

# Parent Handbook

Updated January 2025



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## Our Philosophy

At Scribbles Center for Learning, we believe that by providing children with quality child care, exciting learning and play environments, and enriching opportunities, we will be giving them a head start on learning. Our teachers use a play-based curriculum, aligned with the state's early learning standards, to provide our children with a solid learning foundation. Our center is one that instills values of love, joy, peace, tolerance, patience, kindness, goodness, gentleness, and self-control. We expect these attributes of our staff as well as any parent or legal guardian wishing to use our child care services.

Our goals clearly reflect these values and include:

### Our goals for the children

1. To provide opportunities for interaction with other children in a setting conducive to the development of wholesome social relationships.
2. To provide appropriate play experiences that contribute to the developmental needs of the child.
3. To develop confidence and self-esteem with each child through:
  - a. Interaction with supportive adults
  - b. A structured setting
  - c. Developmental activities
  - d. The use of positive discipline techniques
4. To provide opportunities for meaningful play based on the child's individual needs, interests, abilities and disabilities that will build important foundations for all future academic pursuits.

### Our goals for the parents and legal guardians

1. To provide opportunities to collaborate with other parents, legal guardians and teachers about the interests and needs of children.
2. To provide optimal care for the children while the parents/legal guardians must be away.
3. To provide opportunities to grow in the understanding of child development and parenting skills.

### Our goals for the community

1. To help meet the needs of our community for an early childhood education facility in northeast Bloomington/Normal.
2. To contribute to the growth and development of the youth of our community.
3. To provide opportunities for community members to enrich their knowledge and parenting skills by offering programming beneficial to these goals.
4. To help raise the standard of care and level of understanding of what quality care entails.
5. To form meaningful and productive partnerships with community organizations including the local school districts, higher education institutions, social service agencies and other community venues.

## Organizational Structure

The organizational structure of Scribbles Center for Learning, is designed to provide optimal care and learning experiences for your child. A view of the organizational structure is displayed below.

|                   |   |
|-------------------|---|
| Leanne Macrowski  | Program Director                          |
| Audriana Nechkash | Director of School-Age                    |
| Kensey Perry      | Assistant Director of Business Management |
| Allyson Uphoff    | Assistant Director of School-Age          |

Each Classroom has a Lead Teacher and 1-2 full-time Assistant Teachers.

## Parent Participation

Staff members at Scribbles Center for Learning believe parents, legal guardians and family members are the most important influences in a child's life. Our goal, at every age level, is to partner with parents and legal guardians in keeping children safe, promoting good health, providing loving care and developing optimal learning opportunities. Research proves that children thrive when parents and legal guardians are interested and actively involved in their lives. **Parents, legal guardians and approved family members are free**

**to visit Scribbles Center for Learning at any time.** To make visits more accommodating, Scribbles Center for Learning has observation windows in multiple classrooms for families to watch without disturbing the classroom environment. Parents and legal guardians are also invited to attend and participate in classroom activities, center-wide events and parent meetings to share ideas, provide feedback and to assist as they are able.

## Enrollment

### Description of Types of Enrollment

1. Full-time child care between the hours of 7:00 am and 5:30 pm, Monday through Friday not to exceed 52.5 hours/week as pre-arranged, excluding days the schools is closed. Tuition is charged on the hour based on the total hours in a week.
2. Part-time child care between the hours of 7:00 am and 5:30 pm for an hourly fee as laid out by the set fee schedule and corporate policy. Tuition is charged on the ½ hour based on the total hours in a week.
3. Flex-care when occasions arise for an hourly fee as laid out by the set fee schedule and corporate policy. When space is available. No guarantees are made in reference to space availability.

### Enrollment Information

When an online registration is submitted and the \$50 fee (\$60 for more than 1 child) paid, the child's name is placed on the waiting list in the order received. If an opening occurs in the child's age group, parents/legal guardians are contacted and given 24 hours to accept or decline. If the opening is declined, the child's name will move to the bottom of the list with no guarantee of the next available opening. Applications will remain active for one year after that time. We will make every effort to accommodate a family's need for care although, at times, parents/legal guardians may need to consider an earlier opening or wait for a space to become available.

