



*The journey begins with us*

## Parent Handbook

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Geneseo, IL 61254

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Hours of operation  
Monday – Friday 7:00 AM – 5:30 PM

Welcome to Geneseo Child Care LLC

Parents: Please read through this handbook in its entirety. Please contact us with any questions or concerns.

Contact Information:

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## **Program Information:**

This handbook is designed to familiarize you with our policies and procedures to ensure open communication concerning your child's growth, development and safety. It clearly defines the center's responsibilities toward the parent and the parent's responsibilities towards the center. These policies cannot be changed on a parent-by-parent basis. These policies apply to all parents and it is the responsibility of the center director to enforce these policies for legal and financial protection. Please review these policies and feel free to direct any questions, comments, or concerns to the Center Director. Your feedback is valued and appreciated.

While the handbook describes the current program, policies and procedures of Geneseo Child Care, the child care business is complex and ever changing. With this in mind, there may be times when Geneseo Child Care has to change the policies, procedures and programs with little notice.

Geneseo Child Care will adhere to the Americans with Disabilities Act. We will provide a developmental screening done annually. Geneseo Child Care is a Smoke Free/Drug Free environment.

## **Philosophy**

We believe children need a structured and loving atmosphere in which to learn and grow. Geneseo Child Care will provide that full opportunity by offering quality care for infants, toddlers, preschoolers and school age children that will facilitate and nurture the individual needs and abilities of each and every child.

## **Mission Statement**

Geneseo Child Care will provide a safe and developmentally appropriate environment. Our focus is to promote each child's social, emotional, physical, and cognitive development. Our goal is to establish a desire in each child to be a kind and caring life long learner.

## **Goals**

Geneseo Child Care strives to meet these goals for each child:

- To strengthen the bridge between your work and family life by creating a special place that supports them both
- Offer a curriculum which encourages social, emotional, physical and intellectual growth.
- Teach the child to relate to others. To value friendship, and to respect all people.
- Provide a safe, comfortable environment for these early learning opportunities and growth processes.
- Help each child learn to develop self-discipline and independence and to deal with his/her emotions in an appropriate manner.

- Provide a well-balanced schedule of activities and quiet time.
- Provide nutritious snacks and lunch that contribute to the growth and development of a happy and healthy child.

### **State Licensed:**

We are a privately-owned licensed Daycare Center through the Department of Children and Family Service (DCFS). They inspect our center without an appointment twice a year. The Department will also inspect if it receives a complaint about the child care center. DCFS has the right to visit the center at will, and without notice. Our Current license is posted at all times in the entrance hallway. A copy of the State Licensing Rules and Regulations governing child care and the toll-free number is available for review at any time and may be used to report a suspected violation of the licensing law or administrative rule. Please refer to your daycare license rule book that was in your enrollment papers.

### **Insurance:**

Geneseo Child Care is covered under a general liability insurance plan that meets all DCFS requirements.

### **Enrollment:**

Geneseo Child Care is licensed to accommodate 98 children. We accept children between the ages of 6 weeks to 12 years old. The Center has a policy of paying for all the days that you are enrolled for even if your child is not in attendance. If your child will be gone due to illness, vacation, or other cases please call the center to notify us. Part- time enrollment is at the discretion of the Center's Director.

The center operates from 7:00 AM to 5:30 PM Monday through Friday. Please see the days the center will be closed in the Holiday section.

We ask each family's contract for specific drop-off and pick-up times. This helps us staff our center accordingly. If there are any changes to your child's schedule please call the Center to notify. A list of individuals who are authorized to pick-up your child must be kept on file. If you have someone new picking up your child we must have written notice before the child is allowed to leave. A photo ID is required at all times to pick up your child. New staff or those from other rooms may not know all the parents in the center, if you are asked for your ID it is for the safety of your child. Please do not give your family code to individuals other than parents. Visitors may buzz to be allowed in.

At the time of enrollment, a non-refundable registration fee of \$100 will be due. If enrolling more than one child, each additional child's registration will be \$50.

## **Holiday Schedule:**

The center will be closed for the following holidays:

- Independence Day
- Thanksgiving Day & Black Friday
- Memorial Day
- Labor Day
- New Year's Day

Tuition is collected at the normal daily rate for these holidays, not including Black Friday. No tuition is collected on Black Friday.

If one of the above holidays falls on a Saturday, then we will be closed on the previous Friday. If the holiday falls on a Sunday, we will be closed the following Monday.

