

PARENT HANDBOOK

21st

Century Child Development & Learning Center



801 S. WILLOW STREET
CHATTANOOGA, TN 37404

(423) 648-8290 PHONE
(423) 648-8291 FAX

www.21ccd.org

Gold Sneaker Initiative



21st Century CDLC subscribes to The Gold Sneaker Initiatives, which promotes physical activity and nutrition within licensed childcare facilities across Tennessee. The Gold Sneaker Initiatives have been adopted by 21st Century CDLC and included in our policy. The initiatives provide the following:

Physical Activity Policy

- Children ages 12 months or older, attending 21st Century CDLC are offered at least 60 minutes of physical activity daily, either indoors or outdoors. For children ages three and older, physical activity includes a balance of free play, teacher-directed activities, music and movement, which is documented in the daily schedule and on lesson plan forms.
- Viewing of television videos does occur routinely; however children will be limited to no more than 60 minutes per day of educational programming with the use of videos and other visual recording,
- Children are not allowed to remain sedentary or to sit passively for more than 60 minutes continuously, except for scheduled rest or naptime.
- 21st Century Child Development and Learning Center teachers are trained and are expected to plan and implement physical activities in a way that promotes self-esteem. Teachers understand that physical activity is never used negatively or to control behavior.

Nutrition policy

- Adequate time for meal consumption will be allowed for all children and will be included in the classroom schedules
- Appropriate portion sizes will be assured through staff training and adherence to portion sizes as found in childcare licensing regulations.
- 21st Century CDLC staff are trained and expected to make all eating opportunities a time to promote a positive attitude toward food and demonstrate respect for each child. Additionally, food shall never be used as a reward for children

Tobacco policy

- 21st Century CDLC is a smoke-free, tobacco free facility.

We are here to serve you 😊

21st Century CDLC staff strives to do that which is reasonably possible to ensure that all children we serve receive the attention they require and the fundamental training they need to be successful in social and academic settings. However if you have an unresolved issue, would like to make a comment, or you have a question about our service, the administrators at 21st Century CDLC are always available to talk with you.

Give us a call at 648-8290. We will be happy to discuss any daycare matter with you.

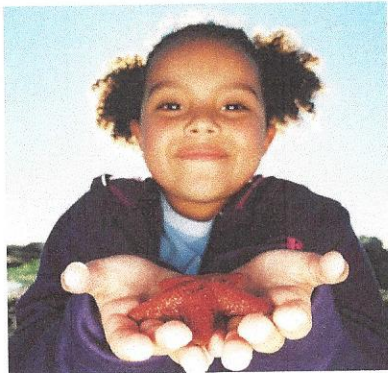
*Diciree Wheeler
Owner/Operator*

*Teddy Wheeler
Transportation Director*

21st Century Child Development Mission Statement

Mission Statement:

The Mission of 21st Century CDLC is to enhance the development of the whole child in an environment where Christ is taught, and, parents and the community are partners.



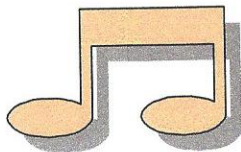
Equal Employment and Enrollment Practices

21st Century Child Development and Learning Center does not discriminate against a child with a handicapping condition. This agency serves children with special needs and handicap conditions whenever possible. Any eligible applicant with a special need or handicap condition will be considered for enrollment in the program. The child's needs and our ability to meet those specific needs will however be carefully evaluated.

We offer equal employment opportunities for applicants. Applicants are considered for all positions without regard to race, color, religion, sex, national origin, age, marital status, veteran status, or the presence of a handicap. Employment is based on educational credentials, experience, and the aptitude and ability to work effectively with young children.

