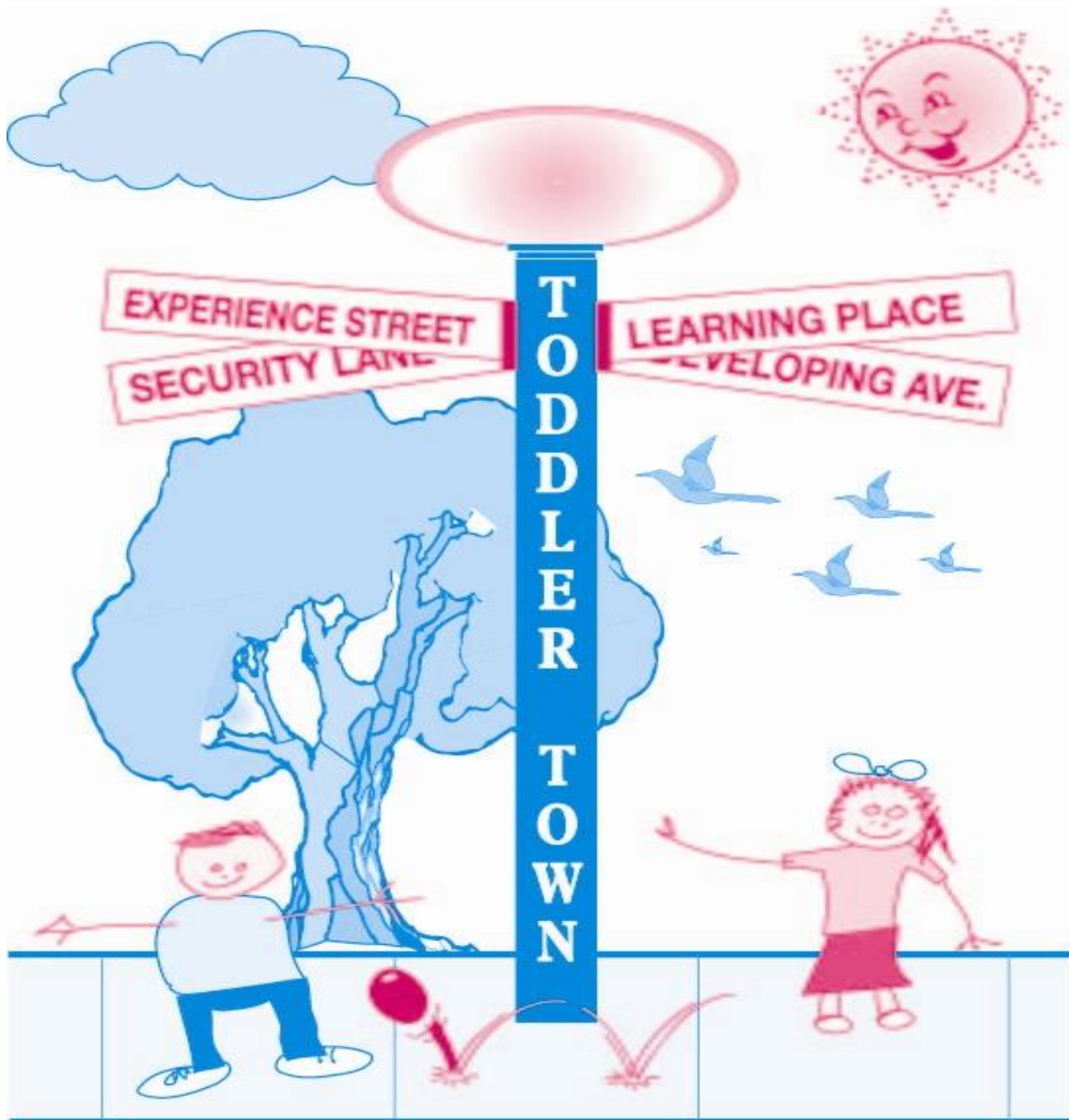


Toddler Town Daycare

Parent Policy Handbook



- **Statement of Purpose**

Toddler Town Daycare is a state licensed day care center which is NAEYC accredited and holds a Gold Circle of Quality with the Excellerate of Illinois, the accreditations are a voluntary process that goes beyond the minimum state licensing requirements. Toddler Town is dedicated to providing a safe and happy environment where children can learn, play, and strive together while their parents work. We balance a physical active program with the appropriate intellectual challenges. We believe that the children thrive by doing and experimenting, so you will find our program to be a very hand on approach to learning. We invite you and your child to our center so you can visit and explore with us.

- **Toddler Town Daycare Mission Statement**

Toddler Town Daycare is a state licensed childcare center, which is nationally accredited by the National Association and Education of the Young Child (NAEYC) & The Excellerate Quality Circle with a Gold Level Standing. Toddler Town Daycare is dedicated to providing a safe and educational environment where students can safely learn and play together while their parents go to work or school. We host a program catered to children ages 2 to 6, utilizing appropriate physical and intellectual challenges for this age group. We believe that children thrive by doing and experimenting, so you will find our program to be a very hands on approach to learning.

- **Description of our Program**

Children are inquisitive explorers and ready learners. The classrooms are organized by age groups and developmental capacities which provide the type of activities that will challenge and nourish the children's interests. Areas in which we focus are sensory awareness, creative and expressive arts, dramatic play, block building, fine and gross motor manipulations, language and reading skills, outdoor play, computers, music and movement, science and discovery learning. Each age group has very different needs, and all of our teachers are experienced in handling these needs.

- **Orientation**

Orientation is a time when the parents can come in and see the center and discuss the type of care that we can offer their children. It is a time for the parents to be reassured so that they know what will be going on during the day while their child is in our center. This is also a time where parents can ask any questions about the center. All children that attend the center first enroll on a 2 to 3 week probation period. After your child enrolls, if you have any questions concerning our policies, please contact the child's teacher or the director.

- **Hours of Operation**

Evanston Location - 7am to 6pm - **Chicago Location** – 6am to 6pm
(847) 475-1467 **(773) 622-6433**

- **Holidays**

The center's holidays are as follows

New Year's Day, Dr. Martin Luther King Jr. birthday, Presidents Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and the day after, Christmas Eve, Christmas Day, and New Year's Eve. If a holiday falls on Saturday the Friday before will be observed, if the holiday falls on a Sunday the following Monday will be observed.

Toddler Town also reserves the right to close 3 additional days throughout the year for staff in-services. Notice for these in-service days will be posted a month in advance along with emails being sent to all families. No Refunds will be offered for these days.

If City of Chicago Schools & City of Evanston schools are closed due to SNOW related weather emergencies, Toddler Town will also be closed.

