



**ChildcareNetwork**

The Working Parent's Best Friend™

[www.childcarenetwork.net](http://www.childcarenetwork.net)



## Welcome to Childcare Network!

We are glad that you have chosen us to provide safe and stimulating early care and education to your child. At Childcare Network, we believe in working with communities and families to offer individualized opportunities for all children. Our specially trained teachers are dedicated to helping children develop the skills essential for success in school and in life through creative, hands-on experiences. Our research-based curriculum allows children to experience social interaction, discovery, problem solving, and creating, all in the context of FUN!

This handbook should serve as your guide to our program. It is part of the contractual

agreement between you, the parent, and Childcare Network. You may also receive additional information in your enrollment materials that further describe your local school's policies. Please save these materials for future reference. We hope that they will help you better understand the policies, procedures, and goals of Childcare Network.

We reserve the right to modify these policies and procedures at any time to comply with state regulations or company directives.

We look forward to getting to know you and your child.



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*In this handbook, we use the term 'parent' to refer to the person or persons legally responsible for a child's enrollment.*



## Getting Ready For Your Child's First Day:

Many young children are anxious about new experiences, especially starting at a new school. Our teachers and staff will do everything possible to make your child's adjustment as smooth as possible. Here are a few ideas that you could try to make your child's transition easier:

▲ We suggest you consider visiting the school for a brief period before your child's first day. Arrangements can be made for your child to share lunch or story time with his or her new friends before their first full day.

▲ Talk to your child in an excited way about Childcare Network. Tell your child exactly what will happen several times before their first morning. Let him or her know that the teachers will make sure that they are having a great day.

▲ Listen to your child's feelings about going to school and encourage him/her to feel good about this new experience. Please share any concerns or fears that your child may have with the teacher, so that he or she may pay special attention to these issues right from the start.

▲ If you feel sad when you leave the first few times, please try to hold your tears until your child is out of sight. Most of us have had that experience and can identify with your feelings. While it is hard not to show your emotions, it is best for your child to know that you are happy when he or she leaves you.

▲ Please feel free to call and check on your child. We will let you know how your child is adjusting.

For your child's safety, and to maintain compliance with state regulations, enrollment forms, including the application, emergency medical information, medical forms, parent contracts, and feeding plans must be completed before your child's first day of attendance.

Parents are expected to update their files regularly and inform the Director of any changes. It is also important to ensure that your child's immunization records are kept up to date.



## HOURS OF OPERATION

\_\_\_\_\_ am to \_\_\_\_\_ pm



## Safe Arrival And Departure:

Parents are required to bring their child inside and accompany them to the classroom each day. You must notify the teacher in charge when your child has arrived and when they are departing with you. Parents are required to keep their child close and within their direct sight while entering and exiting the building. Children may not be released to anyone under 18 years of age. Children will only be released to the adult who enrolled the child or someone authorized in writing by that person. Adults will be required to show picture identification to staff members if they are not known or recognized. Children may not be picked up over the fence or off the playground. Parents are responsible for signing their child in and out daily on the



designated sign-in and sign-out forms. In certain locations, a touch pad may be used in lieu of paper sign-in and sign-out forms.

Unless prior arrangements are made with the Director, all children must be picked up from the school by the scheduled closing time. If your child is not picked up by the scheduled closing time, we will attempt to contact you and your designated emergency contacts. If these attempts are unsuccessful, and after one hour, we will notify the local authorities and release your child to their custody. Late pick-up fees will also be assessed.



## Parents Are Partners

We have an open door policy. Parents are welcome to visit their child at any time of the day. We urge you to volunteer in your child's classroom as often as possible. You are very welcome here! The children will benefit greatly from your participation. Some opportunities for you to volunteer include: Going along on special activities or field trips; helping with meals; making classroom materials; reading stories; speaking to the class about your special hobbies or interests; or donating materials for art projects, the home living center, etc.

We hope that you will participate in parent conferences and meetings. If you have a concern about your child and would like to request a conference, please speak to the Director.

Good communication between parent and teacher is essential. Parents are asked to share any pertinent information with the Director.

We always encourage parents to ask questions and make suggestions.



## Things you need to know

### CLOTHING

Children will spend time indoors and outdoors daily. Please dress your child in washable play clothes, suitable for all types of activities including painting and eating. Closed-toed shoes with at least a strap on the heel must be worn at all times. We ask that you label all apparel. Every child should have a full change of clothing in their assigned cubby or locker.

Childcare Network is not responsible for lost or damaged clothing. Please check the lost and found if an item is missing. Infants and toddlers are not permitted to wear jewelry or earrings to school as they can injure a child, especially in a group environment. Jewelry may be removed by teachers for safety. We recommend that all children not wear jewelry to school.

