

# Broadview Children's Center



## PARENT HANDBOOK

# Parent Handbook

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# **WELCOME TO BROADVIEW CHILDREN'S CENTER**

Broadview Children's Center's program is designed to enhance your child's development through social, educational, physical and emotional stimulation by providing the highest quality childcare and preschool education. Our staff is committed to meet each child's individual needs in a loving, nurturing manner through a fun, safe and educational environment.

This Parent Handbook is designed to familiarize you with our policies and procedures. It will assist you in recognizing the center's responsibilities and the parents' responsibilities. The policies and procedures have been carefully developed to promote the success of each child and the school as a whole. The policies apply to all parents and may not be changed on a parent-by-parent basis. It is the responsibility of the director to enforce these policies for the legal and financial protection of the school.

In order for children to feel secure and benefit the most from their experience at Broadview Children's Center, we encourage you, the parent, to become involved with your child's development at school. This will assist each child in the transition and connection between home and school. Here at Broadview Children's Center, we have an "Open Door" policy. We welcome you to visit or call the school anytime during the day or meet with us for a conference. Your comments and concerns assist us in providing the highest quality program and environment for each child.

Please review the policies outlined here. Should you have any questions or comments, please let us know.

Broadview Children's Center is licensed for the care of infants, toddlers, preschoolers, and school age children. Broadview Children's Center does not discriminate upon the basis of race, color, religion, sex, or national origin.

The staff and administration of Broadview Children's Center look forward to providing you and your child with a quality early childhood learning experience. Thank you for allowing us to be a part of your child's growth and development.

## **BROADVIEW CHILDREN'S CENTER MISSION STATEMENT**

Broadview Children's Center is an innovative preschool and child care company. We promote quality education in a safe, family oriented environment to prepare our children for future learning experiences, emphasizing the development of physical, cognitive, emotional, social, creative and academic skills. Broadview Children's Center strives to meet the growing needs of the community for affordable and quality preschool, child care and special needs programs.

### **VISION**

Broadview Children's Center plans to be the leader in high quality, multi-cultural, family-oriented education. We understand that the early years of childhood development are the most critical for the success of every child. **Our curriculum is designed to be state of the art, offering a balanced hands-on program based on the academic readiness, growth and development of each child.**

Our centers offer many innovative programs to meet the needs of all families for a well-balanced program in early child care education and development. Many of our center locations offer federally subsidized child care, state and county funded programs, voucher programs and special needs programs.

### **GOAL**

We strive to be the preschool and child care leader in each market that we have a presence. Our leadership will stand in all areas of early childhood and academic development for each child. Broadview Children's Center will become the center of the community for early childhood development, child care, parenting classes and community activities.

## **BROADVIEW CHILDREN'S CENTER MEETS THE NEEDS OF THE CHILDREN**

To define Broadview Children's Center as a "childcare center" would be an incomplete definition. While child care is certainly a critical part of our program, it is the early childhood development and educational programs that separate Broadview Children's Center from the rest of the industry. Broadview Children's Center focuses on the individual needs of each child. We provide them with the tools to be successful in their transition from preschool to elementary school and we set a positive foundation for all future learning experiences.

Broadview Children's Center provides an environment for learning by using age-appropriate materials and setting realistic goals for each child. Part of this successful transition from preschool to elementary school and future learning experiences includes:

- The ability to function in a group setting.
- The ability to use cognitive thinking and problem solving skills.
- Exposure to concepts in reading, math, language, science, social studies, art and music through the use of fun and creative materials.
- Addressing the emotional, social, cognitive, creative and physical needs of each child through a variety of challenging and fun experiences.
- Broadview Children's Center's building design provides a floor plan that is spacious, light and airy, using the maximum square footage for the children's use, with maximum visibility.

## **BROADVIEW CHILDREN'S CENTER'S EDUCATIONAL PHILOSOPHY**

At Broadview Children's Center we believe that **all children can learn**. We also believe that the key to learning is creating a positive environment that focuses on the development of the child's self esteem, confidence, natural curiosity and desire to learn.

One of the failures of education in this country today is that many educators look at children as a group rather than as individuals. At Broadview Children's Center, we look at the individual child and focus on the individual needs of each child using a variety of hands-on materials. We provide a solid one-on-one relationship of teacher to child in a safe, nurturing and fun environment. We know that the children who come to us have a natural curiosity and desire to learn. It is our job to focus the energy of these children into a fun and challenging curriculum where they learn to solve problems through cognitive thinking, have exposure to seven academic areas and learn to socialize within acceptable parameters in a non-threatening, stimulating and fun environment.

