking bottled water cooler is provided in the center and individual clean cups for drinking are provided. During meals children use their own eating utensils including napkins.

### **Child Abuse or Neglect**

Shiloh Child Development Center strives to reduce risks of child abuse and neglect by eliminating hidden corners within the center, screening staff, teaching children about safe touch and training staff in abuse recognition and prevention skills.

Each morning each child is inspected, while the parent is present, for lumps, bumps and bruises. If something is noticed, the parent is asked about it. The staff members write what is observed in the Incident Log. The parent is informed of our concern. The staff member may observe the suspected abuse or neglect in a child. The child may or may not talk with the staff members mentioning the inappropriate behavior on the part of relatives, friends, or strangers. Our staff member will notice bruises, whelps, bumps, scratches, etc. on the body of the child. The staff members may notice: The lack of cleanliness of the body, improper clothing or cleanliness of the clothing, unusual hunger, etc.

The staff member will talk with the Center Director making her aware of what is suspected.

The Director will observe the student and fill out an Incident Report noting suspected Child Abuse or Neglect. The Director will call the Child Abuse Hotline 202-671-7233.

In the absence of the Director, the Assistant Director, Head Teacher or Administrative Assistant will fill out the Incident Report and call the Child Abuse Hotline.

If the suspected child abuse or neglect is noted in a member of the staff of Shiloh Child Development Center and the inappropriate behavior noticed, including hitting, slapping, snatching, slamming, allowing the child to be out of sight to the extent that the child is in danger, or seriously injured, the same procedure will be followed. The Incident Report will be filled out by the

Center Director, and the following will be notified: Child Protective Services, our Program Monitor, and OSSE Compliance and Integrity Division.

The staff member involved in the abuse is subject to immediate termination.

This policy will be made a part of the Parent Handbook and the Employee Handbook. This policy will be brought to the attention of new parents and employees.

Staff will be trained yearly on issues related to child abuse and neglect at our annual Staff Conference.

### **Discipline**

**Any form of corporal discipline is prohibited at Shiloh Child Development Center.** This includes, but not limited to the following: slapping, spanking with the hand or any object, pulling hair, yanking of the arm or leg, or any similar activity, shaking, forcing or withholding food or nap, verbal abuse of a child or child's family, forcing a child to assume an uncomfortable position.

Threats, derogatory remarks, or isolating a child in a confined space is also **prohibited**.

When a child's response to a situation becomes inappropriate, we encourage positive techniques of guidance and redirection of his/her behavior. The child may be allowed to do the following:

- sit with a member of the teaching team
- read a book
- play quietly with table toys
- talk with the Director in her office.

Parents will be informed and asked to come in for a meeting, as needed, with the teaching staff and the director. A plan of action will be developed to meet the needs of the child, as opportunities are provided to alleviate challenging behavior.

In extreme cases, a parent may be asked to come to the center to pick up the child.

## APPENDIX

### **Shiloh Child Development Center Disclosure of Information Policy**

Shiloh Child Development Center respects the privacy of families and will not release information which would be a breach of confidentiality.

The staff shall respect the confidential nature of child and personnel records. Information pertaining to the admission, progress, health or discharge of an individual child shall not be disclosed and limited to the Director or designated staff member, unless a parent of the child has granted written permission to provide the information.

No photographs of any child or family shall be released without a parents written or informed consent.

If information is requested by outside persons or agencies, a specific written request signed by the person requesting information shall be obtained and placed on file at the Center for the parent to review prior to the release of information.

Authorized licensing representatives, Office of the State Superintendent of Education, Child Protective Services Investigators, Department of Human Services, Hospitals or Health Service Providers, or other officials who have the written authorization (specifying the statutory authority or administrative rule under which access is granted) shall have access to the Shiloh Child Development Center's records and reports. All persons with access to records and reports shall respect their confidential nature.

Parents may arrange to see their child's file only with the Director. Parents may add information to the file at any time. Information in the child's file is considered privileged and confidential to that child's parents. Employees of the Center shall not disclose or knowingly permit the disclosure of any information concerning a child or their family directly, or indirectly, to any unauthorized person.

In the case of children who come from divorced homes, their file is open to both parents unless the court has appointed otherwise and appropriate papers are on file.