### WHAT TO SEND WITH YOUR CHILD

Parents are asked to send a change of outer and under clothes, including socks, diapers (if applicable), labeled bottles with caps (if applicable), and a blanket for nap time. All items should be labeled with your child's name. We ask that you not allow your child to bring toys from home because they may create jealousy and tension among the other children. However, if your child uses a soft toy for comfort at nap time, you are welcome to bring it. Childcare Network is not responsible for any items brought from home.

### FINGERNAILS

Please keep your child's fingernails trimmed and well groomed at all times. Proper maintenance will reduce the incidences of children scratching themselves or others. This is especially true for children age two and under. You will also help reduce the spread of germs and assist children with their hand washing skills.

### ATTENDANCE

For the benefit of your child, we ask that you maintain a regular pattern of attendance. If you are receiving subsidy from social services or any other program and your child does not meet the agency's attendance requirements, you will be responsible for the tuition charges not paid by the agency. In addition, you could risk losing your childcare subsidy.



In order to maintain a quality program with proper staffing, we ask that you notify the Director if your child will be absent or late (arriving after their regularly scheduled arrival time). If your child rides Childcare Network transportation and will be not be riding that day, please notify the Director at least two hours before the scheduled pick up or drop off time.

### MEALS

Children are served a balanced and nutritious breakfast, lunch and snack daily. There is no charge for meals. Our menus are created to meet the USDA food program guidelines. Weekly menus are posted for your review. We do not allow children to bring food to the school. Menu exceptions will only be made for documented religious or medical reasons. If a special diet is required, parents may be asked to supply the necessary food. Please check with the Director for meal service times. Children arriving late or leaving early may not be served regularly scheduled meals.

### REST TIME

Infant through pre-school age children will be provided with a nap/rest time daily. We encourage your child to rest during that period. Blankets may be brought from home, but must be labeled and laundered weekly. Cot sheets and crib sheets will be provided by the school.

Non-discrimination Statement: In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington DC 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

## OUTDOOR ACTIVITY

Children need fresh air and exercise daily. Children will be allowed to play outdoors on the playground each day, weather permitting. Children will only be kept in during the rain or extreme heat or cold. Please dress your child appropriately for the weather and provide appropriate outdoor apparel (i.e. coats or jackets). Accommodations can not be made to keep children indoors during their designated outdoor times.

## CELEBRATIONS

We encourage you to celebrate birthdays and holidays with your child. We are happy to suggest healthy snacks such as crackers, fruit, party mix, etc. instead of sweets or sugary snacks. If you would like to celebrate an occasion with your child's class, please discuss the time and event with the Director. Unfortunately, we are prohibited from allowing rubber balloons, or homemade (made in your home kitchen) cakes or foods in the school. Mylar balloons are acceptable.

## TRANSITION TIME

Many transitions occur in a child's young life. At Childcare Network, our goal is to help your child progress in a secure and developmentally appropriate way. When your child transitions to a new classroom, we encourage you to be involved by talking to your child about the process and by sharing special ideas, interests or concerns with your child's new teachers. Together we can create a sense of security and excitement for your child.



## PAYMENT POLICY

Our payment terms are described in the tuition and fee agreement included in your enrollment materials. Each time you make a payment, we will provide you with a computer generated receipt with in 24 hours of your payment. If you are not provided with a computer generated receipt in a timely manner, we ask that you notify the Director. In addition, at your request, the Director can provide you with a detailed statement of the charges and payments on your account.



## SMOKE FREE POLICY

Childcare Network is a smoke-free facility. Smoking is not permitted on our school campus including outdoors.

## BAN ON WEAPONS

Weapons of any kind are not permitted on school grounds or in vehicles. As a safety precaution, we also request that your child not bring any toy which resembles a weapon to school.





## Discipline/Conduct Statement

Discipline is the helpful guidance, encouragement, and support that adults use to influence children. It is more than punishment, rules and restrictions. Appropriate discipline helps children learn how to interact and develop self control. Teachers at Childcare Network understand these concepts and utilize the following discipline strategies:

- ▲ First and foremost, teachers create a positive and safe environment in which social, intellectual and physical competencies can be developed and where there is a minimal opportunity for unacceptable behavior.
- ▲ Teachers model appropriate behavior, including both verbal and non-verbal body language.
- ▲ Teachers set limits, which reflect realistic expectations for the age and development of each child.

- ▲ When conflicts occur between children in the classroom, our teachers utilize Dan Gartrell's Five Finger Formula. The technique teaches children how to resolve problems and disputes on their own.



- ▲ If these general measures are not successful, a child may be removed from the group and guided to a "peace table," cozy or quiet area or a table with an independent activity. The removal of the child from the group is not intended to punish or embarrass them, but allow them time to cool off and focus on another activity. The use of corporal punishment is expressly prohibited.