- **Signing In and Out**

Each child must be signed in and out every day on our log sheets that are located at the front doors or in your child's classroom. This lets us know who is dropping off and picking up your child along with the time of their arrival and departure. This is a DCFS state mandated rule. **Every child must be signed in and out daily.**

- **Dropping Off and Picking Up Your Child**

Only those people who the parent/guardian has authorized through written consent will be allowed to pick up the child. The mother/father is always allowed to pick up their children from school regardless of being on the pick up list. **[A court order is the only document that prevents a parent from picking up their child.]**

Pick up people must be on the pick up list, age 18 and over and must have a photo ID. Please make sure that whoever you put on the list, is able to be a permanent pick up person. We do not allow for people to be added and then taken off and then re-added. If you have to add someone to the list, there are forms to add people to your list at the sign in tables and in each classroom. **Just because someone dropped off the child does not mean that they can pick them up.** Anyone can drop the child off; taking them out of the center needs to be done with written authorization on file by the parent or legal guardian. The above rules need to be followed for the safety of the child.

It is the responsibility of the parent or the person picking up or dropping off that they must take the child to their classroom and take off their coats and sign them in. All of the child's items shall be put in their classroom so it does not get lost. The same policy goes for picking up; children are not allowed to be in the building by themselves. **Once the parent/guardian or pick up person arrives and greets the child, the child is now the responsibility of the parent/guardian or pick up person.**

Any parent or pick up person picking up late will be charged a late fee of \$15 for every 10 minutes or portion thereof after 6pm. The rate changes to \$3 a minute after 7pm. The child cannot return back to school until the late fee is paid. Parents are required to sign a separate agreement about late pick ups and procedures which is located in the enrollment application.

- **** Parent Responsibility-**
 1. Parents are to wash their child's hands upon entering the building before allowing their child to enter their classroom. This is a DCFS mandated rule for drop off people. This rule helps stop the spread of germs.
 2. Children are to be taken to their classrooms by the person that is dropping them off, not left at the front door.
 3. When the drop off person is dropping off, all clothes and jackets shall be placed in the provided blue bags with the child's name on it. Toddler Town is not responsible for any missing clothing.
 4. Toddler Town Daycare is not responsible for any child in the building until that child has been dropped off and signed in by his or her drop off person in the child's classroom. * Toddler Town suggests that parents please put your child's name on all of their clothing.
 5. At time of pick up, parents must supervise their children at all times. Children are not allowed to go to their rooms by themselves. They must be under the supervision of the parent/guardian.

- **Late Pick Up Policy**
 1. Toddler Town Daycare is open from (Evanston - 7am to 6pm) (Chicago- 6am to 6pm) – Monday to Friday
 2. Pick up people must be on your pick up list with the following information
 - First & Last Name
 - Relationship to the child
 - Working telephone number for work, home and cell phone
 - Pick up persons address
 - A valid photo ID
 - Pick up person must be over the age of 18 – unless there is a release of responsibility letter on file
 - No phone calls to add a person will be allowed – parents can fax a letter in writing if an emergency arises to add someone new to the list.
 - Evanston Fax – 847-475-5339

➤ Chicago Fax – 773-804-1273

3. It is the responsibility of the parents/guardians to keep all of their phone numbers and the phone numbers of their pick up people up to date.
4. In the event that your child is still here, at 5 minutes to 6 we will begin calling you and people on your list for up to 3 times, we will leave messages on voicemail lines.
5. If after 3 attempts to all phone lines we have not been able to contact anyone by 7pm we will then contact the local police department and social services for their assistance.
6. It is up to the parent/guardian to give the pickup person all of the information they need, ie. Location of the school, child's classroom and that they **must have a valid photo ID.**
7. We will keep your child indoors, safe and occupied with toys, until they are picked up, if your child soils themselves we will not change them, this will be the responsibility of the pickup person.
8. If your child is not picked up 7pm and we have not heard from anyone, your child will be transferred to social services.
9. All conversations about the late pick up will be held with the parent, not the child or the pickup person.
10. Late pick up fee is \$15 for every 10 minutes or portion thereof after 6pm, the rate then goes up to \$3 every minute after 7pm. All late fees have to be paid before the child can return back to school.

- **Smelling of Weed, Intoxicated/Impaired Person**

- **Picking up a Child from Center Care**

Policy: To ensure that no child is allowed to leave the care of the center in the custody of a person who Smells like Weed, or is in a physical condition which may prevent him/her from assuring the child's welfare.

1. Any parent or other person who is authorized to pick up a child enrolled in Toddler Town of Evanston and comes to the center Smelling of Weed or intoxicated or in an impaired physical condition which may prevent him from assuring the child's welfare will not be allowed to pick up a child.
2. In the event that a parent or other authorized person arrives at the center while Smelling of Weed or intoxicated or in an impaired condition, staff will prevent him/her from picking up the child assuring the child's safety and welfare.
3. Should it be determined that the person is in a condition that prevents him/her from assuring the child's welfare, staff will:
 - a. Staff will attempt to contact another person on the Authorized Child Pick-up List.

- b. Notify the following individual(s) in writing: (1) The parent(s) of the child (if they are not the ones who are smelling of weed, intoxicated or impaired) (2) The intoxicated/impaired person and spouse; (3) Parents of other children the person has been authorized to pick-up; (4) Appropriate center staff.
4. For any parent or other authorized person who arrives at the center smelling of weed or in an intoxicated or physically impaired condition to pick up an enrolled child, the following will occur:
- a. One written warning;
 - b. Removal from the list of individuals authorized to pick up a child after the second occurrence.
5. The Center Director, or if he is not present, the person in charge, is authorized to carry out the directives of this policy.

- **Tuition**

Toddler Town only accepts children on a full-time basis. Toddler Town also reserves the right to close 3 additional days throughout the year for staff in-services. ** There are no refunds for holidays or in-services. There are no refunds for emergencies or events due to weather such as snow and power outages which are beyond our control. We cannot call parents to let them know that we will be closed. Parents are welcome to call the school to verify if we are open or not. Parents should always have their cellphone number and carrier information up to date to receive emergency texts from Toddler Town.

1. Parents should always have their email information up to date to receive emails from the school.
2. Parents should register with the Emergency closing center website at <http://www.emergencyclosingcenter.com/complete.html>. Please refer to the last page of the handbook for more information on this website.

There are 2 options for paying your child's tuition, 1/2 on the 1st and the remaining 1/2 on the 15th of the month or payment in full on the 1st of the month. If tuition is not paid on time then the child will not be allowed to return back to school.

- **Parents that pay weekly, there are 4 months out of every year that there will be 5 weeks in a month instead of 4 weeks. (4 weeks X 12 = 48 weeks) The remaining 4 weeks to = 52 weeks in a year will be billed in the months that have 5 weeks. See the director for more information.**

Parents, can also pay their tuition online at <https://www.myprocare.com> . Please see the director will email you all of this information in your welcome email.

- **The center also charges a monthly activity fee. Please see your center director for the amount charged at your specific center.**

- **Credit Card Authorization Form For Tuition Payments**

Toddler Town Daycare Will **Require and make Mandatory** that all parents keep a credit card on file with the center. If you have not paid your tuition in Full by the 15th of the month your account will be charged for the entire balance due along with a late fee of \$35.00.