The **nonrefundable** application fee shall be paid upon registration. The enrollment packet includes forms that are required by the Department of Children and Family Services (DCFS) and must be in our files before a child's first day. Effective May 2010, The Department of Children and Family Services requires that parents submit a certified copy of the child's birth certificate per The Missing Children Records Act. Enrollments will not be considered complete until all necessary forms have been received.

Prior to starting, families will be offered an orientation. During this time, a program administrator will be available to answer any questions the family has after reading the enrollment paperwork. The family is then encouraged to spend time in the child's new classroom. This is a time for the family to get to know the teachers, spend time in the environment, and observe part of the daily routine.

Children with special needs are admitted based on our ability to meet their needs in the context of a large group care program. Parents will be asked to share professional evaluations (ex: medical diagnosis, IFSP, IEP) during the enrollment process when necessary to determine how best to meet the needs of the child. All enrollment decisions for children with special needs are made cooperatively with the family, the child's therapists, and Scribbles Center for Learning teachers and administrative team.

Enrollment in the infant, toddler, twos, PK1, and PK2 classrooms is continuous and families do not need to submit annual registrations. Children in PK3 & PK4 do have a final day of enrollment, set by the Center, prior to the first day of school in Unit 5. Children in the School-Age program must submit updated registration information each school year and for camp programs.

Families using funding through the Department of Human Services (DHS), the Department of Children and Family Services (DCFS), or Child Care Aware of America (CCA), are responsible for payment of tuition until approval has been received at the Center. It is the responsibility of the parent/guardian to complete and submit all application paperwork to DHS, DCFS or CCA prior to enrollment so coverage will begin as of the first day. Attendance must remain above 70% for DCFS and 80% for DHS to be enrolled and to allow for full payment from DHS/DCFS. Families will be responsible for any remaining account balance not covered by DHS/DCFS/CCA.

### Transitions of Children

Children will transition from one age group to the next based on age, developmental readiness, and room availability. The Infant classrooms range from 6 weeks to 15 months old. The Toddler classrooms range from 15 months to 2.5 or 3 years old. The Young Preschool classroom ranges from 2.5-3.5 years old. The Preschool classrooms range from 3-5 years old. Children do not transition immediately upon turning the next age, but will have a transition process and is dependent on child readiness and space in each classroom. Parent and legal guardian request and teacher recommendations are taken into consideration, but not guaranteed, so that the placement will work in the best interest of the child and family. Prior to transition, children shall have time to visit and become familiar with the new classroom and staff. On the last day, a teacher will help the child move personal belongings to the new

classroom, as a signal that the child is ready to move. Parents and legal guardians are encouraged to visit the new room with their child prior to the transition. Parents and legal guardians may also request a parent-teacher conference with the new teacher.

### **Termination of the Agreement**

*A child may be dismissed from the center for any of the following reasons;*

1. Parents or legal guardians of the child allow their account to become delinquent.
2. Failure of the parents or legal guardians to honor the obligations listed in this handbook or in any rules, regulations, or manuals provided by Scribbles Center for Learning.
3. The Center in its' sole and unfettered discretion determines that it is unable to meet the needs of the child.
4. The Center in its' sole and unfettered discretion determines that it is not in the best interest of the center or other children enrolled at the center to have the child in attendance.
5. Failure of the child's parents or legal guardians to cooperate with the Center which the Center determines in its' sole and unfettered discretion is serious enough to warrant termination.
6. The Center in its' sole and unfettered discretion determines that the parents or legal guardians of any child are a detriment to the Center or its reputation.
7. If dismissal occurs for any reasons listed in #3 above, referrals will be made to help with replacement care.

### **Procedure**

In exercising its discretion under numbers 2,3,4 and 5 above, the center may require the child and/or the child's parents or legal guardians to attend a conference(s) with the school personnel regarding the matters that potentially warrant termination of the agreement. The child's parents or legal guardians may request a conference with school personnel regarding the matters that potentially warrant termination, but Scribbles Center for Learning shall have no obligation to grant any such request. The Regional Director, Center Director and staff of Scribbles Center for Learning shall have the sole right and responsibility to determine any disputed factual matters regarding termination of this agreement.