- 5 day period at Christmas time

Geneseo Child Care will be closed for a 5 day period at Christmas time. The 5 day period at Christmas time is decided annually and is at the discretion of Geneseo Child Care management. Tuition for each day during the period is still collected, but will be reduced to 50% of the normal daily rate.

## **Emergency Closing Procedure:**

The Center will be open as long as the roads are safe for travel. In the event that the Center should be closed or have a delayed opening time due to weather, the announcement will be made via the SmartCare App Texting service. We will be open for school snow days as long as travel is reasonable to our staff and parents.

We reserve the right to close the center due to any extreme weather conditions that may arise. If such conditions occur, we will notify you, the family, in a timely manner as best as possible. Payment for care will still be required when the center is closed for an emergency. Please understand that this policy is in effect for the safety of you, your family, and our staff.

## **Admission:**

Geneseo Child Care does not discriminate against children or parents from admission regardless of race, color, creed, sex, or religion. A child with special needs may be accepted based on the ability of the Center and the teachers to meet those needs.

Before a child is enrolled in the Center the following must be received by the Director:

- Signed Parent Handbook and complete application
- Up to date Immunization Record and health History
- Emergency Authorization
- Parent permission form
- Payment agreement
- A copy of the child's birth certificate
- Child's anticipated schedule

Please be aware that childcare CANNOT begin until ALL of the state required paperwork and documentation is completed and returned to be kept on file. This is very important, so please be sure you have these completed and turned into Geneseo Child Care. at least one week prior to starting care.

**Tuition:**

| Age Groups                              | Tuition Rate              |
|---|---------------------------|
| Infant (6 weeks- 12 months)             | \$65 Daily = \$325 Weekly |
| 1 year old                              | \$60 Daily = \$300 Weekly |
| 2 year old                              | \$58 Daily = \$290 Weekly |
| 3 year old                              | \$55 Daily = \$275 Weekly |
| 4 year- 5 year old                      | \$55 Daily = \$275 Weekly |
| School Age (Before & After School)      | \$20 Daily = \$100 Weekly |
| School Age (Summer Program)             | \$42 Daily = \$210 Weekly |
| 2 year old Room @ Exchange St. Works    | \$60 Daily = \$300 Weekly |
| 3 -5 year old Room @ Exchange St. Works | \$60 Daily = \$300 Weekly |

Weekly tuition fees are due on Sunday by 11:59 p.m. for the following week. If Tuition is not paid by that time there will be a \$25.00 late payment fee charged per day late. Childcare fees are subject to change. Written two weeks notice will be given in case of any adjustments. Children will not be able to attend if tuition is not paid.

Part-Time spots may be available depending upon enrollment. Part-time would be 2 days (Tuesday/Thursday) or 3 days (Monday/Wednesday/Friday) per week. We do not discount for half-day care.

**Forms of payment:** All payments should be made online through the Smartcare App. Please discuss with the director if other arrangements need to be made. *Geneseo Child Care LLC has the right to withdraw any child from our program for any unpaid tuition or fees on your account.*

**Child Care Assistance and/or assistance paid to licensed providers from the State:**

Geneseo Child Care does accept state payments for those who have been approved through the State. However, you will be responsible for any difference between what

the approved payment rate is and what Geneseo Child Care would normally charge. The rate that the State pays daily for each child is dependent on many factors but is always listed on a letter of approval from the corresponding department. Families may use that letter to calculate the daily difference or may ask Geneseo Child Care for assistance in calculating the charges. The additional rate charges would also apply to all days that are charged per the parent handbook to families including closed Holidays, sick days and/or days unpaid due to low attendance. Families approved for foster care payments, or CCAP are required to pay for the first two weeks of care regardless of approval. The first two weeks payment will be held as a deposit for uncovered days from the State and/or if the family forgoes providing the center with a final two weeks of notice before ending care. If the family provides the center with a final 2 week notice which is covered by the State and the deposit is unused for other purposes, then it would be refunded back to the payee.

Two weeks of tuition will be collected during the first two weeks of covered care and retained as a deposit in the event that the family later decides to end care where a two week notice would be required. If the family provides a two week notice where the care is covered by the State, then the two week deposit will be refunded at the conclusion of care.

### **Late Pick-Up**

If you are going to be late, please call and let the staff know as soon as possible.