Our trained professional staff uses a variety of methods to enhance the emotional growth and personality of each child, from infants to school age children. At Broadview Children's Center participation is encouraged; there are no wrong answers. There is an emphasis on encouraging each child to express his/her feelings and thoughts in a positive environment that will build his/her self-esteem and confidence.

## **BROADVIEW CHILDREN'S CENTER'S EARLY CHILDHOOD CURRICULUM**

Research has shown that the first five years of a child's life are critical in terms of personal and educational growth. It is in these early years that children develop their self-esteem, confidence and love of learning.

At Broadview Children's Center we take our children's natural curiosity and focus it in the areas of reading, math, language, art, music, science, social studies and cognitive thinking skills in a fun and creative environment. Of equal importance is the physical, social, emotional and creative development of each child. Broadview Children's Center's curriculum ensures that each child has an overall comprehensive preschool experience.

Broadview Children's Center's curriculum program is designed to meet the needs of children from six weeks to five years old. In addition, Broadview Children's Center offers an enrichment program for ages six through twelve years of age. Our curriculum program is based on meeting the individual needs and expectations of each child. We use a hands-on approach to learning with teachers who creatively interact with the children in order to achieve success.

## **LICENSING**

The current year's license for operation can be found posted outside of the center's office. A copy of the local rules and regulations governing the licensing of the center is available for review at any time. Please ask the director. The licensing record for each center is also available through the Department of Children and Families or the Child Care Division of HRS.

Broadview Children's Center personnel have been screened and processed and meet all state and local requirements for child care employment.

## **HOURS**

Broadview Children's Center is open Monday through Friday from 6:30 A.M. until 7:00 P.M. We provide full time and part time services, \*before and \*after school, and \*summer camp for school age children.

## **VISITATION**

You may visit your child at Broadview Children's Center at any time. Unannounced visits are encouraged and welcomed. State law requires that all visitors must sign in at the front desk before entering the school and may be required to present proof of identification. Additionally, we are interested in presenting the children with as many varied experiences as possible. If you would like to be a guest speaker or know someone with an interesting talent or job, please do not hesitate to contact us. We also like changes of scenery and learning through field trips. If you know of any interesting destinations, please share them with us.

\*Programs may vary from school to school. Please ask the director to verify programs available at your school.

## **PARENT INVOLVEMENT**

### **ORIENTATION**

Most children need loving support during the transition from home to school. Starting school is an exciting experience for a child, but it can also be a difficult transition. This is probably not the first time your child has been separated from his or her family, however, it is probably the longest amount of time away from home in an unfamiliar environment. To make this transition as easy as possible, separation should be accomplished gradually.

The following may assist you and your child in making this separation a happy experience:

If possible, you and your child should visit the school before the child's first day. This will help to alleviate some of your anxiety, feeling of guilt and fear of leaving your child for the first time. Annual open house orientations are held prior to fall enrollment, however, if you are enrolling your child at a different time of the year, the school's director will gladly schedule an orientation that is convenient for you and your child. During this visit, you and your child will have the opportunity to meet his/her teacher(s) and classmates. You will both have the opportunity to tour the entire school. Visiting before attendance will assist your child in getting acquainted with the new surroundings. The director will be able to explain your child's schedule, answer all of your questions, show you where to find the parent's information board, instruct you on Broadview Children's Center's electronic sign-in and sign-out procedures and other important information. We also have multi-lingual staff on hand to assist, if needed.

You are encouraged to spend some extra time on your first few visits until your child has settled in. You may want to send an item to school with your child that will add to his/her comfort and security. This could be a favorite blanket, stuffed animal, family picture, etc.

A parent or any other adult should never leave without saying "good bye" to the child. However, when you do leave, say "good bye" and leave without hesitation. Never tell your child that you will be right back. Children become very apprehensive about whether you are really coming back when you don't return right away. If possible, you may want to pickup your child a little earlier the first few days to allow for adjustment.