### **Modification Clause**

This agreement may be modified whenever any of the circumstances covered by this agreement change. Such modifications may only be made in writing, and must be signed and dated by the parties involved in order to be binding and effective. Oral modifications are not binding under this agreement and shall not be enforceable under any condition. This document was revised on 1/1/2025 and supersedes all preceding versions of this agreement.

### **Other**

This provides that:

The parties to this agreement are aware of the Department of Children and Family Services' right to interview the child and the school staff, and to inspect and audit all records maintained by Scribbles Center for Learning, without securing the prior consent of anyone. The parties are also aware of the licensing agency's right to observe the physical condition of the child, including conditions indicating abuse or neglect, and to have a license medical professional physically examine the child.

## **Arrival and Departure Information**

**Arrival:** A parent, legal guardian, or designated representative of the child's parents or legal guardians, shall sign in on the appropriate register with their individual security code to enter the locked doors, bring the child to the classroom, notify the teacher of the child's arrival, and wait for a health inspection. All children are required to wash their hands upon arrival in the classroom. Children may not be dropped off between the hours of 12:00pm-2:30pm in the toddler classrooms and 12:30pm-2:30pm in the preschool classrooms.

**Departure:** A parent, legal guardian, or designated representative of the child's parents or guardians shall sign the child out on the appropriate register with their individual security code to enter the locked doors and notify the teacher before taking the child from the premises. If you know you are going to be detained, please notify Scribbles Center for Learning administration immediately so that we can reassure your child. If someone other than those named on the emergency form will be picking up your child, please provide

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written notice to administration. If an emergency occurs after the child is in attendance, a phone call from the child's parents will be sufficient. We are required to see a photo ID to verify anyone picking up is authorized to do so, before releasing a child. Please give notification of last-minute changes as soon as possible. For hourly rates and late fees, please refer to the fee schedule.

If a child has not been picked up within sixty minutes of closing, and contact with the parents or authorized individuals cannot be established, the appropriate authorities will be contacted and asked to intervene. These may include but are not limited to DCFS and the police. The Center will maintain responsibility for the child's protection and well-being until the guardian or outside authorities arrive. **Staff will not hold a child responsible for the situation.**

Scribbles Center for Learning shall assume responsibility for the child after the child has passed the legally required morning health inspection and has been signed in by a parent, legal guardian, or designated representative of the child's parents or legal guardians. Scribbles Center for Learning shall retain responsibility until the child is signed out by a parent, legal guardian, or designated representative of the child's parents or legal guardians.

### **Authorization to pick up child**

No child will be released to a person not authorized by a parent to pick up the child. We must have written authorization for changes. All persons picking up any child must have a driver's license. If the designated pick-up person does not have his or her license, they will not be allowed to pick up the child.

## **Obligations of Parents or Guardians**

1. Parents and legal guardians shall abide by the parking rules of the school, including parking in marked spaces and not directly in front of the building or around the buses.
2. Parents and legal guardians shall refrain from reprimanding children of other families while on Scribbles Center for Learning premises.
3. Parents and legal guardians will remain calm at all times while on the premises, refraining from raising their voice to any children, including their own, or any adults. The use of derogatory language will not be tolerated at any time.

## **Daily Routine Information**

Each child shall be given assistance with personal care as needed.

Crucial physical and mental development occurs in early childhood, and naps provide much needed downtime for growth and rejuvenation. We will provide each child a full two-hour opportunity to nap between the hours of 12-3 depending on their classroom schedule. They will nap on a cot provided by Scribbles Center for Learning. Children in the infant classroom nap in a crib on their own individual schedule until they are about 12 months old. At this time, the children begin to prepare for the transition to the toddler classroom by moving to 1 afternoon nap per day.

### **What to wear to school**

In determining how to dress your child for a day at Scribbles Center for Learning:

- Consider your child's comfort and provide simple clothing that is free of complicated fastenings.
- Consider art materials and messy activities and provide clothing that is washable.
- Consider our playground and provide clothing that is durable.
- Consider the changing Illinois weather and dress your child appropriately.