Your child's hours must be pre-arranged with us before their first day of care. When arranging your child's hours, please give us the earliest and latest pick up and drop off times not to exceed 10 hours. If your child is not checked out and exited from the building by the center's closing time a \$15 late fee will start to accrue at 5:30pm and for every 10 minutes after that until the child has been picked up. This fee will be added to next week's tuition. There will also be a charge of \$15.00 for every 10 min your child is in our care past 10 hours. Please consider our staff and the needs of their families when picking your child up late. Example 1: A pick up time at 5:31pm would accrue a \$15.00 late fee. Example 2: A pick up time that is 15 minutes late would equal a \$30 charge. The center closes at 5:30 pm and so it is very important that children are picked up at their contracted time by an authorized adult.

If a parent is 15 minutes late and we have not received a phone call to tell us when the expected pick up time is, we will call the parent numbers on file. If we are unable to reach anyone, we will try again at 20 min late. If there is still no answer we will proceed to call the emergency contacts and alternate pick-ups that are listed for your child. After 45 minutes without being able to contact either parents or other listed contacts, then the Police Department will be contacted to assist with this. Repeated late pick-ups could result in termination of your contract. Please make sure your emergency contacts are ALWAYS current.

### **Withdrawal Procedure**

Two weeks prior written notice is required if your child is to be withdrawn from the center. The payment for the last two weeks is due at the time of the written notice.

### **Schedule Change Procedure**

Any schedule changes that require a child to change, add, or eliminate days of care needed should be discussed in advance with the director to ensure that the center has the opportunity to review the requested changes. The director will be able to provide either an approval of the requested changes or options that may be available to accommodate. Please do not assume that the center will always be able to accommodate such changes. Two weeks prior written notice is required if your child will be changing their current schedule of days at the center.

### **Termination/Transition Procedure**

We reserve the right to discontinue services for any reason by giving you a two weeks written notice in order for your child to transition to a new environment. The Center reserves the right to dismiss any child for disruptive and/or damaging behavior. If, after a period of time and conferences between the parent, lead teacher, and/or Director, a child is unable to adjust to the routine of the Center and is causing disruptive and/or damaging behavior to property or others the child will be asked to leave. This policy is without regard to race/sex/creed/color/religion and is instituted so that we can ensure the children attending the Center are safe and comfortable in their atmosphere in which to grow and develop. Geneseo Child Care does reserve the right to terminate any family immediately if needed.

### **Vacation**

Each child is granted one week of vacation (tuition free) per year after they have been enrolled for 90 days. The center must be notified of the vacation date in writing at least two weeks in advance. If the child is on vacation longer than the five days, the regular tuition rate will be charged after the first week. Vacation days must be used consecutively.

### **Absences**

If your child is going to be absent, please notify the center by 9:00 a.m. Payment remains the same regardless if your child is absent but this will help the center and staff better prepare for their day. If your child is ill, please notify us as to the nature of the illness, particularly if it is contagious.

### **Arrival and Departure**

Arriving and departing the center are big parts of your child's daily routine. Parents are required to check their child/children in and out at the front desk/kiosk.

Please refrain from the use of cell phones when in the building. This promotes a smooth transition of your child to or from the center and prohibits necessary communication about your child's care.

If at all possible please plan arrival and departure times to avoid rest time. If this can not be avoided, please stop by the front desk for help escorting your child to his/her classroom to minimize classroom disruptions.

**Arrival:** We require all parents to escort their child/children to their teacher. The teacher must be made aware of your child's presence. This will help to provide a smooth transition and will give you the opportunity for a brief exchange with the teacher and for the teacher to welcome the child. Each child should wash their hands upon arrival to the classroom.

**Departure:** Like the arrival procedure, no child is permitted to walk out of the building without a parent or guardian. This means that all parents must pick their child up directly from their teacher so that the teacher can acknowledge that they are leaving. Then sign out at the front desk after they have their child with them.

**Release of a child:**

If someone other than the child's custodial parent or guardian will be picking up the child from the center it must be documented on the child's release form. If an emergency arises the parent must provide a written, signed note giving the person permission to pick up their child. Staff will check ID's of anyone they do not recognize. Please let people know about this in advance so they bring a photo ID and they are not offended. The children's safety is our priority! No one under the age of 18 is permitted to pick up a child. The parent or guardian is the only person who can authorize the center to release the child to another individual. Please do not give your family code to individuals other than parents. Visitors may buzz to be allowed in.

**Confidentiality**

Geneseo Child Care Staff are all trained on student confidentiality. All student records are confidential as well as the child's behavior and progress at our center.

**Health and Safety**

State law requires each child in daycare to maintain an up-to-date medical record including immunizations, physical exam and a tuberculin skin test. Other medical requirements may be added at any time from DCFS. We follow CDC mandated regulations, however we reserve the right to change or modify attendance due to certain illnesses.