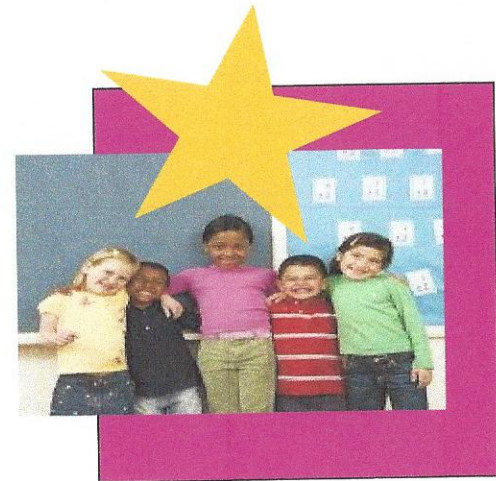
21st Century Rap

*21st Century is the place to be
Here we learn our ABC's
Which is left
Which is right
How to say please and
Never, never, fight
How to hold a fork
How to use a knife
This is the best place to learn
About life
Sing new songs
Learning how to get along
We even know what's
Right from wrong
We eat a good lunch
We take a good nap
That's what's known as
Our Little Rap*



21st Century CDLC Provides:

- *Age appropriate instructions from the Pinnacle curriculum, a Christian based non-denominational program*
- *A program philosophy and environment that promotes literacy for all ages, beginning with infancy*
- *Nurturing by trained staff for children 6 weeks to five years of age*
- *A healthy safe environment that encourages learning and parent involvement*
- *Nutritious Meals (breakfast, lunch, and snack)*
- *Transportation Service to and from home*



Admission Requirements

The following forms and procedures must be completed prior to admissions:

1. **Application Form:** We often turn to this document for clues to help your child get adjusted. We encourage the use of an extra sheet of paper to explain a situation or to provide additional information
2. **Admissions Contract**
3. **Child Health History Check-list**
4. **Medical Forms:** A current immunization record must accompany each child upon entry unless there is a medical or religious reason that has been certified by a health care provider or church official. Additionally, when a child has a disability or any mental or physical diagnosis, a statement from the child's physician regarding diagnoses and special care instructions will be required prior to admission
5. **Orientation with the enrollment administrator.**

Special Note

If your child is enrolled in the program at 21st Century CDCL, he/she must attend the program regularly to remain on the roll.

Reporting Child Abuse

Tennessee law requires that any person who knows, or has reason to suspect that a child has been abused must report their knowledge or suspicion to the local law enforcement authorities or the Department of Children's services. At 21st Century CDLC, we comply with the law. We report suspected child abuse.

Accidents



Our staff is trained to handle small emergencies. There is at least one person trained in CPR on site at all times. All transportation personnel are trained in CPR and first aid. T. C. Thompson Children's Hospital will handle all major emergencies and accidents and the parents will be called. Anytime there is an accident, an accident report will be sent home to the parents. A copy of the report will be maintained in the child's file for our records.

Conferences

21st Century CDLC schedules formal conferences twice a year. It is our goal for parents and teachers to be in contact regularly and not wait for conferences to communicate.

Parents are notified regarding dates and time of conferences and provided a sign-up form. Progress reports are given to parents during conference.



Orientation

Before your child is admitted to 21st Century CDLC, the enrollment administrator or daycare supervisor will meet with you to review our policies and allow you the opportunity to tell us about your son or daughter. We also require that you tour the facility. Upon admission of your child, you should understand and agree to follow the policies of the center as set forth in this handbook.

Hours of Operation

- ❖ *First shift Day Care Hours
6:30 a.m. - 5:30 p.m.*
- ❖ *Second shift Hours: 4:00 pm. - 12
midnight.*
- ❖ *Office Hours: 8:00 a.m. - 5:00 p.m.*

Holidays

21st Century CDLC is closed for the following holidays:

*New Years Day
M L King Day
President's Day
Veteran's Day
Good Friday
Memorial Day*

*Labor Day
Independence Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day*

Closings for Holidays are subject to change

Fees

All fees are due in advance. Payment may be on a weekly, biweekly, or monthly schedule. Accounts are due on Friday prior to the week service is rendered. Attention is given to accounts that are one week behind. Accounts that are past due are subject to a \$10 late fee each week that the account is past due. Accounts that remain delinquent may be forwarded to an outside collection agency.

Fee Policy for Absences

Fees are not waived when your child is absent from daycare. Additionally, fees are not affected when the facility is closed for holidays.

Late Pick-up Fee

When a child is picked-up after program hours, even if picked up five (5) minutes late, a fee of \$1.00 per minute will be charged for every minute that the child remains in our care. If you should find yourself in this situation, please plan to pay the late fee at the time of pick-up.