Parents can still make payments throughout the month through our website @ www.myprocare.com, leaving payment envelopes with your child's teacher or making them directly to the office. **If your payment is \$0.00 by the last day of the month, your credit card will not be charged.** However, if we try to process your card and it is declined your child will not be able to return to the center until payment in full is received. If after 1 Week we do not have a full payment, your child's spot will be given to the next child on our waiting list.

Toddler Town Will not be able to waive this requirement or accept payment arrangements for past due tuition any longer. All Accounts will be required to be current by the last day of the month.

- **SUBSIDIZED CHILD CARE -**

Parents applying for or on Action for Children will be charged an additional **\$50 per month** in addition to their monthly co-payment. This is to cover materials, supplies, curriculum programs, and extracurricular activities.

Parents applying for Action for Children will be charged \$100 per week until their application is approved. Once Toddler Town Daycare is reimbursed by Action for Children we will then credit your account. If your application is denied then the monies paid by you will be credited to your account towards past and future tuition bills. Your account will then be charged the current weekly tuition rate for past and future months.

All late payments will be charged a late fee of \$15 per occurrence. Toddler Town accepts cash, money orders, cashier checks, credit cards and personal checks.

If parents ask Toddler Town Daycare to hold a spot for their child, they are still obligated to pay the tuition. If you choose not to pay, then you risk losing your child's spot along with covering all of the tuition during the absence until notice was given.

All parents upon enrolling their child are required to sign a tuition contract. If a parent leaves the school without paying their bill in full, the account will be sent to collections and the parent will have to pay all fees associated with the collection of the account.

All parents that leave the school with a financial obligation are subject to being sent to collections or having a civil lawsuit filed against them for non-payment of services rendered along with any court costs the center may incur. In the lawsuit we will ask for garnishment of wages.

- **2 Weeks Notice**

If you plan on leaving the center, 2 weeks' notice in writing must be given to the Director, verbal notices to the teachers are not acceptable. Families leaving without notice will be charged a \$300 fee.

- **How do co-payments work**

The state assistance program requires that the parent's co-payment is used first and then the assistance portion kicks in. Kind of the way that insurance works. Regardless of whether the child was there for a day in the month or the entire month, the parent co-pay is first collected and then the state portion is paid.

- Parents who have been approved for child care benefits from the IDHS Child Care Assistance Program (CCAP) are required to help pay for the cost of their child care.
- You MUST make a payment, called the Parent Co-Payment, to your child care provider each month.
- The amount of your parent co-payment is shown on the Approval Notice.
- The Department will pay your provider directly for the remaining child care charges up to the maximum rate. The Department will not pay for any child care charges over the maximum rate.
- Your provider will tell you when to pay the parent co-payment, each week or once a month.
- If you have more than one provider, only one provider will be assigned to collect the parent co-payment. The amount of the parent co-payment will be shown on the Approval Notice for the provider assigned to collect the parent co-payment. The Approval Notice will show if the provider is not assigned to collect the parent co-payment.
- The amount of your parent co-payment is based on gross monthly income and family size.

For Example –

Your Co-Pay is \$5.00 for the month.

The state pays \$1.00 a day for the month

Your child only attended for 5 days

Your Co-payment covers the 1st 5 days and no payment will be received from the state

If your child attended for 6 days. The first 5 days comes from you and then the remaining days payment comes from the state. I hope that this clears things up for you. Please let me know if you have any additional questions.

- **Vacation or Leave of Absence Policy**

(Vacation) Families paying full tuition are allowed a reduction of ½ of their weekly tuition due to a vacation with a maximum of 2 weeks in one calendar year. Vacation time should be pre-arranged with the center at least one week in advance. [If your child does not take a vacation, then there is no vacation credit offered.] There are no vacation allowances for Action for Children parents

(Leave of Absence) We hope you understand that we cannot just hold spots for free without charging a fee. We are turning students away because we have no spots available or are placing them on a waitlist with guarantee. As you know we have ongoing expenses that we must cover, and a budget based on a current enrollment or set enrollment amount. So, when parents leave with no notice we have to charge a fee and when parents want to pull their child out for a break in order to hold that spot we have to charge for that time even though the child is not at the center to cover costs such as food, staff, utilities, supplies, and etc., this is done by charging the parent a discounted rate (vacation credit) for that period of time.

Please consider this scenario to help make sense of the above issues - You have your home budget set per your monthly income / expected hours, you go into to work and your boss tells you that there is no work for you come back in 3 weeks we will have work then. How will this effect you and your budget? The same applies when parents leave with no notice or want to leave for an extended period of time.

- Parents can choose to give 2 weeks' notice and pull their child out for an extended period of time but there is **NO GUARENTEE GIVEN** that there will be a spot when you return.

- **Curriculum / Parent Conferences/ Child Screenings**

Here at Toddler Town Daycare, we strive to create an environment that is enlightening, comfortable, empowering, educational and safe for all children as well as staff within our two separate facilities. Parents are strongly encouraged to accept and explore all that the site has to offer. The name of the site is Life Cubby and parents receive an invite upon enrollment.

Within this website parents have full access to their child's development. Having this type of opportunity creates an interactive partnership between parents and teachers, so that together we can work as a team to ensure that each child's ability and potential is reached. Once an invitation has been accepted by the parent(s), all of their child's information is available to them. Assessments, lesson plans, documentation of child's daily experiences in addition to important classroom and administrative information can all be found within the website.

Furthermore, parents and staff can communicate via the website through messages sent from either end. Monthly newsletters are also created and posted on the school website for parents to view.

Up to 3 times per year, parents will be asked to attend conferences to find out how their child is doing at the center. Parents will receive a report from the teacher. Spanish translated report cards are also available.

Toddler Town Daycare uses the Ages and Stages Questionnaire (ASQ-3) along with the Ages and Stages Questionnaire's: Social Emotional (ASQ-SE). These screenings are performed up to three times per year. The first screening is within the first 60 days of enrollment, children entering our pre-k program and throughout the school year.

Consent forms for the ASQ-3 and ASQ-SE screenings are located in your child's enrollment packet. Parents can also complete a screening of their child through our online access portal from ASQ. These forms are available online in English and Spanish. Please see the Director for more information.

Individualized Education Program (IEP)

Individualized Education Programs, or IEPs, are plans developed to guide the education of a child with special needs between ages 3 and 21 in the early childhood or school setting. The federal Individuals with Disabilities Education Act (IDEA) requires that all children with an identified special need have an IEP to help educators meet their unique educational needs. The IEP is a team-based effort that includes the child's parents, child care providers, school staff, doctors, therapists, and even the child when appropriate. At every step, the family is involved to ensure that the decisions made are best for them and their child.

An IEP is a written document that describes the ways that an individual child learns best, the measures and assessments that are most appropriate to document that child's learning, and the supports and special educational services that the child needs in order to learn most successfully. The IEP includes specific learning goals for the child. An IEP must be reviewed and updated regularly to ensure that it continues to be appropriate for the child's learning progress and special needs.