To keep everyone healthy, parents will need to make alternative arrangements when their child/children are sick. When a child becomes ill while in our care, he/she will be isolated from the other children, and the parents will be notified to pick up this child within an hour. If the parent cannot be reached, we will contact the person

indicated by you on your child's emergency care form. If the ill child is not picked up within 1 hour of the first call a \$5 late fee will accrue for every ten minutes late. This fee will be added to the following week's tuition.

A child should not be brought to the Center if they exhibit the following symptoms or a parent will be contacted to pick up the sick child when the child exhibits any of these symptoms:

- Fever** of 100.4 degrees F or higher
- Diarrhea** 3 loose stools in one day or 2 in an hour
- Vomiting** any thing more than infant spit up
- Rash** that is unexplained, except for diaper rash. Especially on the neck and face.
- Pink Eye (conjunctivitis)** when the eye is red or pink with white or yellow discharge. Other symptoms are matted eyelids, eye pain, and redness of the eyelid or skin surrounding the eye.
- Irritability** or lethargic which is not consistent with the child's temperament will be noted by the lead teacher and director who will call the parents. This case is up to the parents best discretion if the child should go home.

For all health conditions, the child must be symptom free for 24 hours before he/she will be accepted back to care.

This also means that the child should be fever free for 24 hours without any medication.

Fevers that follow a routine shots/vaccination are impossible for a child care facility to know if the fever is indeed from the vaccination or if the child has a fever for any other reason, therefore it will be treated as any other symptom.

If your child contracts any of the following infectious diseases he/she must be excluded until:

- Chicken Pox** After all blisters have scabbed over and no new blisters have formed
- Croup** After the cough has subsided
- Ear infection** After 24 hours of being fever free and three doses of medication
- Fever** After the child's temperature has returned to normal without the aid of fever reducing medication.
- Head Lice** After one complete treatment and removal of ALL nits. Staff will check and if any Nits or Bugs are found the child will have to leave.
- Hand, Foot, and Mouth** After all blisters have scabbed over and no new blisters have formed

|                     |   |
|---------------------|---|
| <b>Impetigo</b>     | After 24 hours of medication  |
| <b>Pink Eye</b>     | After the child has been on medication for 24 hours and has no matter in their eyes |
| <b>Ringworm</b>     | After medical treatment with fungicidal ointment and areas are covered.             |
| <b>Rotavirus</b>    | After the child has had one formed stool  |
| <b>RSV</b>          | After the wheezing and coughing have subsided                                       |
| <b>Strep Throat</b> | After the child has been on medication for 24 hours                                 |
| <b>Thrush</b>       | After 24 hours of medication  |

If your child contracts any communicable disease, please inform the Center.

Your child must be able to perform the normal functions of the day. If they are lethargic or unable to eat solid food they should be kept home.

### **Administration of Medication**

Geneseo Child Care will administer the children in its care *prescription medication* as prescribed by a licensed medical doctor after securing instructions on the designated medication form

. Copies of that form can be obtained from the director. All medication must be in its original container with the prescription label attached. The label must contain the child's full name, current date, the exact dosage to be given and the means of administration.

Geneseo Child Care will not administer any over the counter medications besides topical first aid ointments and diaper rash cream.

All medications are secured in the Director's office or refrigerator in the kitchen. Medications may NOT be stored in the child's cubby or book bag. No child may carry or administer their own medication.

### **Emergencies and Accidents**

To create a safe and secure environment, we have established evacuation routes and procedures for any situation that poses a threat to the safety of children and employees. A medical emergency plan, evacuation, and severe weather plan is conveniently located in each room. Each plan explains actions to be taken and staff responsibilities. In addition, we conduct monthly fire and periodic tornado drills to make sure every child and staff member knows where and what they are supposed to do to ensure everyone's safety.

In the unlikely event there would be an environmental threat or a threat of violence, the staff will secure the children in the safest location possible, contact and follow the direction given by the proper authorities and contact the parents as soon as the situation allows. An incident report would also be provided to the parents.

All staff members have received training in first aid, communicable disease and CPR. In the case of a minor accident/injury staff will administer basic first aid. If the injury/illness would be more serious, first aid would be administered and the parents would be contacted immediately to assist in deciding an appropriate course of action. If a staff member feels that the injury/illness is life threatening to the child EMS will be contacted.