Returned Check Policy

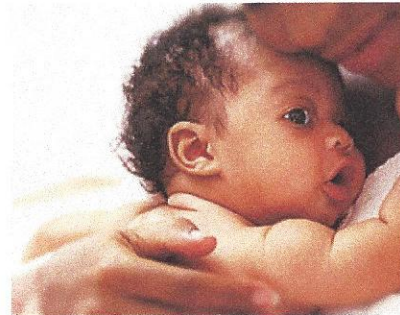
Returned checks will be assessed a \$25 fee. Any account having two returned checks will be required to pay in cash or money order

Reporting Requirements for DHS Child Care Certificate Participants

The Department of Human Services requires the following for DHS Child Care Certificate participants:

- *Co-payments that are two weeks past due must be reported to DHS Child Care Certificate Program*
- *We are required to notify DHS Child Care Certificate Program when a daycare child is absent.*

Infant and Toddler Care



Parents, please assist us in providing premium care for your child by cooperating with us in the following ways:

- ✦ *Label the bottles of your infant and toddler before sending bottles to daycare*
- ✦ *Supply all diapers, wipes, and infant formula.*
- ✦ *Keep us supplied with a clean change of clothing.*
- ✦ *Label your child's personal items, such as clothing and wipes.*
- ✦ *Do not send bottles prepared with cereal. Tennessee Daycare Licensing prohibits infants and toddlers being fed cereal in a bottle. The only exception to this policy is when a child has a statement from a physician, which allows feeding of cereal from a bottle.*

Absenteeism

We expect you to contact us if your child will not be present at the daycare for any reason.



Illnesses

A child may be too sick to attend if:

- *The child does not feel well enough to participate comfortably in the program's activities*
- *The staff cannot adequately care for the sick child without compromising the care of the other children*
- *The child has any of the following symptoms, until a health care provider determines that the child is well enough to attend and that the illness is not contagious:*

- ✦ *Symptoms of possible severe illness (e.g. persistent crying, extreme irritability, uncontrolled coughing, difficulty breathing, wheezing, lethargy).*
- ✦ *Diarrhea: changes from the child's usual stool pattern, increased frequency of stools, loose or watery stools, stools that run out of the diaper, or child's inability to get to the bathroom in time.*
- ✦ *Vomiting more than once in the previous 24 hours*
- ✦ *Mouth sores with drooling*
- ✦ *Rash with a fever or behavioral changes*
A child, who is sent home with a fever and no other symptoms, may return to our facility after 24 hours without medication, provided that there is no fever and no symptoms that would indicate a contagious illness when the child returns to daycare.

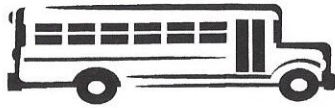
Drop-Off/ Pick-up

You or the adult who brings your child to daycare must sign your son /daughter in at the front desk and must take the child to his/her teacher. Until your child is handed over to a staff member, your child should not be left unattended by you. It is also necessary to sign your child out from the daycare when he/she is picked-up.

On your application form, you should list any individual who is 18 years of age or older that is authorized to pick your son or daughter up from daycare. 21st Century cannot release a child to anyone under the age of 18 unless such person is a parent. It is extremely important that anyone who you may wish to get your child from daycare is listed by you on your application.

An individual whose name is not listed by you as a person authorized to pick your child up from daycare will not be allowed to take your child from the premises of 21st Century CDLC. Please promptly inform our office in writing of changes to your list. Please advise persons on your list to be prepared to show identification. We will not release a child to anyone if their name is not on the pick-up list and they do not have a valid picture I.D. to verify their identity.

NOTE: It is the policy of 21st Century CDLC that children should arrive and be signed-in at the location of their enrollment by 9:30 a.m. unless accompanied with an explanation /excuse such as an appointment of a professional nature, (e.g. doctor, counselor, W.I.C. etc). Any child arriving after 9:30 a.m. may not be allowed admittance into the center. Unique circumstances should be discussed with the director.