## Fire Exit Drills Policies and Procedures

The purpose of these Policies and Procedures is to reduce the possibility of injury to the children and staff of our center in the event of an emergency. The fire alarm system is checked by a local fire Alarm Company once a year. Fire Extinguishers are checked once a year. Once a year, the DC Fire Inspector visits the Center to check exit lights, the date on fire extinguishers, and to see proof that the fire alarm system is in good operating condition as certified, in writing, by the alarm company.

1. Fire Drills are held once a month at varying times of the day (mornings or afternoons). The drills utilize the main (front door) exit, and the (back door) exit. The dates and times, etc. of the fire drills will be written on the Fire Drill Log, located at the front entrance of the building.
2. When the fire alarm is activated, staff and children immediately proceed to evacuate the building. **In the event of an actual fire, the fire department will be called by dialing 911 from a cell phone, or the use of the phone at the Family Life Center. The exact street address, section of the city, and name of the building and location will be provided.**
3. The Director or designated staff member shall search all rooms to insure total evacuation, and isolate the area by closing all doors. **In the event of an actual fire, the Director will pick up the emergency kit, which has the telephone numbers to all of the parents for use if it is impossible to re-enter the building.**
4. The staff shall assist and direct the students to the assembly area located around the corner going east on P Street, N. W. **When the back exit of the building is used, staff and children shall go out of the back door, through the back yard, through the gate, into the alley to P Street, N. W.**
5. At the assembly area, the staff will immediately take a head count of staff and children to insure that everyone is present and accounted for. **In the event of an actual fire, unaccounted personnel shall be reported to the fire official on the scene.**
6. The staff and children shall remain at the assigned assembly area until an all clear notification is given by the Director to return to the building. **In the event of an actual fire, staff and children will remain in the**

**assembly area until the clear notification is given by an official from the fire department to return to the building.**

### **Staff Training**

The staff of Shiloh Child Development Center will be trained in the Policy and Procedure above. In addition, they will be instructed:

- Not to attempt to secure or recover items of clothing or personal property after the fire alarm has sounded.
- What actions to take if the fire alarm is sounded when in other than their regular areas.
- Become familiar with the location of the interior fire alarm striking stations and their operation.
- Become familiar with the location of all stairways, fire escapes and exits.
- Refrain from creating any condition that might tend to induce panic.
- Correct any condition likely to interfere with safe egress. When negative conditions are found, they are to be reported to the Director or Church Administrator.
- Become familiar with the location of fire extinguishers and how to operate them.
- Provide for the safe egress for any physically or otherwise handicapped children or staff.
- Safety to life should always be first in any condition, and knowingly do nothing to compromise the safety of the children and staff of the Shiloh Child Development Center.

### **Evacuation Diagram**

Each classroom shall have posted an evacuation diagram, which shows:

- Evacuation Routes
- Fire alarm pull stations
- Location of fire extinguishers
- Exit light locations
- Fire smoke detectors

## ADA Accessibility Statement

### Children

The Shiloh Child Development Center does not discriminate in its enrollment of children with a handicap or disability. Upon consultation with the parent of a child, an attempt is made to work, with family support, to provide quality child-care to meet his/her child care early education needs.

The Shiloh Child Development Center Staff has been trained to be sensitive to the overall needs of children with disabilities. We have not, however, had the in depth training needed to provide care for all children with special needs. We cannot provide one-on-one care for a child due to the financial constraints we face. We cannot provide the medical care required for some children.

We will provide the best possible care, realizing our limitations. We will depend on the parent(s) to seek additional services, as needed for his/her child. One on one care will be provided at the expense of the parent. If one on one care is required, the parent must provide for such prior to enrollment of the child at Shiloh Child Development Center.

### Staff

As an equal opportunity employer, the Shiloh Child Development Center does not discriminate on the basis of race, religion, color, age, sex, national origin, handicap, disability or veteran status in our recruiting, hiring, training on the job treatment and promotion efforts. We strive to maintain an atmosphere of mutual respect and open communication so that we can work together to reach any goal we set for ourselves.

### Accessibility

Shiloh Child Development Center is located on the street level, which makes entry to the building accessible by wheel chair and crutches. The entry door to the center is wide enough for wheel chairs to move freely. The entry to classrooms allows wheel chairs to move freely.