If your child is experiencing some difficulty, we will notify you. We will make every effort to work with you to correct behavioral issues. If the problems continue, a short suspension period may be necessary. If a child is not adjusting to or benefiting from our program, we reserve the right to disenroll the child from our school at the discretion of the school Director.

### BITING

Although common in young children, biting can be a frustrating problem. The following is an outline of the preventative strategies our teachers commonly utilize:

- ▲ For infants and toddlers, positive teething activities will be provided to comfort and soothe their gums.
- ▲ When children bite out of frustration or during a confrontation, behavior will be redirected to some other activity or they will be shown an alternate way to get what they want. We will encourage the use of language in

expressing wants and needs.

- ▲ If a child bites frequently, staff will utilize a more intensive approach which involves carefully observing the child to determine precipitating events and maintaining a log to track the behavior. Conferences with parents may also be utilized to discuss the child's actions at home, search for outside resources, etc.

- ▲ Parents will be notified if their child is bitten at school. However, in order to protect the privacy of all our families, parents will not be informed of the identity of the biter.

Biting incidents will also be communicated to the parent of the biter to ensure that staff and parents work together to understand and prevent this behavior. In order to ensure the safety of all the children, if all attempts to stop the biting fail, we reserve the right to remove the biting child from our program.

## Field Trips

Parents are provided with information concerning field trips. Parents are encouraged to use this information to enrich their child's experience. Trips are taken in school vehicles. Written permission to participate in field trips and ride in Childcare Network vehicles is included in your enrollment information. You are invited to participate in all field trips. Occasionally, a nominal fee may be charged for a field trip. You will be notified of these events in advance.

All children must participate in regularly schedule field trips. If you do not wish for your child to take part in a specific field trip, you must make alternative arrangements for your child.

### TRANSPORTATION PROGRAM

During the school year, Childcare Network provides transportation to and from the local public and private schools. In addition, certain locations provide fee based transportation to and/or from

the home as arranged by the parent. If you need transportation services, please see the Director for a listing of the local public and private schools that we are currently serving in your area.

### TRANSPORTATION POLICIES

Any child that is transported in a Childcare Network vehicle will abide by the following safety procedures.

▲ Children will be picked up and dropped off in a designated area.

▲ Children waiting for the vehicle must remain in the designated area until we arrive at that location.



▲ Any child riding our vehicle will be seated in a seat and restrained by a seat belt or other seat restraint system as required by law based on the child's age and weight.

▲ Children are expected to act in an orderly manner.

▲ Continued disruptive behavior by any child on the vehicle may result in termination of transportation and/or child care services. Parents must notify Childcare Network two hours in advance if their child will not ride our transportation on a regularly scheduled day.

## School Accidents

If an accident occurs at our school and your child is injured, the guidelines below will be administered depending on the type of accident. Our teachers are trained to apply first aid to minor injuries (cuts, scrapes, bruises, etc.). The Director will report the occurrence to you at the end of the day or during the day as necessary, based on the nature of the injury.

If your child sustains a serious injury that requires medical attention, Childcare Network will notify you immediately and the appropriate emergency personnel. Parents will be asked to pick up their child.

However, if the situation warrants, we will contact your child's doctor for instructions and/or take the child to the doctor's office or emergency room. If an injury or illness requires treatment at the emergency room, the hospital may be reluctant to treat the child unless the parents are present. Therefore, a signed authorization to act in your absence is required and is included in the enrollment application.





## When You Should Keep Your Child At Home

Illness impacts how children learn, develop, and participate in their environment. We want all children to come to school every day knowing that they are able to participate. Often it is hard to decide whether or not your child is well enough to come to school. The information below may help you decide when to keep your child resting comfortably at home.

A child should not come to Childcare Network if they have the following conditions:

**Diarrhea-** Child may return to school after all symptoms are gone for one complete school day.

### Vomiting

**Fever-** 100 degrees or higher. A child should be fever free for at least 24 hours without the use of tylenol or similar

product before returning to school.

**Pain-** Headache, stomach ache, ear ache, etc.

**Skin sores or rash-** A doctor should evaluate and declare that it is non-contagious.

**Lice or scabies-** A child should not return until 24 hours after the child and home have been treated and are found to be free of lice.

**Conjunctivitis or pink eye-** Children with red, itchy, draining or crusty eyes may have conjunctivitis. Children may return to school 24 hours after successful antibiotic treatment.

**Colds-** Constant green or yellow nasal discharge (indicates infection).

It is important that sick children do not come to school to limit the spread of illness. If your child comes to school with any of the symptoms above, or develops these symptoms

while at school, you will be asked to pick up your child within 1 hour. We greatly appreciate your help in assuring that we have a healthy environment for learning.