Individualized Family Service Plan (IFSP)

An *Individualized Family Service Plan (IFSP)* is a document intended to help families and professionals within a community support the special needs of a child under age 3. The IFSP focuses on providing supports and services to the family of a very young child with special needs in order to help that family enhance their child's growth and development. The IFSP is developed based on in-depth assessments of the child by a variety of professionals. An IFSP is usually broader than an IEP. In addition to learning goals and supports, the IFSP documents the child's current developmental level, describes outcomes for the child and family, and specifies community services for the child and

family that will support the development of the whole child. The IFSP includes the needs of the whole family, with the parents as major contributors in its development. IFSP team members may come from a variety of different organizations and may include medical professionals, physical and occupational therapists, speech therapists, child development specialists, child care providers, early intervention specialists, social workers, and others.

Child care providers can help create IEPs and IFSPs

The IEP and IFSP can be effective tools to help educators make decisions about the most effective care and education practices for a young child with special needs. Child care providers may be members of a team that creates, reviews, and revises the IEP or IFSP for a child in their child care program. If you are asked to be a team member, here are some of the things you may contribute:

- **Observations of the child's development.** IEPs and IFSPs are based on observations of the child with special needs. Child care providers may be able to add valuable information from your day-in, day-out interactions with the child. You may be asked how the child interacts with other children in the program, the types of activities the child likes to do, or the child's eating or sleeping patterns. Discuss the child's strengths and abilities as well as challenges. Be as honest as you can.
- **Documentation.** The IEP or IFSP team may ask to see any documentation you have kept about the child with special needs. Be willing to share any notes you have written, goals you have developed, information you have learned from the family, photographs of the child engaged in learning activities, and samples of the child's artwork, writing, and other materials. These notes and documents can help the team better understand the child's development and create a plan that best meets that child's needs.
- **Information about the early childhood curriculum.** Child care providers may be asked to share information about your curriculum goals, activities, and plans, as well as information about the physical layout of your classroom or family child care home. These questions help the team better understand the setting, in order to provide supports to help the child with special needs succeed in that setting. You may also be asked to help identify ways that your curriculum can be modified to support the child with special needs. If you have already tried making modifications and have found ideas that work, share those with the team.

Using the IEP or IFSP to guide classroom practice

If a child comes into your child care program with an identified special need, ask for a copy of the IEP or IFSP. Child care directors and providers should review the document carefully, and pay attention to the following:

- **Description of Developmental Level and Special Needs.** An IEP or IFSP should include some description of the child's current developmental level and special needs. This information can help child care providers better understand the child's

special need and can guide decisions about how best to adapt educational practices to include that child.

- **Goals or Outcomes.** For children age 3 and older, an IEP includes educational goals for that child. Child care providers can help the child move toward those goals by building those goals into learning experiences in the child care curriculum. If a child's goal is to throw a ball with two hands, for example, the child care provider might design a small-group activity that involves tossing balls into baskets of different sizes. As the child with special needs participates in this group activity, he can practice throwing while also developing social skills such as turn-taking and cooperation. For a child under age 3, the IFSP will specify goals or outcomes for both the child and the family. Child care providers can support these goals through close communication and cooperation with parents and other family members.
- **Ways of Assessing the Child's Learning.** An IEP may describe the best ways of assessing or documenting the learning of a child with special needs. A child with a hearing disability, for example, may need to have information presented through visual means such as sign language or pictures. Use these guidelines to help you find the best ways to assess the child's learning and development.

Once a teacher & the parent have completed an ASQ on a child – it is the responsibility of the parent with assistance from staff to begin the process of obtaining the necessary assistance to help the child in the home and the classroom. If the parent refuses to follow through with the goals and time lines set forth by the center or the therapists, then the child will no longer be able to attend the center.

- **EXPULSION POLICY TODDLER TOWN DAY CARE**

Unfortunately, there are sometimes reasons we have to expel a child from our program either on a short term or permanent basis. We want you to know that we will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced. The following are reasons we may have to expel or suspend a child from the center:

IMMEDIATE CAUSES FOR EXPULSION

- The child is at risk of causing serious injury to other children or him/herself.
- Parent threatens physical or intimidating actions towards staff members.
- Parents exhibits verbal abuse to staff in front of enrolled children.
- Parents are going through a divorce and dragging the center in the middle of their disputes. The center is a neutral zone and will not take sides.

PARENTAL ACTIONS FOR CHILD'S EXPULSION

- Failure to pay/habitual lateness in payments.
- Failure to complete required forms including the child's immunization records.
- Habitual tardiness when picking up your child. Verbal abuse to staff.

- Parents are going through a divorce and dragging the center in the middle of their disputes. The center is a neutral zone and will not take sides.
- Failure of parent to follow developmental plans set forth by experts in regard to their child's development and behavior

CHILD'S ACTIONS FOR EXPULSION

- Failure of child to adjust after a reasonable amount of time.
- Uncontrollable tantrums/angry outbursts.
- Ongoing physical or verbal abuse to staff or other children.
- Excessive biting.

Prior to expulsion, a parent will be called, and correspondence will be sent home indicating what the problem is, and every effort will be made by both the center and the parent to correct the problem. If, after one or two weeks, depending on the risk to other children's welfare or safety, behavior does not improve, and the center finds that they can no longer accommodate the child, the parent will be asked to remove him/her. The parent will be given a minimum of one week's notice to find another center to provide care for this child.

Toddler Town Daycare will do everything they can do to accommodate a family and their child(ren) to receive the best care possible. We have to work as a team; the parents, the staff; the therapists and anyone else needed to help the child. IF the parents are not willing to seek the necessary assistance needed for their child we will have no option but to ask the family to leave the center.

Below are excerpts from the US Department of Health and Human Services Policy statement on Expulsion and Suspension policies in Early Child Hood Settings- Along with Recommendations for Families.

“The beginning years of any child's life are critical for building the early foundation of learning, health and wellness needed for success in school and later in life. During these years, children's brains are developing rapidly, influenced by the experiences, both positive and negative, that they share with their families, caregivers, teachers, peers, and in their communities.¹⁰ A child's early years set the trajectory for the relationships and successes they will experience for the rest of their lives, making it crucial that children's earliest experiences truly foster – and never harm – their development. As such, expulsion and suspension practices in early childhood settings, two stressful and negative experiences young children and their families may encounter in early childhood programs, should be prevented, severely limited, and eventually eliminated. High-quality early childhood programs provide the positive experiences that nurture positive learning and development.

- Create positive climates and focus on prevention;
- Develop clear, appropriate, and consistent expectations and consequences to address disruptive student behaviors; and
- Ensure fairness, equity, and continuous improvement.

Preventive and discipline practices should be used as learning opportunities to guide children's appropriate behavioral development. Children's desired behavior should be reinforced and consequences for challenging behavior should be developmentally appropriate and consistent. Programs should pay distinct attention to the developmental appropriateness of both behavioral expectations and consequences for challenging behavior, given the substantial developmental and experiential differences among children birth through age five and the range of what is age-appropriate across this age range.