### **Smoking & Alcohol**

THERE IS NO SMOKING OR ALCOHOL CONSUMPTION ALLOWED ON THIS PROPERTY AT ANY TIME. Smoking can be hazardous to everyone's health, especially young children. If you smoke, please extinguish cigarettes while in your car and do NOT dispose of them in the yard or parking lot of the center. If any person picking up children appears to be under the influence of drugs or alcohol, another authorized person will be called to pick up both the child and adult. You will NOT, at any time be allowed to take your child with you when under the influence of anything.

### **Custody Agreements**

If there are custody issues involved with your child, you must provide the center with court papers indicating who has permission to pick up the child. The center may not deny a parent access to their child without proper documentation.

### **Field Trips/Transportation of Children**

Written parent/guardian permission is required for all trips in order to participate.

In the event that Geneseo Child Care has a field trip, Geneseo Child Care will use its 14-passenger shuttle to transport children 3 years and older along with staff for special events. Safety restraints will be required and used at all times when transporting students. Children will board and exit the vehicle from the curb side of the street and will exit whenever possible on the same side of the street as the destination. The number of staff on the bus depends on the age of the children and will follow all DCFS regulations. An attendance list will be given to each teacher verifying approval for the child to attend the trip. Staff trained in CPR and First Aid will be present on all trips. First Aid supplies will be available along with forms needed for children with health conditions. ID tags/stickers will be worn by the students with Geneseo Child Care's Center information easily viewable. Upon arrival and before leaving any locations, teachers must perform a head count verifying all children are present and accounted for.

The shuttle driver will be at least 21 years of age, registered with DCFS as facility driver, have a valid driver's license, and be insured through Geneseo Child Care. The driver will not leave the vehicle unattended at any time while transporting students. The center and its driver will comply with all DCFS and State of IL regulations,

including the Rules of the Road. In the event of a roadside emergency, the driver will refer to the emergency manual located on the shuttle.

Routine safety checks will be conducted on the vehicle used to transport students. The vehicle will be maintained in good operating condition.

Transportation to and from homes is not provided. Also, the center will not transport children in emergency situations. If a child requires transportation, the parent or 911 will be contacted. Written emergency transportation authorization forms must be filled out by a parent or guardian before admission to the center is granted.

If additional seats are needed, transportation may be contracted through a bus service.

### **Meals and Snacks**

Geneseo Child Care provides well balanced meals to help your child develop healthy eating habits by exposing them to a variety of foods. Breakfast is not provided, so please make sure to feed your child before dropping them off. Outside food is not permitted into the center without authorization, including breakfast breakfast food brought into the center. If you do so, you will be asked to stay with your child in the foyer until they have finished eating. Geneseo Child care will provide each child with a well-balanced lunch, a nutritious morning and afternoon snack served with 1% milk (whole milk for 2 years old and younger) or 100% juice. All meals and snacks are nutritiously prepared according to State Licensing Guidelines.

Meals are prepared in the kitchen of the main site and served inside each classroom "family style." We encourage our teachers to eat with the children as this is a teachable opportunity for all children to learn the fundamentals of good nutrition and manners.

Food service will be under the management of the State Certified Food Service Manager and will comply with the health departments Food Service Sanitation Code. Adequate and appropriate food shall be served according to the amount of time the child spends at the center. A typical day will consist of 2 snacks and lunch.

Infants not ready for menu diets will need to be provided with proper nutritional requirements by the parents (formula, breast milk, and baby food). Any child arriving after the designated meal or snack time will not be fed until the next scheduled meal or snack.

Our menu is conveniently posted in the lobby and changes weekly. We request that food not be brought from home or fast food establishments to avoid any difficult

situations with the other children. If your child has food allergies, religious or special dietary needs requiring food to be provided by you it must meet nutritional guidelines provided by the state food program or be substituted by us. A Special Diet statement will be required and signed off by a physician. Please discuss any special requirements with the Center Director prior to your child's first day. You will be asked to have the Special Diet form signed by a doctor prior to the first day.

Meal Time Schedule:

Morning Snack 9:00 AM - 9:15 AM

Lunch 11:30 AM - 12:15 PM

Afternoon snack 3:00PM - 3:15 PM

**Formula**

All formulas must be prepared by the parents before arriving at the center. Bottles must be pre-made and brought in each day. All bottles must be labeled with the date, time and name of the child, and have lids. All bottles are stored within the refrigerator and warmed in a bottle warmer. Please have a small container with extra formula to be left at the center for emergency use only.