After the Fact Blues – Most baffling of all are the After the Fact Blues. This occurs when a child who has been looking forward to going to school and who comes home with exciting stories to share about the first few days later decides "I'm not going!" The immediate and obvious reaction for the parent is to say... "What happened yesterday?" You call the school; you're told all was fine. Your thoughts are "They're keeping something from me!" In actuality, your child has suddenly realized that things are different. It will probably be this way every day during the transition. The child has not yet fully adjusted and reality has begun to set in. Give your child reassurance. Let the teacher know so that the teacher can also reassure the child that this is a natural

occurrence. The child's fretfulness is not a result of unhappiness at school but rather an adjustment to the new situation and change. Learning to accept change is a normal part of a child's emotional development.

Understand that a child's emotions are similar to those of adults. Give your child some extra time, personal contact and love during the first few days. Allow the beginning days at the center to be gentle, casual and non-threatening. Don't be over anxious by constantly reminding the child of school while at home. Keep conversation light, responding to questions and comments from the child.

If a child cries at separation, the child will seldom continue to do so for more than a few minutes after the parent is out of sight. The teacher is usually able to divert the child's attention to an activity, which will take the child's mind off of the absence of the parent.

Be assured that your child's teacher and the director are aware and sensitive to this transition period. Please feel free to call during the day to check on your child. If crying continues for an extended period of time, you will be contacted.

A word of encouragement...Don't give up. Just when a parent is about to give up in despair, the problem usually disappears. The child settles in as if he/she had been going to school for years and all is well.

There is no single answer to overcoming the transition from home to school. Teachers must follow their intuition and constantly communicate with the parent. Likewise, the parent must trust the teachers, as should the child. As the teachers learn to trust the parents, they must also trust that the parents really want what is best for their child.

The most vital learning task for a child at the start of school is that school is a comfortable place to be and that the parent will return as promised. If you find the transition too difficult for you or your child and you would like additional help, you should talk to an administrator regarding resources for family activities and support.

## **CREATING THE PARTNERSHIP**

A working partnership must be just that – working together in every possible way. We begin by laying out the welcome mat. Broadview Children’s Center has an “Open Door” policy. Feel free to visit at any time. Effective communication is essential to the smooth functioning and well-being as a community of families. Feel free to observe your child’s class. Parents/guardians may tour all parts of the center and are welcome to eat lunch with their children on occasion. Parent/Guardians can participate in field trips and open house and help with parties and the many annual special events. Parent/Guardian – Teacher conferences are held quarterly to keep you informed of your child’s progress. You may, however, schedule a conference at anytime you desire. You are encouraged to speak to your child’s teacher as frequently as possible, however if you have questions, concerns or comments that you feel need to be addressed, please speak to the director. We do encourage open communication between the parent and teacher, however, the teacher cannot concentrate on her duties of caring for the class if she is engaged in extensive conversation with a parent. Our goal is to provide constant, open communication with you, the parent, as well as resolve any concerns you may have.

If your schedule does not permit you to visit during the school day, you can still be a part of your child’s growth and development. You will have much to share with your child. Broadview Children’s Center’s infant and toddler programs send home daily reports, giving you the opportunity to participate in your child’s experiences at home. Our preschool program provides you with weekly reports. Encourage your child to share his or her experiences. Talk about the fun things your child did in school. Discuss his/her favorite part of the day. Talk about the teachers, new friends and special events that have taken place or are happening in the near future. Each day is a full day of living and learning, even on those days your child does not bring something home to share with you.

## **ON-GOING DEVELOPMENTAL ASSESSMENT**

Every child at Broadview Children’s Center receives on-going observation and assessment from our trained staff. If we notice any area(s) of concern, you will be notified and referred to an agency that will better assist you to help meet the needs of you and your child.

## **PARENT INFORMATION BOARDS**

Bulletin boards are located in each classroom as well as the front reception area. The boards are used to post lesson plans, announcements, meetings, work to be done, menus, monthly calendar of events, daily schedules and much more. Please check it daily for new information.

**Individual cubbies** are located in each classroom. Please check your child's cubby daily for letters, memos, reports and class/art work.

**A locked suggestion box is** located in the front of our center, outside of the director's office. We allow the opportunity for all families to provide feedback to help us to better fulfill your needs. We encourage you to share your thoughts as a means of improving our program and creating a comfortable partnership. Please feel free to leave any notes, messages, requests, etc. in the lock box. This will help eliminate items being lost or misplaced and it will get your questions or concerns taken care of in a timely manner.