Transportation Service

21st Century offers the convenience of transportation service for children enrolled in the program. The service allows for children to be picked up from a designated address and brought to 21st Century CDLC to participate in the childcare program. At the end of the day, children may be returned to a designated address.

Transportation Policies:

- **Parents or an authorized guardian must complete a transportation agreement before their child will be transported by 21st Century CDLC transportation**
- **Children are only delivered to a designated address on the transportation agreement**
- **Only authorized individuals may place a child on the bus or receive a child from the bus**
- **All transportation changes must be completed in person and in writing**
- **If you would like to make any transportation changes or pick your child up from the center instead of your child riding the bus home, you must call the office no later than 2:00pm.**
- **If the bus brings your child/children home and you or an authorized person is not at home to accept and sign your child/children off of the bus, and your child is returned to 21st Century CDLC, Inc. you will be charged a \$30.00 fee.**
- **Transportation fees are due at the beginning of each week. If your child/children do not ride the bus for days or even weeks, you are still responsible for the weekly transportation fee as long as your child/children are enrolled in the transportation program. If you would like to discontinue your Transportation service, you must come into the office and fill out a "Stop Transportation" form.**



Toys

Children are not permitted to bring their toys from home unless they are requested to do so by their caretaker for a class activity. Learning to share is a difficult process and personal possessions make this process even harder for children.

Clothing

Each child should have a change of clothing that should be left at the center in case of an accident. Each article of clothing should be clearly labeled with the child's name. Outdoor play is an important part of our program. Please make certain that your child is suitably dressed to play outside. You should plan on your child getting dirty. He/she will play hard.

Holiday and Birthday Parties

Parents are welcome to plan birthday parties at the daycare. Please contact the daycare supervisor to make arrangements for your child's party. We often have parties for Christmas, Valentine's Day, and Thanksgiving. We have our Pre-K graduation in May or June. We invite you to experience our celebration and we welcome your assistance.

Food from Home

Our cafeteria staff prepares breakfast lunch and snacks. Children are not permitted to bring food from home. **Under no condition will any child be allowed to eat food from home in any classroom.**

Visiting

We have an open door policy and we encourage parent participation in our program. We do however require that parents sign in and out from the building at the front desk. We ask that parents request private time to discuss anything of importance.

Separation

The separation of a parent and child may cause fear and anxiety. These are valid emotions. Separation is usually harder on the parent. We will assist with this process. Please feel free to ask for our assistance. We are here to help you.

Stability

We recognize that children benefit greatly from the stability of a routine and a stable environment. However, there are times when staff turnover interrupts a child's routine. We take the following steps when staff turnover occurs.

- * When possible, we advise the child and the parents of the change before it occurs.
- * We handle communication with the child sensitively. We ensure the child that their previous caregiver cared for them and will miss them.
- * The new caregiver introduces himself/herself to the children and explains that he/she is happy to be their new caregiver.
- * We encourage feedback from parents regarding difficulty that a child may have during the adjustment period.



pinnacle Curriculum
pinnacle Curriculum

21st Century CDLC provides age appropriate instructions from the Pinnacle Curriculum. The pinnacle Curriculum is a Christian based non-denominational program that promotes the loving, caring, learning environment that your child needs and deserves. The curriculum is designed to assist teachers with program planning that encourages children to develop their emerging skills in all developmental areas while discovering and experiencing God's love. The Pinnacle Curriculum is centered on monthly themes.

Within the Pinnacle Curriculum, our program strives to

- *Meet the individual needs of each child*
- *Respect each family's culture*
- *Ensure the physical environment is safe and healthy and contains a variety of toys and materials that are both stimulating and familiar*
- *Ensure that children are provided the opportunity to select activities and materials that interest them; and,*
- *Ensure that our staff receives on-going specialized training in child development and appropriate programming*

Emergency Preparedness:

At 21st Century CDLC, the safety of our children and staff is priority. Each month we randomly practice a fire safety drill to ensure all staff members and children know exactly how to re-act in case of an actual fire. Additionally, on a semi-annual basis, we practice other emergency situations such as a tornado and earthquake drill, bomb/intruder threat, etc.

In the event of an actual emergency situation whereas an evacuation would be necessary, all staff and children will gather next door at the Fire Department at which time all parents will be notified.