**Curriculum**

Each child participates daily in periods of group activities, individual play, outdoor play, and quiet times. All activities are developmentally appropriate and meet each child's physical, emotional, social, and cognitive needs. The imagination and curiosity of every child is valued and contributes to our planned activities.

Research has shown that children stay healthier when they have daily outdoor play. Based on this information and state requirements, outdoor play will be included in our program on a daily basis. Children will go outside if the temperature is above 32 degrees. We will limit the amount of time outside when the temperatures are very warm or very cold. Children will not be taken outside when the temperatures are very warm or very cold. Children will not be taken outside on days with a high heat index, or in inclement weather, such as rain, snow or lightning. Indoor large motor activities will be provided in the child's classroom and/or the gymnasium on those days. Please send your children with the proper clothing so they may be comfortable and safe whenever we are outside. This includes coats, snow pants, boots, hats, and gloves in the winter.

**Rest Period**

A rest period is part of the daily schedule for each age group. In accordance with DCFS Licensing Standards, all children enrolled in the 15 month to 5 year old program will be required to lie down for a nap not exceeding 2.5 hours a day. The child is encouraged, but not forced, to sleep during this time. A cot and cot sheet are provided for each child. Cribs for infants are provided. Infant nap times will depend on each child's individual needs.

## **Guidance and Discipline**

The staff strives to create an atmosphere of acceptance for and to enhance the self-esteem of each child. When discipline is needed, we never use any type of physical punishment. Discipline will use positive guidance, redirection, and limit setting. We will prohibit the use of humiliating and frightening punishment. We will also prohibit peers from administering discipline. The child will typically be separated from the group for discussion or redirection.

We believe that:

- All children need limits which are consistently enforced.
- Children need opportunities to learn to accept responsibility for the consequences of their actions
- Positive behavior should be reinforced in order to redirect inappropriate behavior
- Punishment is not to be used in connection with rest, food, or toilet training

These discipline policies apply to all employees and parents while they are at the center. When a specific behavioral problem has been identified at the Center, the Director and primary teacher will bring this to the attention of the child's parents or guardians.

## **Temporary Removal Policy**

At Geneseo Child Care we strive to develop a positive relationship between the teacher and your child. We believe if an interesting and challenging program is offered to the child, then discipline problems are kept at a minimum. Positive reinforcement is the most effective method of preventing misbehavior. Our motivation is to make certain we provide a safe and loving environment where all children can achieve success to their fullest. Never should a child feel apprehensive about attending our center for fear of another child's behavior.

If inappropriate behavior continuously occurs, we use a positive approach by encouraging the child's good behavior and/or redirect his or her activity. If the problem still exists, the child is then removed from the situation and given time away from others in a warm sure place that allows the child time to gain control of their emotions. Teachers will take time to help them regain control.

If the child demonstrates behavior that requires frequent "extra attention" from the staff member, we may choose to develop and implement a behavior management plan. This plan would be developed in consultation with the parents and would be consistent with the requirements of the State Licensing rule.

A behavioral report will be written by the teacher and/or administrator and signed by the parent to be placed in the child's file for tracking purposes if unmanageable behavior continues. If the child receives 3 written behavioral reports within a

4-week period, the child may be temporarily removed from the program for one week. Fees will still be paid for this week to retain the child's space in the program.

If a situation arises where a child is consistently endangering himself, peers or staff, it may become necessary to discharge the child. Every attempt will be made to work together with the parents, child, and any other referral agencies necessary to assist in correcting the behavior. However, the safety of children is always our primary concern. The administrator would be in communication with the parents prior to this occurring.

NOTE: Geneseo Child Care reserves the right to deviate from this process, depending on the severity or nature of the aggression and/or antisocial behavior. No tuition, deposit or registration will be refunded for a suspended or disenrolled child.

In addition to the above, the center will use the following three methods to track behavior and communicate with parents.

Daily Reports - a parent/teacher communication format that does not count as a written behavior report. This may or may not be just a verbal conversation.

Observation Form - an inner center documentation of observed inappropriate or challenging behavior (above and beyond the acceptable boundaries of appropriateness). This form may be filled out by a teacher and is used solely to track behavior patterns. These are to be turned in daily to the office.

The "Behavior Report" - to be filled out and turned into the office. Management will then give a copy of this report to the parent and a copy will be placed in the child's file. Each report counts as one of the three which would result in temporary removal from the center.