We will have daily outside playtime, weather permitting. Please provide sweaters and jackets even on sunny fall days. It is much easier to remove an unneeded item than to put on something you do not have. Please also provide appropriate outer clothing including hats, mittens, boots and snow pants for winter. Please label all outerwear with your child's name. **NO OPEN SANDALS ARE ALLOWED!** Extra clothing should also be provided in case of an accident.

From May through September, parents must provide sunscreen with UVA and UVB of SPF 15 or higher or purchase sunscreen provided by Scribbles. If you choose to provide your own sunscreen, it should be applied to your child prior to arrival. **All supplied sunscreen must be nut and aerosol free.** We will apply sunscreen again before outside playtime. When insect repellent is recommended, only those containing DEET can be used and will only be applied once per day.

## Nutrition Information

**SCRIBBLES IS A NUT FREE CENTER! NO ITEMS CONTAINING ANY FORM OF NUT, OR PROCESSED IN A FACILITY THAT ALSO PROCESSES NUTS, ARE ALLOWED IN THE SCRIBBLES BUILDING!**

We serve a nutritious mid-morning snack, between 8:30 and 9:00 am, lunch and an afternoon snack. **NO OUTSIDE FOOD OR DRINK CAN BE BROUGHT INTO THE CENTER AS PER DCFS!** Occasionally, your child may have the opportunity to cook or otherwise prepare food at Scribbles for a snack or meal.

Parents may provide substitutions for children who, for medical reasons, are unable to eat certain menu items. Substitutions provided by the parent must be accompanied by a physician's note stating the nutrition requirements are still being met. If the physician's note states that a parent does not need to provide a substitute, no substitution is required. Scribbles Center for Learning will not serve any food, even when accompanied by a physician's note, if it is considered a choking hazard for the child's age or does not meet nutritional policies set forth by us or DCFS. Food and beverages from home must be labeled with your child's name and date.

Parents selecting a vegetarian diet for their child, as noted on the Emergency Form completed for each child to be given to the classroom teachers, will not be served any type of meat. In order to avoid any possible confusion on the part of classroom staff, if a child is listed as vegetarian, they will only be given the vegetarian substitute. A child cannot, for example, be listed as vegetarian but allowed to have chicken.

Infants not consuming table food shall be fed food, provided by parents, in consultation with the child's parents. Formula shall be milk-based, unless otherwise indicated in writing by the child's physician. Formula and breast milk may be stored in our freezer for up to two weeks from the date expressed. No food other than formula, milk, breast milk, and water shall be placed in a bottle for feeding unless otherwise indicated in writing by the child's physician, in consultation with the parents. Only formula or breastmilk will be served to children until the age of 12 months. Whole milk shall be served to children between the ages of 12 and 24 months unless otherwise requested by the child's physician.

Cake, candy, chocolate and other "junk food" is not served at Scribbles Center for Learning.

## Birthday Information

Birthdays are special occasions celebrated during snack time. Your child's teacher will add special stories, songs and so forth to make each child's birthday special. Snacks must be prepackaged, not contain nuts or be processed in a facility that also processes nuts. A list of approved snacks is available. Please schedule birthday celebrations with your child's teacher at least one week in advance. In lieu of snacks, parents may also donate a book to the class.

We do not allow balloons as they can be extremely dangerous for young children. We also will not distribute "goody bags" as they often contain choking hazards. These items are best reserved for your child's birthday party outside of the center.

## Items From Home

Except for security items needed to ease your child's transition the first few days at Scribbles, we ask that you leave toys at home or in your car. We are not responsible for lost or broken items brought from home. Your child may always bring a small blanket and small soft nap item. These items must be labeled with your child's name and fit in your child's bag and/or cubbie. If they are too big for the bag and/or cubbie, they will be sent home and may not return. They will be kept in your child's bag and/or cubbie until the appropriate time. No guns, weapons, or other toys of destruction or vulgarity will be allowed. Any inappropriate item will be sent home with the parent.