**All other forms are located up front. These include** medication authorizations, authorizations for pickup, emergency information updates, etc. If ever you need one of these forms, please ask someone up front to assist you.

## **NEWSLETTER**

A monthly newsletter is available the first week of every month. Please read the newsletter and return any questionnaires as soon as possible.

The newsletter is another effective tool used to communicate with you about the many Broadview Children's Center happenings, field trips, parties, guest speakers and lots of tips and ideas. Please feel free to add any items you feel newsworthy. You can leave the information in the designated lock box in the reception area.

## **HOME/SCHOOL PARTNERSHIP**

Uniting home and school is important to the overall success of your child's development. Occasional projects/activities are sent home to promote this unity. Research shows that being an involved parent will enhance your child's development, learning experience and success in the future. Ask your director or teacher for a list of additional ways that you can become involved.

## **SUPPLIES**

Parents are responsible for providing the following items. Please bring the supplies appropriate to your child's age group on or before the first day of attendance. **All items must be labeled.** We cannot be responsible for any unlabeled items.

### **Infant Supplies**

Daily Nutritional needs which include, but are not limited to:

- Daily Formula in Bottles w/Caps, both labeled (**All bottles must be accompanied with a cap.** This is a government requirement)
- Daily Solid Foods (cereals, fruits, vegetables, etc.), labeled
- Extra Can of Formula, labeled
- Adequate Supply of Diapers
- Infant/Baby Wipes
- Ointments and Powders (Vaseline, A & D, Balmex & Desitin)
- 2 Complete Changes of Clothing
- Pacifier, Blankets, Bibs
- Box of Large Zip Lock Bags

### **Toddler/Twos Supplies**

- Adequate Supply of Diapers/Pull-Ups
- Baby Wipes
- Paint Shirt (adult old short-sleeved shirt)
- 3 Pairs of Training Pants (Twos)
- Box of Large Zip Lock Bags
- Box of Tissues
- At Least One Change of Clothing
- One Extra Pair of Shoes and Socks

### **Pre-School Supplies**

- Complete Change of Clothing (Including Underwear, Socks & Shoes)
- Paint Shirt (adult old short-sleeved shirt)
- Small Blanket, labeled
- Box of Large Zip Lock Bags
- Box of Tissues

Your recyclables are valuable to our school. The following items are useful for art projects and other school activities:

Computer Paper	Shoe Boxes	Felt, Trims and Fabric Scraps
Egg Cartons	Milk Cartons	Styrofoam Meat Trays
Plastic Margarine Tubs	Gift Wrap	Empty Thread Spools
Film Cans	Tinker Toys	Tin Cans
Juice Cans	Toothpicks	Toys
Paper Sacks	Packing Materials	Safety Pins
Old Jewelry	Nylons/Panty Hose	Old Dishes
Buttons	String	Lids
Baby Food Jars	Foil	Books
Clothespins	Foil Pie Pans	Newspaper
Waxed Paper	String	Yarn
Paper/plastic Straws	Old Cameras	Tea Strainers
Candles	Old Pots	Paint Brushes
Empty Boxes	Silverware	Newspaper
Eye Droppers	Tubing	Springs
Magnets	Shoelaces	Sandpaper
Carpet Scraps	Detergent Boxes	Plastic Bottles
Cardboard/Pasteboard	Feathers	Paper Roll Cores
Hats	Purses	Dress Up Clothes/Shoes

## **BROADVIEW CHILDREN'S CENTER STAFF**

Each staff member is carefully selected based on the experience, knowledge, skills and abilities they possess in the field of early childhood development and their enthusiasm for teaching children the joy of learning. Every staff member is observed interacting with children and questioned about his/her ability to carry out Broadview Children's Center's Philosophy, Mission and Goal. They must complete all screening and training requirements before being placed in the classroom. This includes a criminal record check, a minimum of three verified employment references, and a physical examination and TB certification. Each staff member meets all state and local requirements for child care employment. After hiring the best qualified persons to represent the Broadview Children's Center team, they must complete a 90-day probationary period in which they are closely monitored and evaluated. In addition, all staff members participate in continuing professional education and training courses and receive on-going evaluations.