Programs should also pay distinct attention to the language they use in shaping children's behavior and communicating with families. Language commonly used in the criminal justice system, such as the use of "probation plans" or "three strikes and you are out" frameworks, should not be applied to discipline frameworks in early childhood programs (e.g. "three bites and you are out"). These terms connote criminal behavior and inappropriately label children. Program discipline procedures should provide specific guidance on what teachers and programs will do when presented with challenging behaviors, including specific teacher and staff responses, communication with families and caregivers, and consulting with mental health specialists, school counselors, and the child's medical home.²³ In addition, if the child is suspected of having a developmental delay, disability, or mental health issue, it may be appropriate to refer the child's parents to the mental health system, the State's early intervention program, or their local school for information regarding evaluation for services under the Individuals with Disabilities Education Act (IDEA) Part B or C programs.

Early childhood programs are strongly encouraged to establish policies that eliminate or severely limit expulsion, suspension, or other exclusionary discipline; these exclusionary measures should be used only as a last resort in extraordinary circumstances where there is a determination of a serious safety threat²⁵ that cannot otherwise be reduced or eliminated by the provision of reasonable modifications, consistent with the second Guiding Principle.

Even in such extraordinary cases, the program should assist the child and family in accessing services and an alternative placement through, for example, community-based child care resource and referral agencies. In addition, consistent with the third Guiding Principle, early childhood programs must ensure that discipline policies comply with Federal civil rights laws.^{9,14,22} Should a situation arise where there is documented evidence that all possible interventions and supports recommended by a qualified professional, such as an early childhood mental health consultant, have been exhausted – and it is determined by the family, teacher, program, and other service providers that another setting is more appropriate for the well-being of the child in question – all parties, including the receiving program, should work together to develop a seamless transition plan and use that plan to implement a smooth transition. If the child has a disability, including children receiving services under Part B of the IDEA, additional procedural safeguards and nondiscrimination requirements apply.²⁶

When making decisions about transitioning a child and family to another program, specific attention should be paid to ensure that the new program is inclusive²⁷ and offers a rich social context and opportunities for interactions with socially competent peers to ensure that children can optimize their learning, and develop their social skills alongside their peers in a natural environment. The program transitioning the child should also undergo a self-evaluation and identify systemic reforms and professional development actions they may take to prevent the need for such transitions in the future.

The family should be encouraged to inform the child's primary health care provider so that developmental and health evaluations may be conducted and so the health care provider may serve as a coordinating support to the family. Once appropriate policies and procedures are established, early childhood programs should clearly communicate them with all staff, families, health and mental health consultants, and community partners.

Clear communication will enable program administrators, teachers, aides, and other staff to be consistent in their implementation of prevention and intervention strategies as well as their expulsion/suspension practices, and will ensure that all parties share the same information and operate with the same set of assumptions. Clear and consistent policies may reduce the likelihood of inconsistent, ad-hoc, or discriminatory decision-making and help address racial disparities by reducing subjective behavioral judgments that have been shown to contribute to racial discipline disparities in the K-12 context. ²⁸ All programs must ensure that the policies developed, and implementation of those policies, are in accordance with applicable State and Federal statutes. Such statutes include, but are not limited to IDEA, Title II of the Americans with Disabilities Act (ADA), and Section 504 of the Rehabilitation Act.

The resources below provide information and resources to implement ECMHC:

- Center for Early Childhood Mental Health Consultation <http://www.ecmhc.org/>
- Early Childhood Mental Health Consultation: Research Synthesis http://csefel.vanderbilt.edu/documents/rs_ecmhc.pdf
- Georgetown University Center for Child and Human Development: Early Childhood Mental Health Consultation <http://gucchd.georgetown.edu/67637.html>
- Issue Brief: Integrating Early Childhood Mental Health Consultation with the Pyramid Model http://challengingbehavior.fmhi.usf.edu/do/resources/documents/brief_integrating.pdf
- Resource Compendium: What Works? A Study of Effective Early Childhood Mental Health Consultation Programs <http://gucchd.georgetown.edu/products/78366.html>
- Promotion of Mental Health and Prevention of Mental and Behavioral Disorders <http://store.samhsa.gov/shin/content/SVP05-0151/SVP05-0151.pdf>

- What Works? A Study of Effective Early Childhood Mental Health Consultation Programs http://gucchdtacenter.georgetown.edu/publications/ECMHCStudy_Report.pdf
- Child learning, social-emotional and behavioral development:
 - o Family Learning Activities and Games <http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/family/forfamilies/Learning%20Games%20and%20Activities/Preschool%20Learning%20Activities%20and%20Games/home.html>
 - o Parents as Teachers <http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/family/for-families/Everyday%20Parenting>
 - o Fostering Children’s Behavioral Development <http://challengingbehavior.fmhi.usf.edu/do/resources.htm>
 - o Fostering Children’s Social and Emotional Foundations for Early Learning <http://csefel.vanderbilt.edu/resources/family.html>
 - o Backpack Connection Series for Teachers and Caregivers <http://challengingbehavior.fmhi.usf.edu/do/resources/backpack.html>
 - o Parenting Essentials <http://www.cdc.gov/parents/essentials/>
- Developmental and behavioral milestones, monitoring, and screening:
 - o Milestones Moments http://www.cdc.gov/ncbddd/actearly/pdf/parents_pdfs/milestonemomentseng508.pdf
 - o Free Tools to Track Your Child’s Development <http://www.cdc.gov/features/trackmilestones/>
 - o Birth to Five: Watch Me Thrive – For Families <http://www.acf.hhs.gov/programs/ecd/child-health-development/watch-me-thrive/families>
 - o Developmental and Behavioral Screening Passport https://www.acf.hhs.gov/sites/default/files/ecd/screening_passport.pdf
 - o Where to go if You’re Concerned <http://www.cdc.gov/ncbddd/actearly/concerned.html>
 - o Center for Parent Information and Resources <http://www.parentcenterhub.org/>
 - o Parent Training and Information Centers for Parents of Children with Disabilities <http://www.parentcenterhub.org/find-your-center/>
- Identifying a high-quality early learning program:
 - o Child Care Aware <http://www.childcareaware.org/>

14 o APPENDIX 4: Resources for Programs, Schools and Staff 33 The following resources offer support for superintendents, program directors, principals, teachers, providers, and other staff to prevent and eliminate expulsions and suspensions in early childhood settings.
- Social-emotional and behavioral health
 - o Center on the Social and Emotional Foundations for Early Learning <http://csefel.vanderbilt.edu/>
 - o Technical Assistance Center for Social Emotional Intervention <http://challengingbehavior.fmhi.usf.edu/>
 - o Positive Behavior Intervention Support <https://www.pbis.org/>
 - o Center on Early Childhood Mental Health Consultation <http://www.ecmhc.org/>
 - o National Center on Health <http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/health>
- Universal developmental and behavioral screenings
 - o Watch Me! Celebrating Milestones and Sharing Concerns- Training for Teachers <http://www.cdc.gov/ncbddd/watchmetraining/index.html>
 - o Birth to Five: Watch Me