### COMMUNICABLE DISEASES

If a child has a communicable disease or a serious illness, the parents must have a doctor's statement that the child is able to participate in the normal routine before they return to the classroom.

Parents must call the school with the diagnosis as soon as possible so that other families can be notified if their child has been exposed. The school will notify the health department and follow any precautions that they deem necessary. Directors may deny admission to a child until they deem that he/she is healthy.

### MEDICATIONS

Some Childcare Network locations do not administer any medications. Please check with your Director to determine your school's policy.

Childcare Network schools that do administer medications will only do so upon receipt of satisfactory written instructions from the parents or a doctor. A current doctor's prescription will be necessary for any prescription medication. Over the counter medication will be administered with a parent's written permission, according to the directions on the label, or in accordance with a physician's instructions.

All medication must be in the original container. Prescription medications must indicate the child's name, type of medication, date of the prescription, amount and time of dosage. Medications cannot be shared between siblings. When medication is brought to school, it must be given to the Director or Assistant Director. Medication authorization forms must be filled out completely by the parent. Parents must pick up all medications daily. Medications will not be stored at the school overnight.

## Child Abuse/ Neglect

Our goal is to protect the children in our care. Childcare Network is required by law to report any cases where there is reasonable cause to suspect that a child has been abused, neglected, or exploited, either sexually, physically, or emotionally. We will cooperate with the authorities in the investigation of any reported cases. Childcare Network teachers receive training in preventing abuse and neglect as part of their regular orientation.



## Withdrawal

A two week written notice is required if you choose to withdraw your child from our program for any reason. The notice is not effective until given to the Director.

## Quality Control

If you have a comment or complaint about our program, we ask that you adhere to the following guidelines:

Call or visit the Director's office. If the Director is not in,

leave a message with the Assistant Director, and the Director will contact you upon returning. The Director will work with you to resolve your issue by developing a plan of action that is appropriate for you and the program.

If you are not satisfied with the plan of action, and feel your issue was not addressed properly by the Director, you may contact the company District Manager. The District Manager's number will be made available to you, upon your request, by the Director. Please allow 24 hours for a follow up call. We are certain that we can work together to resolve the situation.

In rare instances, an issue may arise that can not be resolved to the mutual satisfaction of the school and the parents. Under such circumstances, it may be necessary to disenroll the child from the program.

Please feel free to submit positive comments or ideas! We appreciate your feedback!



## Holidays

Childcare Network operates year round Monday through Friday with the exception of the following holidays:

New Year's Day  
Martin Luther King Jr.'s Birthday  
Memorial Day  
Independence Day (4th of July)  
Labor Day  
Veteran's Day\*  
Thanksgiving Day  
Thanksgiving Friday  
Christmas Day  
Floating Day\*\*

\* To be utilized as in service training days for our staff and teachers  
\*\* To be designated annually

In addition, Childcare Network may close early the day before a holiday. Parents will be notified well in advance of these early closing times. Our tuition rates are computed on a weekly basis. A full week's tuition will be charged during a holiday week.

## Snow Days / Inclement Weather Plans

During severe weather, the Director will contact local emergency personnel for information. Should an

emergency requiring evacuation occur, you will be notified immediately and the children will be re-located to an alternate location.

If it becomes necessary to close due to inclement weather or other circumstances, calls will be made to parents or announcements will be posted on local news channels. Please check for these updates. Each school will have a designated station and plan. The Director can provide you with more information regarding your school's local emergency plan.

If the public schools close due to inclement weather, Childcare Network home transportation will not operate. However Childcare Network will pick up the children from the local public schools as soon as the announcement is made.

Our school's designated local station for emergency information is

## Parent Referral

We appreciate your support and positive recommendations to friends and the community. We would like to thank you for your referrals through our Sweet Rewards programs. Please speak to your Director about how this program can benefit

you. Childcare Network has locations all around the southeast. If your family is relocating, or if you would like to refer a friend or family member in another town, please check with your Director or our web site at **[www.childcarenetwork.net](http://www.childcarenetwork.net)** to find the nearest location.



Ask about our  
Sweet Rewards Referral Program!





Notes:

## Parent Handbook Receipt Acknowledgement

The operational policies of Childcare Network were discussed with me. I was given a copy of the parent handbook and other pertinent policies when my child enrolled in the program. I have reviewed these policies and understand that they are part of my contractual agreement with Childcare Network. I understand that I will be notified of any changes to these policies.

Parent signature \_\_\_\_\_

Date \_\_\_\_\_

Parent signature \_\_\_\_\_

Date \_\_\_\_\_





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