## Wellness Policy Information

Children's physicals are required to be updated annually. Immunizations are required to be up to date. A child overdue on immunizations may be excluded until he/she is brought up-to-date. Every staff member should be aware of any physical disabilities or other physical requirements a child has.

## The Health and Safety of Your Child

Your child's health is very important to us. Upon enrollment, you must submit a physical form signed by a physician. We also require each child to have certain standard immunizations, TB clearance and lead screening. If you choose an alternate immunization

schedule, and a vaccine preventable disease is documented to be in the area, your child will be excluded from care. In this case, parents/guardians will be contacted immediately to remove the child(ren) from the center until the threat has been eliminated.

Your child(ren) may be sent home if any symptoms of illness appear during the day. In such cases, your child(ren) will be isolated as needed from others and you will be contacted. Parents are expected to pick up their child(ren) within one hour. Siblings are excluded to reduce the risk of spreading illness to additional classrooms.

Scribbles Center for Learning will notify parents and legal guardians in the event of suspected exposure to a communicable disease.

***Keep Your Child Home If He or She:***

- has a fever or has had one during the previous 24-hour period
- has a constant cough
- has heavy nasal discharge
- has symptoms of a communicable disease (typical symptoms are sniffles, reddened eyes, sore throat, headache and abdominal pain, with a fever)
- has had diarrhea (loose or watery stools) within the last 24 hours
- has a rash of any kind until cause is determined by a physician and with written notice of clearance
- has a temperature of 100 degrees or higher (**CHILD MUST BE FEVER FREE, WITHOUT MEDICATION, FOR 24 HOURS BEFORE RETURN**)
- has unusual tiredness, fussiness, crankiness, crying or problems breathing (denting in of chest, fast breathing, nasal flaring)
- has vomited in the last 24 hours
- has mouth sores (until written clearance from physician is received)
- has impetigo (until written clearance from physician is received)
- has strep throat (until has been on antibiotic for at least 24 hours)
- has head lice (until the morning after the first treatment)
- has scabies (until the morning after the first treatment)
- has chicken pox (until all blisters are scabbed and the child has been fever-free for 24 hours)
- has whooping cough (Pertussis) (until written clearance from physician is received)
- has pink eye (until written clearance from physician is received or drainage is gone)
- has any other condition that the center staff feels warrants medical attention.

If the center staff feels that the child(ren) should be seen by the child's physician because of severity of illness, the child(ren) will not be allowed to return until seen by the physician and given written clearance to return to the center. **If a child(ren) is sent home for any reason, they are not allowed to return the following day.** In case of contagious diseases, please follow your physician's advice in returning your child(ren) to Scribbles Center for Learning. Please notify administration immediately if your child(ren) contracts a communicable disease. Please see the "Child Illness Report" given at pick up for more information regarding illness and return policies when your child has been sent home for illness.

Scribbles Center for Learning reserves the right to temporarily deny any child admittance to the school for reasons of obvious illness, or to request early departure should symptoms become apparent during the course of the day. Any child who seems unable to participate in our program for any reason will be sent home. This is to ensure the continued good health of everyone at the center. We realize that most of you are working parents and we do try to accommodate you as much as possible. However, for the health and wellbeing of the children in our care and our staff we feel it is vital to maintain a strict wellness policy. We ask for parents to assist by keeping sick children at home. We do take into consideration your physician's recommendations, nevertheless, it is up to our discretion when your child may return to school.

In the event of accidental injury, we will complete an incident report and we will make an immediate attempt to contact a parent or legal guardian, if deemed a serious injury. If we are unable to reach a parent or guardian, we will call the child's physician. If necessary, we will also call an ambulance. Until the arrival of a parent or ambulance, the director or assistant director will make all decisions about the care of your child. You will be expected to assume responsibility for any expenses not covered by insurance. The school will maintain a parent's signed consent form agreeing to this provision. It is in your child's best interest that you keep Scribbles Center for Learning up to date on phone numbers, emergency contacts, and other pertinent information. Our director and staff are certified in first aid and CPR.

Outside play is an essential part of our program. Children go outside daily, weather permitting. Because of staffing requirements, it is not possible to allow a child to remain indoors. If a child is well enough to come to the center, the child is well enough to play outside.