**Performing business in a peaceful and cordial manner with parents, guardians, and other friends/family entrusted to enter the building and interact with staff.**

We have a reasonable expectation to perform business in a peaceful and cordial manner with parents, guardians, and other friends/family entrusted by the parents and/or guardians to enter the building and interact with staff with a certain level of trust. If these reasonable expectations cannot be met, we reserve the right to terminate current and future relationships with parents and/or guardians which would include the discontinuation of our services for any children in care. Examples would include:

- If the parent's behavior is disruptive, unmanageable, and/or harmful to the other children or staff
- The staff is treated in a derogatory manner (this includes in person as well as negative comments posted to social media)
- If the parent is not supportive of the policies and procedures

- Immunizations are not kept current (per IL state regulations)
- Tuition is not paid in full
- If parents knowingly bring their child in ill
- Repeated failure to pick up your child at the agreed upon time
- Repeated absences without notice, or late drops offs without notice

### **Grievance Procedures**

We would like parents to follow certain procedures when a problem occurs within the classroom or the Child Care Center itself. Approach the persons in this manner if necessary.

- Lead Teacher in Child's classroom
- Director
- Entire Owner Team

### **Items from Home and Personal Belongings**

Geneseo Child Care will provide each child with her/her own locker area in which he/she can store personal belongings. Personal belongings need to be limited to a change of clothes, hats, gloves, snow pants, swim suit and travel bag.

Children may bring ONE soft naptime travel size pillow and one blanket with them to be kept at the center.

Our Center is equipped with appropriate toys; therefore, we request that playthings from home only be brought on Show and Tell Days (scheduled by the teachers). We also ask that children do not wear rings and necklaces as they are not safe on playground equipment or in the gym. If such items are brought to the Center we cannot be responsible for them.

We do not allow the children to play with guns or violent toys of any kind (even on show and tell days). Never send your child with gum or candy.

### **Child Abuse Reporting**

All staff whom are employed at the Center are obligated/mandated under State Law to report all suspected child abuse directly to the Department of Family Services or Law Enforcement. Our staff is screened before they are employed at the Center.

If there is an incident of suspected in-house child abuse/neglect, we will ensure that further incidents cannot re-occur until the allegation is investigated. Upon results of investigation, the employability of any staff member involved will be evaluated.

## **Miscellaneous**

### **Summary of Integrated Pest Management**

The management of Geneseo Child Care is committed to providing a safe environment for the children in our care. We seek to prevent children from being exposed to unnecessary pests and pesticides. The Integrated Pest Management (IPM) approach minimizes the exposure of children and staff to pesticides and includes a variety of non-chemical and chemical methods to prevent and eradicate pests. While pesticides may be used to remediate infestations of pests (such as insects, weeds, and rodents) that may be found in the facility and its surrounding grounds, only the least toxic products will be considered and combined with non-chemical methods. Geneseo Child Care contracts with a Certified Technician for the application of any commercial pesticides. Please note none of the chemicals used are harmful to children and are formulated for child care facilities. A full detailed policy of the IPM is kept with the director and is available upon request.

### **Parent participation & communication**

Parents are the most important influence in a child's life. Your input is important to us and we encourage parents to participate whenever possible in activities at the center. Parents may wish to attend field trips, class parties, special luncheons or simply stop in to join the daily fun. At Geneseo Child Care we have an open door policy for all parents. Open communication with all our parents is a top priority. Teachers are available to discuss a child's progress or needs at any time. As a parent or employee, if you ever have a concern or question regarding your child, the program, or activities we are readily available to talk to you. Please feel free to stop by or call the office to chat or set up an appointment to meet with the director. Please do not hesitate to talk to us anytime!

### **Staff Relationships**

Geneseo Child Care prides itself on building relationships and bonds with the families enrolled in the center. If a family would like to ask a staff member to babysit outside of Center Hours Geneseo Child Care will not be held responsible for the performance or insurance of the employee at that time.

### **Birthdays**

Parents are welcome to provide treats (please no candy) for their child's birthday. If you do not choose to do this, the staff will still make every effort to make your child's day special. Please inform your child's teacher two days before you plan on bringing the treat in so it can be approved by the head cook. All snacks that are brought in by parents must be store bought and in unopened packages. This allows us to ensure that the ingredients are safe for all children. Great snack ideas would be: cheese cubes and crackers, rice krispies, any type of cookie, or fruit based popsicles.