Thrive! <http://www.acf.hhs.gov/programs/ecd/child-health-development/watch-me-thrive>
o Learn the Signs. Act Early <http://www.cdc.gov/ncbddd/actearly/index.html>

- Partnering with community service providers o Birth to Five: Watch Me Thrive! Community Guide
https://www.acf.hhs.gov/sites/default/files/ecd/communities_guide_march2014.pdf o Legacy for Children: Public Domain Evidence-Based Parent Intervention
<http://www.cdc.gov/ncbddd/childdevelopment/legacy.html> o Early Childhood Technical Assistance Center <http://ectacenter.org/> o Association of University Centers on Disabilities <http://www.aucd.org/directory/directory.cfm?program=UCEDD>

- Forming strong relationships with parents and families o National Center on Parent, Family, and Community Engagement: Resources and Guides
<http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/family/resources.html> o Family and Provider/Teacher Relationship Quality Measures: User's Manual
<http://www.acf.hhs.gov/programs/opre/resource/family-and-provider-teacher-relationshipquality-measures-users-manual> o National Association for the Education of Young Children: Engaging Diverse Families <http://www.naeyc.org/familyengagement>

- Culturally and Linguistically Responsive Practice and Nondiscriminatory Discipline o National Center for Cultural and Linguistic Responsiveness
<http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/cultural-linguistic> o U.S. Department of Education Office of Civil Rights Data Collection <http://www.ocrdata.ed.gov> o U.S. Department of Education and Justice Dear Colleague Letter on Nondiscriminatory Administration of School Discipline <http://www.ed.gov/ocr/letters/colleague-201401-title-vi.pdf> “

- **Vacation**

Families paying full tuition are allowed a reduction of ½ of their weekly tuition due to a vacation with a maximum of 2 weeks in one calendar year. Vacation time should be pre-arranged with the center at least one week in advance. [If your child does not take a vacation, then there is no vacation credit offered.] There are no vacation allowances for Action for Children parents.

- **Accidents**

Scratches and scrapes, are inevitable when children play, if this occurs they will be treated with water to clean the surface and ice to reduce the swelling. Every effort will be made to inform the parent/guardian when picking up the child. This is done verbally and through the use of an accident report. We encourage parents to sign up for Life Cubby where accident and behavior reports are sent directly to your phone. www.lifecubby.net

The center's entire staff undergoes a yearly training class of CPR and First Aid, which can be confirmed by looking at the parent information board which contains the staffs training certificates.

If a child is injured at the center, depending on the extent of the injury, we will first call 911 then the parent. We will accompany the child in the ambulance. It is very important for all parents to keep their phone numbers and the numbers of the pick up people updated at all times.

Chicago Location - The ambulance will take your child to Our Lady of Resurrection Hospital located at the corner of Central and Addison. Their main number is (773) 282-7000.

Evanston Location- The ambulance will take your child to Saint Francis Hospital located at the corner of Ridge and Oakton. Their main number is (847) 316-4000

- **Phone Numbers**

It is very important for parents and pick up people to notify us of changes to your phone numbers and cell phone carriers. Please let us know if you move, change numbers, change jobs, or change cell phones. There are many reasons on why we may call, for example your child has a fever, an accident, late pick up or an emergency at the school. Toddler Town can now text parents as well so please keep your cell phone information up to date.

- **Forms**

Before a child is admitted into the center, there must be a complete application filled out. We must have these forms in our office before the child can begin enrollment. [No exceptions] If anyone needs assistance filling out their forms, please see a staff member for assistance.

In accordance with Cook County Department of Health and the Illinois Department of Children and Family Services regulations, each child must have a completed medical form filled out and signed by a physician on file before the first day of attendance. The medical form must have the doctor's signature and office stamp on it. The medical form must include the parent survey, child immunization history, TB test with result not older than 6 months, and a lead test;(residents of Skokie are not obligated to have a lead test). Your child's medical form needs to be updated every 2 years.

- **Nutrition**

Menus are posted in your child's classroom and on the bulletin boards next to the sign in/out tables.

Breakfast- We serve breakfast from 9:00am to 9:30am. Breakfast consists of cereal, milk, and fruit or apple sauce. We also offer bagels with cream cheese and waffles with syrup. There are many reasons why we are unable to offer a variety in our breakfasts. First, many parents bring their children in throughout the morning. Second, there is not a cook on site that can cook breakfasts to order. We have code issues to follow and since children come at different times we have no way of maintaining proper amounts of food and hot temperatures set forth by the health department.

Lunch-

Chicago location - Our lunch is prepared here at the center. Our groceries are purchased fresh weekly and our meals are prepared fresh daily and served hot. The meals are a variety that the children may or may not be used to. All meals meet the United States Department of Agriculture Nutrition Guidelines. We encourage the children to try all of the food that is placed on their plates. Lunch menus are posted every month in your child's classroom.

Evanston Location – Our Lunch is prepared by Quality Catering, Quality Catering prepares our meals. You can visit them at www.qualitycateringforkids.com. The meals are a variety that the children may or may not be used to. All meals meet the United States Department of Agriculture Nutrition Guidelines. We encourage the children to try all of the food that is placed on their plates. Lunch menus are posted every month in your child's classroom.

Snacks- We serve snacks twice a day. A snack of crackers and juice are served at 6:30am to 7am. (Chicago location), 7:30am to 8am (Evanston Location) An afternoon snack is served from 3pm to 3:30pm at both locations. There is a menu for the afternoon snack posted in your child's classroom.

Toddler Town Daycare participates in the Illinois State Board of Education Food Program. ISBE's Non- Discriminations statement- The USDA is an equal opportunity provider and employer.

At Toddler Town Daycare, we love celebrating birthdays, holidays, and special occasions. We also want to ensure we are teaching the children life-long healthy eating habits. This is why

As of January 1st, 2013, we will only be allowing parents/guardians to bring in healthy snacks during these special times.

We will no longer allow foods such as cupcakes, cakes, doughnuts, or candy to be brought in during birthdays or holidays. Instead, we encourage you to explore healthier options to share with the class and save the sugary foods to eat at home. The teachers will also stop giving out candy as rewards and will instead give out prizes like art supplies, books, chalk, bubbles, and other items to expand your child's mind.

You are welcome to send healthy treats or goody bags to share with classmates. Please let the teachers know in advance that you will be bringing a treat to class and the teachers will arrange to distribute the treats or goody bags to the children after naptime or at dismissal.

All healthy food items must arrive unopened as packaged by the manufacturer or it will not be accepted. Homemade treats are not permitted by the Illinois Health Department. And as always, no nuts are allowed.