Scribbles Center for Learning staff will consider any weather conditions that pose a danger to the children to be inclement weather. This includes, but is not limited to, temperatures well below freezing (we will go outside if the temperature is above 20 degrees), extremely hot temperatures and any weather that prompts a weather service advisory. It is our philosophy that children should be allowed to enjoy the outdoors whenever it is safe to do so.

## **Medication Policy**

Scribbles Center for Learning administration will administer medication according to a plan made by the child's physician and approved by the director. Families should check with the child's physician to see if a dose schedule that does not involve the hours the child is in the childcare facility can be arranged. The first dose of medication should be administered at home to see if the child has a reaction. Parents should arrange times of multiple doses so that medication does not need to be administered within the first two hours of arrival or two hours before departure.

If medication is required, we prefer to administer medication between 9:00 a.m. and 3:00 p.m. daily. Dosages prior to 9:00 a.m. or after 3:00 p.m. should be given at home.

An administrator will give medication only if the parent or legal guardian has provided written consent, the medication is in an appropriately labeled and stored container, and the facility has on file written instructions of a licensed physician to administer the specific medication.

1. For prescription medications, parents or legal guardians must provide administration with the medication in the original, child-resistant container. The container must be labeled by the pharmacist with the child's name, the name of the medication, the date the prescription was filled, the name of the physician who wrote the prescription, the medication's expiration date, and administration, storage, and disposal instructions. For over-the-counter medications, parents or legal guardians must provide the medication in a child-resistant container.
2. A signed physician's note or a prescription label stating instructions for the dose, frequency, method and duration of administration must be provided to administration. This requirement applies to both prescription and over-the-counter medications. No medication will be given "as needed" with the exception of those needed for emergency purposes.
3. A physician may state that a certain medication may be given for a chronic condition or emergency situation. The instructions should include the child's name, the name of the medication, the dosage amount of the medication, how often the medication may be given, the conditions for use, and any precautions to follow. (A child with a known serious allergy to a specific substance may receive epinephrine from a staff member who has received training in how to use an auto-injection device prescribed for the child.) A child may only receive medication with the permission of the child's parent or legal guardian.
4. Medications will be kept at the recommended temperature, in a closed child-resistant container that is inaccessible to children.
5. Medication will not be administered beyond the medication's expiration date or the expiration of the instructions provided by the physician or pharmacist. Instructions that state that the medication may be administered as needed must be renewed by the physician annually.
6. A medication log will be maintained by Scribbles Center for Learning administration. The log will include instructions for administering medication, consent obtained from the parent or legal guardian, amount administered, time of administration, and the name of person who administered each dose. Spills, reactions and refusal to take medication will also be noted on the log.
7. Topical, non-prescription products applied to the skin (sun block, diaper ointment, etc.) must be in the original container and labeled by the parent. Parents must complete and sign a consent form indicating amount and frequency of application.
8. Special medical situations may require case by case care arrangements, not necessarily provided by Scribbles staff. These special circumstances may need to be provided by parents/guardians or outside personnel contracted by parents/guardians.

## **Security Camera and Recording Retention Policy**

The purpose of this policy is to create a governance and usage framework that will apply to all security cameras used to monitor or record indoor and outdoor spaces owned, occupied, or controlled by Scribbles Center for Learning.

The primary purpose of utilizing security cameras is to enhance the safety and security of members of the Center and Center property while preserving individual privacy and freedom of expression. The framework created within this policy seeks to ensure that security cameras used by the Center community are operated in a manner that is consistent with the Center principles and in compliance with all applicable policy and legal requirements.



The existence of this policy does not imply or guarantee that security cameras will be monitored in real time continuously or otherwise. Additionally, while Scribbles Center for Learning makes reasonable efforts to ensure its security cameras are functional/operational, this policy is no guarantee of this.

This policy applies to Scribbles Center for Learning property, all faculty, staff, and contractors employed by the Center. This policy shall not apply to use of cameras for reasons unrelated to security surveillance activity. Furthermore, this policy does not apply to video technologies that are used by devices such as laptop computers, tablets, small, unmanned aircraft systems, smart phones or similar devices, unless such devices are used primarily to view or record video images for more than a short-duration or incidental basis.