### **Clothing**

Children should dress for the mess when coming to the center. Each day your child will have fun-filled hands-on learning experiences. Please send your child in simple,

washable, comfortable play clothes that are easy to manage. All children should have at least two seasonal changes of clothes. If an accident occurs during the day and we have no change of clothing the parent will be called immediately to bring in clothes or pick up the child. Please send the children in play tennis shoes or other soft soled, closed toed shoes. Flip Flops are not allowed as they can lead to injuries. Infants and toddler children are not permitted to wear any small beads or barrettes in their hair for they are a choking hazard. If worn, we will remove them for the safety of all the children enrolled in our program. Geneseo Child Care is not responsible for any damage, spills, or wear and tear on items such as clothes, coats, shoes, etc. Please do not send your children in their "Sunday Best" to daycare as regular and messy play may cause these items to get stained. With our weather being unpredictable during certain parts of the year we ask that parents please plan ahead and dress their child appropriately for both indoor and outdoor play. During the winter we will be going outside when the temperature is above 32 degrees and it is decent to go out.

### **Parents of Infants**

Infants will be fed bottles according to their individual schedule and will be held while bottle feeding.

Please remember to bring:

- A supply of baby food (unopened) and prepared bottles or breast milk (including plastic bottles and caps) labeled with the child's name
- Disposable diapers, ointment and two containers of wipes
- Two extra sets of clothing to be left at the Center (appropriate for the season)
- Pacifiers if your child uses one. Please label.

A daily record of your infant's activities is kept on the chart in the infant room for your viewing at the end of the day. A note will be placed in the baby's mailbox if you need to replenish any items and if there is anything special or of concern that occurred with your child that day.

Nursing mothers are welcome to come into the room to nurse their infant as they wish or send in breast milk to be bottle fed.

The entrance of the infant room has ceramic tile where shoes will be allowed. However, a large section of the infant room will be designated for the removal of shoes upon entrance. All individuals will be required to abide by this rule to maintain a clean and healthy environment for the infants.

### **Parents of Toddlers**

Please remember to bring:

- Disposable diapers, pull-ups or 4 pairs of training pants and two containers of wipes
- Two extra sets of clothing to be left at the Center (appropriate for the season)

- A special blanket or sleeping pal that is needed for quiet time

Please label your child's items clearly.

Toilet Training will begin in this classroom. Once children start showing interest in the toilet, or at age 24 months, staff will ask them if they would like to try the toilet before each diaper change.

### **Parents 3 / 4 / 5 year old Preschoolers**

- Two extra sets of clothing to be left at the Center (appropriate for the season)
- A special blanket or sleeping pal that is needed for quiet time
- The 3, 4 and 5 year old room is not a designated area to serve children wearing diapers or disposable pull-ups, therefore children must be potty trained before moving or being enrolled into this room.

### **Diapers**

If Geneseo Child Care needs to provide a diaper for a child due to the lack of supplies provided by the parents there will be a \$1 charge per diaper. We will continue to charge your account for the diapers from the center until your own diapers are brought to the center. The charges will be added onto the total at the end of the week.

## Parent Handbook Acknowledgement and Agreement

The Parent Handbook is an important document intended to help you become acquainted with Geneseo Child Care LLC. We encourage you to review the handbook carefully. By signing this form, you acknowledge receipt of the Parent Handbook from Geneseo Child Care LLC and agree to be bound by its requirements as a condition of my child's acceptance into the program.

Please initial to provide your consent:

\_\_\_\_\_ I will allow my child's photography to be used on the center's media sites.

\_\_\_\_\_ I understand that teachers may allow moments of quiet or prayer before meals

\_\_\_\_\_ I agree to wash/have my child wash his/her hands upon arrival to the classroom.

\_\_\_\_\_ I will allow Geneseo Child Care to apply sunscreen or bug spray on an as needed basis to my child.

\_\_\_\_\_ I understand that all people picking up my child will need to be on the pick up list as well as provide his/her I.D. to staff.

I understand that the policies described in the Parent Handbook are subject to change at the sole discretion of Geneseo Child Care at any time.

I agree to abide by the policies and procedures as described in the Parent Handbook.

I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the Parent Handbook.

The undersigned, responsible party agrees to be personally responsible for all charges. If at any time or for any reason, the undersigned is unable to pay for services when due and if it becomes necessary for Geneseo Child Care LLC to incur collection costs or institute suit to collect any amount due under this agreement, the undersigned also agrees to pay collection fees and expenses, including reasonable attorneys' fees and court cost, plus all legal fees if incurred for collection and submits to jurisdiction and venue in Henry County, IL.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

(Parent / Guardian)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

(Parent / Guardian)

\*Please sign and return this form to be included in your child's file