Remember, if you would like to celebrate with your child's birthday at school please, **Bring In Really Tasty Healthy Delicious Appetizing Yummy Snacks!**

- If your child has food allergies or does not eat certain foods due to religious beliefs, please speak to the director so that alternatives can be worked out.
 - No child is allowed to bring in outside food to the building. It is unfair and against health codes and can cause an allergic reaction of another child. Parents are more than welcome to wait outside while their child finishes their meal.
 - There should be no food or drinks of any kind left in your child's cubby, all food items will be thrown out.
- **Naps**

Our state License requires there be a rest period mandatory daily up to 2 hours. Each child will be assigned a cot to sleep or rest on. If your child does not go to sleep he/she must be quiet as not to disturb the other children, The center provides cot sheets which are washed weekly. Parents provide the blanket and pillow. If you would like your child's pillow and blanket to be washed, it is your responsibility to do so. You can ask your child's teacher to put them aside every Friday afternoon. If you fail to bring them back on the Monday, please be aware that the center does not have extras.

Field Trips

We occasionally go on field trips; field trips are an additional expense to the weekly tuition charge. Your fee will include the admission to the event and the transportation. Before going on a trip, the teachers discuss with the children what we do and do not do on a trip. When going on a trip we encourage as many parents as possible to come along and volunteer. Parents who do not want their child to go on the field trip will need to make alternative arrangements of childcare for the day. There are no refunds in tuition for the day since you do not want your child to attend.

If you miss the field trip for any reason, we are unable to offer any refunds.

- **Clothing and Extra Clothing**

Children should come to the center dressed in clothing that is comfortable for play and easy to take off for toileting purposes. All children will be required to wear a smock when painting or playing in water, but that is no guarantee they will not get paint, glue or etc. on them. All children must have at least one entire set of spare clothing which is weather appropriate at all times at the center. Please dress your child appropriately for the weather. We go outside every day. Toddler Town Daycare is not responsible for any lost, damaged or stolen clothing. Please place all of your child's belongings in their blue bags.

There are many reasons why a child may have to change clothing during the day such as wetting themselves, spilling juice or milk, or an over enthusiastic art project. Please make sure that your child has their name on their spare clothes. Extra clothing consists of undershirt, underwear, shirt, pants, and socks. It is also a good idea to put your child's name on all jackets and clothing because many children may have similar items.

Children like to run outside, climb our play structures or ride our bikes, this is why we ask that you please do not send your children to school wearing flip-flops or sandals. This will help minimize injuries.

- **Illness**

Your child will not be permitted to the center if they are obviously sick or running a fever. If a child becomes ill at the center, he/she will be isolated and the parent will be called to come and pick up the child. Parents must pick up their child immediately upon receiving our phone call. We will call you to pick up your child if they have or do one of the following: throw up, are running a fever, have diarrhea, pink eye, ringworm, head lice and/or complaints from the child that a part of their body hurts, such as a tooth ach, stomach or ear ache. Children cannot return back to school until they are free of their illness for 24 hours or if the illness is contagious we will need a letter from the doctor allowing the child to return to the center. If there is a child who has a contagious illness all parents will be notified through a letter from the center.

Please refer to the handout in your welcome folder "When to keep my child home" if you have any questions on when you should consider keep your child home.

- **Administration of Medicine**

Only prescribed medicine by a doctor will be administered to your child. A permission form must be completed by the parent prior to the administration of any medications. The form should state the name of the medicine, dosage and the time that it shall be given. This form is valid only for time limit set forth by the doctor's order on the prescription. [You have completed this form at the time of enrollment] additional forms can be found in the 3-year-old room (Chicago) Front Desk (Evanston)

- Parents can also go online and complete an **immediate authorization of fever medicine at www.toddertownevanston.com or www.toddertownchicago.com which states –**
- FEVER Medication Consent for Temperatures above 100 degrees F. Form / Until I arrive at the Center- Staff at Toddler Town Daycare Center have my permission to administer non-prescription Children's Motrin fever reducing medication. I understand that fever reducing medication will only be given if it is absolutely necessary, in the event of a sudden increase in my child's temperature, and it is not to be given on a regular basis. I understand that in order for staff at Toddler Town Daycare to administer any other non-prescription medication to my child, I must obtain written authorization from my physician, dentist or nurse practitioner. I also understand that in order for staff at Toddler Town Daycare to administer prescription medication, I must first complete the Medication Consent Forms that are included in the enrollment application packet and the medication must be in its original container with child's name, date prescribed and dosage on the label. I ALSO UNDERSTAND THAT MY CHILD IS REQUIRED TO BE PICKED UP WITHIN THE HOUR OF ME BEING CALLED & THAT MY CHILD CANNOT RETURN TO SCHOOL UNTIL THEY ARE 24 HOURS FEVER FREE.

- **Personal Belongings**

Children should not bring toys to school; they tend to get broken or lost. Jewelry and watches should not be worn at school as well. Toddler Town Daycare is not responsible for any items that may be lost, broken or stolen. Teachers may sometimes ask children to bring in items for show & tell or for educational purposes. Each teacher has their own rules / policy on items being brought to school. Please see your child's teacher for more information.

- **Photographs & Publicity**

We always take pictures of the children in the center to let parents see what goes on during the day. Children are at the center for long hours everyday and this is one way to let parents be a part of their child's day. These pictures are posted in the classrooms, in their portfolios and on the Teaching Strategies website used to evaluate the children. Class photographs are taken twice a year. These photos are done by outside companies. Photos can be purchased from the center's office. Advance notice is given for picture day.

I expressly give ***Toddler Town Daycare*** permission to use my Child's image and likeness in any online media, including, but not limited to the company's website and Facebook. I

fully understand I will not receive compensation for my Child's image or likeness. I further release and hold harmless Toddler Town Daycare for any action whatsoever by using my Child's likeness and image. A copy of this form is in your child's enrollment packet.

- **Discipline**

All caregivers will guide and teach children the importance of recognizing right from wrong; they teach them how to acknowledge inappropriate behavior and learn to correct it. A child who is having problems in one area of the classroom will be redirected by the teacher to another area. This is one of the most effective techniques allowing the child the opportunity to refocus their behavior without a "negative correction" from the teacher.

The teacher will also speak with the child to see what may be bothering him/her so that the child can return to the group. After a child continues a behavior that they have been asked to change or has already been redirected, then a reflection session will be used. A reflection session will be given for every minute of the child's age.

If the child is continually being disruptive and the teacher constantly has to take attention away from the class to deal with a child, he/she will receive a behavior write up. The write up will explain the behavior of the child. It will then be shown to the parent who will then be asked to sign it. Parents are asked to sign the report to show acknowledgement of a behavior. The teacher and the parent will discuss what they may feel is causing the behavior and work out an improvement plan.

If your child receives 3 write up reports, the parent will be required to have a conference with the director. The director, parent, and teacher will develop a plan of action. If the behavior persists and 2 additional write-ups are then given totaling 5 write ups, the child will be asked to leave the center.

If a child is asked to leave the center, 2 weeks notice will be given by the center to allow parents the opportunity to seek alternate childcare arrangements.