This policy also does not apply to cameras used by law enforcement in carrying out law enforcement functions.

**Monitoring Guidelines:** Neither the installation of security cameras nor this policy constitutes an undertaking by the Center to provide continuous live monitoring of all locations visible through such cameras. Cameras may be monitored in “real time” when safety or security concerns, event monitoring, ongoing investigations, alarms or other situations warrant such monitoring.

#### Access to and Retention of Recordings

1. Access to or distribution of any security camera recording requires express written permission of the Regional Director and Center Director of Scribbles Center for Learning. The Regional Director or Center Director will make determinations in a manner consistent with this policy and in consultation with the appropriate legal or insurance representatives, as necessary. Requests should be submitted to the Director in written form or via email. In certain instances, a subpoena may be required to obtain video footage due to adherence to privacy laws.
2. Security camera recordings will generally be retained for a period of time between 30-60 days
3. Requests to preserve a security camera recording from deletion should be submitted in writing to the Director, and should include the reason for the preservation request.
4. Unless required by authorities, review or capture of camera footage by parents, staff, relatives, contractors or other personnel will be at the sole discretion of the Regional Director or Center Director.
5. In general, recordings or real-time monitoring of cameras is to be used for staff training purposes or to determine a cause of injury or inappropriate behavior in cases where teacher supervision is unable to provide such information or could be the cause of such a situation.

## Parent/Teacher Communication

Daily contact is normally established between both the parent and teachers, and the teachers and the director. Communicating with the teachers is one of the best ways to ensure a positive experience for your child. Parents and legal guardians are their child's first teachers, and your individual experiences provide valuable insight into behaviors, learning styles, motivations, and other unique facets of your child. The teachers, in turn, will share with you, both their knowledge and experiences as educators.

As parents, teachers, and caregivers, we will all be more effective if the lines of communication are strong. We will keep you informed about classroom activities and curriculum. We ask that you keep us informed of any changes at home that may affect your child. Experiences such as the birth of a baby, a serious illness, the death of a pet, travel, or a separation or divorce can have a profound effect on a child's ability to process stimuli in the classroom. If we are made aware of these changes, we will be able to respond more appropriately, and provide support and guidance. Confidentiality will always be maintained. If necessary, the director may initiate a conference with parents to discuss observations and ideas for encouraging or optimizing development. Parents are invited to request conferences at any time.

Regular conferences will be held twice per year, in the Spring and the Fall. This is a time for you to meet with your child's teacher to discuss your child's development, curriculum, goals, and any questions or concerns you may have. Teachers will complete our curriculum-based assessment for each child throughout the year. Teachers also complete individual portfolios to share with you at conferences. At times, information will be sent home to be returned and added to your child's portfolio. These may include but are not limited to assessment pieces and general questionnaires about the child's family. These materials are meant to assist teachers in getting a complete picture of your child's overall development, family, and home environment. Classroom teachers and administration have access to these documents if needed when determining developmental readiness for the next transition, or if specific needs arise.

If parents have any immediate concerns regarding the classroom, we ask that you first speak with your child's teacher. If the problem cannot be resolved, you may request a meeting with the director. Our goal is to resolve any problems quickly in order to continue to provide an optimal environment for your child.

## Guidance and Discipline

Staff members at Scribbles Center for Learning encourage acceptable behavior and help the children understand what is expected of them. A teacher is always nearby to lend support when needed-to help the children when they momentarily lose control of materials, equipment, or even their emotions. Our goal is to help each child develop self-control by discovering acceptable ways to interact with other children and class materials. Some methods used include redirection to an appropriate activity, modeling of appropriate behavior or words, role-playing and discussions to help children understand one another's actions, or removing the child from the situation when necessary to calm the child.