- **If a child's actions are seen as dangerous to themselves, a staff member or any other child, the center reserves the right to ask the child to leave the center with no notice.**

All children that are asked to leave will receive an exit meeting along with a referral sheet of contact numbers.

- **Child Abuse Reporting**

The state of Illinois requires that all members of childcare institutions look for and report to the state any and all cases of child abuse and a neglect towards a child.

- **Fire Drills**

Fire drills are conducted once a month. Tornado drills are done 2 times per year. This is a mandate by DCFS. The director will sound the alarm. Each teacher will give instructions as to what the children should do. Evacuation routes are posted in all classrooms and all exits are clearly posted. Children are taught “Stop-Look-Listen”- Stop what you are doing, look at the teacher, and listen to what to do and where to go.

- **Notice**

If your child is not going to be in school because they are sick or on vacation we ask that you please call and let us know. The telephone numbers are listed on the front page of this handbook. If you just leave with no written notice to the director, your spot will still be held and you personally will still be held accountable until the spot is cancelled. Spots will be cancelled automatically after one month of non-attendance and your account will be billed \$300.00 for not giving the center 2 weeks notice in writing.

- **Security**

Upon enrollment all parents are asked to give the center a 4 digit ID code. This ID code is used for entrance into the building. We ask that if parents do not know or recognize someone not to hold the door open for them. If they belong to the school then they will be able to get into the building using their own code. If they are seeking information on the center or here to pick a up a child but have no code, please ask them to remain outside and let a staff member know

- **Emergency Closings due to Emergency/Weather**

1. We are members of **Emergency Closing Center**.
Go to the public website at <http://www.emergencyclosingcenter.com/complete.html> and search for the facility by typing the name and city or by the main phone number of the facility.
 - Toddler Town Daycare Too – Chicago
 - 773-622-9433
 - Toddler Town Daycare – Evanston
 - 847-475-1467
2. Call 847-238-1234 from a touch-tone phone and enter the main phone number of the center
3. Receive an e-mail notification of a change made to your center by signing up on the website at: www.emergencyclosings.com
4. Listen to WGN radio 720-AM, WBBM 780-AM or **watch** CBS ch. 2, NBC ch.5, ABC ch. 7, FOX ch.32, WGN-TV or CLTV cable for closing information.
5. Parents should always have their cellphone information up to date to receive emergency texts from Toddler Town.

6. Parents should always have their email information up to date to receive emails from the school.
- All emergency updates will try to be done as early as possible or at least 1 hour before the center is scheduled to open.
 - **5 year-old / Graduation**

We would like to give all parents advance notice of what happens in the summer when a child will be leaving for Kindergarten / 1st grade in the Fall. If your child will be 5 by September 1st then your child will be ready to leave our center to attend Kindergarten.

Toddler Town Daycare holds its **graduation around the 1st week to the 3rd week of June**. Caps and gowns usually cost \$35.00 per child. More information to follow in mid May.

Around the beginning of April, all children will be assigned a leave date to make room for the new children that will be enrolling into the center. **The first leave date will be around the 2nd week of June**. If we allow all children to stay until school starts in September, we will be left with 20-30 empty spots in the center which we cannot afford to happen. By offering leave dates, we are able to keep tuition costs low throughout the school by avoiding a big drop in enrollment.

******* If you would like your child to stay for an additional year and skip kindergarten, you are more than welcome to stay at our center for an additional year. We have 8 spots set aside for parents that may choose to stay. Please speak to Angelo or Robert by April 1st.** Kindergarten is not a requirement in the state of Illinois.**

Parents are encouraged to look at summer camps as alternate plans for their child. Some locations to look at are....

1. Evanston Summer Camp-
<http://www.cityofevanston.org/departments/parks/recreation/camp.shtml>
2. Chicago Summer Camp-
<http://chicago.timeout.com/articles/kids/83023/kids-summer-camps>
3. YMCA
<http://www.ymca.net/find-ymca-camps>

If you have already not looked into registering for Kindergarten, please do so. You can find your child's school by filling in your information at the following website:

<http://nces.ed.gov/ccd/schoolsearch/>

- **Open Door Policy**

We have an “open door” policy at Toddler Town. Parents may visit their children in our facilities any time they wish. We do ask parents who plan to visit their children frequently to follow the classroom routine, to avoid disturbing classroom schedules and activities. If you wish to meet with the Director or a staff member, please make an appointment so that arrangements can be made.

Toddler Town appreciates parents' valuable input on the care of their children, and encourages parent participation. Parents can visit as much or as little as their schedules (and children) will allow. We also invite grandparents to come and visit and read a story to the class. If you are going to have a grandparent visit us, please let your child's teacher know so that we can expect them.

- **Parents Going Through A Divorce / Family Custody and Court Orders**

Toddler Town Daycare cannot write letters for parents pertaining to custody, parenting, and/or divorce issues unless it is court ordered.

Parents are responsible for providing copies of court orders pertaining to custody, visitation and/or restraining orders to the center the child attends. Parents must provide current and updated documents to the centers. Toddler Town will not accept verbal changes regarding the validity of Orders.

Toddler Town Daycare will NOT participate in arguments between parents on who should or should not be on a pick up list. It is up to the parents to settle this issue at time of enrollment. Once a person is on a pick up list they remain their unless that person is to be removed by a court order.

¹If a parent would like to argue or debate the way a court order was interpreted by the center a parent can at their own expense. The center will send the court order along the interpretation in question AND THE PARENT WILL BE BILLED FOR THE CENTER'S LEGAL EXPENSE. Our legal departments hourly rate is \$250.00 per hour. A minimum payment will be taken in advance in the amount of \$500.00 and anything over will be charged to the family, anything under will be refunded to the parent along with a copy of the invoice from our legal office.

- **Closing Statement**

Please be aware that the policies described in this handbook are subject to change at the sole discretion of Toddler Town Daycare at any time. Every organization requires a set of rules so that the group as a whole may operate smoothly and safely to accomplish its goals. Failure to adhere to the policies set forth in this handbook can result in discharge from the center. We ask and thank you for your cooperation in the observance of the policies set forth in this handbook.

¹ The reason for this clause is because a family was trying to argue our interpretation of the order which was correct, after sending the order to our attorney for review we sent a copy of the response to the arguing parent and never heard from him again about the issue. This consultation cost the center \$785.00. In order to keep our rates down such charges will be billed to the family.

As a center we will do everything that we can to ensure the safety of your child at all times, but we cannot argue with families going through a divorce. We understand that these are difficult times for each side and we will work with all parties but to certain limits.

- **Notice of Change**

This parent policy handbook is subject to change. Parents are welcome to check in the office for revised copies of this handbook. Any major changes will be reported to parents in a separate handout.

Rev – 1/1/2009, Rev – 2/20/2012, Rev – 12/2012, Rev – 6/5/2014, Rev 4/23/2015, Rev 4/8/2016, Rev 3/29/2018, Rev-11/28/2018, **Rev 12/4/2018**