Raised voices, verbal abuse and corporal punishment are not used at Scribbles Center for Learning. The teacher will let the child know when she disapproves of an action, but that she still cares for the child. Parents will be notified of behavioral concerns. A child who becomes violent and for any reason harms another child or staff can be sent home and temporarily suspended from care, at the director's discretion. In this situation, a guardian will be contacted and is required to pick up the child within 30 minutes of the call. We reserve the right to discharge a child from our program if their behavior becomes detrimental to the group. Per current law in Illinois HB2663/SB1557, if a child exhibits unacceptable behavior, we will follow a process of observation, documentation, communication with the family, observation by the local mental health consultant, meetings with the consultant/teachers/administration/parents, intervention plans and strategies including but not limited to working with Early Intervention programs. If the problem cannot be resolved and dismissal becomes necessary, we will refer the parent to other agencies for service. When the behavior is resolved, the child will be allowed to return.

## Diapering/Toileting Information

Infants and toddlers are checked or changed regularly after meals and naps, and as necessary (an average of every two hours). Children using the bathroom will be given assistance as needed. Parents and legal guardians must provide diapers or pull-ups for children who are unable to use the toilet. For children who use cloth diapers, the diaper must have an absorbent lining contained within an outer covering made of waterproof material that prevents the escape of feces and urine. Parents will need to provide a sealed container to place diapers in that is taken home daily.

Scribbles Center for Learning will work with families in the process of toilet-training as children show signs of readiness, such as muscle control, interest in the process, and an ability to communicate the need. We do ask that parents providing pull-ups bring in only the Velcro or tear-off ones as they are much easier to change in accidents or after nap. Clothing should facilitate the child's independence in this process; therefore, difficult buttons, belts, etc. should be avoided.

Due to the lack of diapering areas in the preschool program and the need to maintain accurate supervision, children must be completely in underwear prior to moving into one of the preschool classrooms. Exceptions may be made for special needs and will be evaluated on a case-by-case basis.

## Field Trip Information

Children over the age of 3 may attend field trips during the year. Occasionally younger children may also join and parents would need to provide a car seat. Field trips are scheduled to extend learning, build experiences, and to have fun. Parents and legal guardians are always invited to participate as chaperones. However, children are transported on the Scribbles Center for Learning, Inc. buses and space is sometimes limited for additional adults. In this case, parents and legal guardians may be asked to drive their own vehicle.

Field trips are typically an additional cost in the preschool program. Information about trips will be sent out with parental permission forms. In the school-age program, trip costs are included with tuition. During the school year, individual permission slips will be sent out. For the summer program, one permission form will need to be signed at the start of camp.

During field trips, teachers will have a way to contact the center in an emergency, and will carry first-aid supplies and emergency information with them. Due to security and liability reasons, children cannot be dropped off or picked up during a trip.

## Holiday/School Closures

Holidays include Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Day. The center will close on the Friday preceding or the Monday following a holiday if the holiday falls on the week-end. In addition, the Center will close two days per year for teacher training.

Regular weekly tuition is charged the weeks including holidays or scheduled training days in order to pay our teachers. No tuition credit will be applied in situations the center decides to close or operate on a late start/early dismissal due to safety issues, such as extreme

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weather, power outage, etc. In such cases, currently scheduled hours will not be shifted to make up time missed in order to maintain safe classroom ratios and consistent staffing. Flex care may be requested, added if available, and charged according to the time added.

## **Emergency Procedures**

Scribbles Center for Learning, Inc. conducts annual safety drills to prepare for weather, fire, intruder, or evacuation procedures. Child emergency forms will be taken with us in case of an emergency to contact parents as soon as possible. Current locations used in case of evacuation are the Parke Hotel and/or Carriage Crossings at Bloomington.

## **Confidentiality of Information**

Information pertaining to the admission, progress, health, or discharge of an individual child shall be confidential and limited to facility staff designated by the director and DCFS representatives unless the parent or legal guardian has granted written permission for disclosure.

The director or any other staff members shall report to The Department of Children and Family Services or the Police Department as required by the state Penal Code any suspicion of child abuse, sexual or otherwise, neglect, and endangerment of which they may become aware.

## **Insurance**

Scribbles Center for Learning carries liability insurance through Premier Early Childhood Education Partners. Parents are responsible for maintaining their own insurance on their child(ren) in the event the child(ren) is(are) injured at Scribbles Center for Learning.