## **ENROLLMENT**

A parent/guardian wishing to learn more about Broadview Children's Center should call to schedule a tour at one of our schools. We encourage the child to visit with you so they will be able to meet the director and teachers and see all of the exciting equipment and materials at the center. During this visit you will have the opportunity to tour the school and ask any questions you may have. You will be given information and an explanation of all of the policies and procedures which will assist you in selecting the best preschool/childcare available to meet your family's needs.

Once you have made the decision to enroll your child at Broadview Children's Center, you must complete, sign and return all of the required forms in the enrollment package. A current physical examination report and immunization record completed by a physician must accompany your enrollment application. You will need to pay the non-refundable registration/enrollment fee, the first week of your child(ren)'s tuition and a deposit of one week's tuition.

According to state law, specific forms must be completed and returned before any child can attend class. All of these forms are included in the enrollment package that you receive from your director except for a current health appraisal completed by a physician and a current record of all state required immunizations, vaccinations and boosters. These forms are obtained through a physician's office. In addition, the following are also included in the enrollment package to assist Broadview Children's Center in the development, safety and protection of each child:

- Signed Receipt Acknowledging Acceptance of Parent Handbook
- New Student Information Sheet
- Rate Schedule
- Photo Consent and Release
- Permission Slip/Emergency Authorization
- Non-Authorized Child Pick-up Password

It is the responsibility of the parent/guardian to keep the director informed of any changes in information including address, telephone numbers, employment, emergency contacts, authorization for pickup and to update your child's health record as new immunizations, vaccinations or boosters are required.

## **WAITING LIST**

Broadview Children's Center accepts applicants on a first-come-first-serve basis and does not discriminate on the basis of race, national origin, sex or religion.

At some Broadview Children's Center locations, space is limited due to the high demand for quality preschool and child care. If there is not a space immediately available for your child, he/she may be placed on our waiting list. This waiting list is maintained based on the date of the application and the age of the child. You will be called in the order in which your child is on the waiting list, as an opening occurs.

Priority is given to all children currently enrolled at Broadview Children's Center and ready to advance to the next age group.

You will forfeit your position on the waiting list and we will not be able to hold an opening if you decline the opportunity to register when notified that an opening has become available.

## **CHILDREN WITH SPECIAL NEEDS**

Children with special needs are accepted at Broadview Children's Center when it is determined that the child can benefit from the programs and learning environment of the center and that his/her attendance at the center will not have an adverse affect on the learning experiences of the other children. In most cases, all students benefit from the inclusion of special needs children into a regular classroom situation. It is important for children to appreciate the differences in people and to be sensitive to people that are challenged in specific areas. It is helpful to the Broadview Children's Center staff when parents are able to provide us with specific information to address the needs of the child so that the staff can customize the programs to meet those needs. We want your child's experience to be a positive one. We will make every effort, working with the parent and professionals when needed, to determine if our program best suits your child's needs.

## **REGISTRATION**

A non-refundable registration/enrollment fee is required for each child. This fee is due at the initial registration and enrollment of your child. An annual, non-refundable re-registration fee is due at the start of each calendar school year (as designated by the County School District) to hold your child's spot for the corresponding school year. If a child is withdrawn from the school and later returns, the registration/enrollment fee must be paid again upon enrollment. Written notice of a child's withdrawal is required two weeks prior to the actual withdrawal date or you will be billed for tuition for those weeks.

## TUITION / FEES

Tuition is due on Monday of every week. If tuition is not paid by Wednesday of that week, a \$25.00 late fee will be added to the appropriate accounts. The late fee and the unpaid tuition will be due by or before the following Monday, along with tuition for that following week – **NO EXCEPTIONS**. If you choose to pay at least two weeks in advance, you must pay ahead and must not allow your balance to exceed zero. Each parent is responsible for keeping his/her account balance current. Any accounts that go unpaid will receive a late fee.

Please discuss, with the director, any extenuating circumstances that would prevent you from paying in a timely manner prior to it becoming a problem. Failure to pay tuition in a timely manner may terminate your child's enrollment.

Weekly tuition is due in full according to your child's rate schedule whether or not your child attends. Should you withdraw your child from school, no credit or refund will be given. Return to school would require payment of a re-registration fee.

Payment may be made by check, cash, money order or any major credit card (Visa, MasterCard, Discover, American Express). A payment box is located in the reception area for your convenience. Please see the director if you request a written receipt for your check. Cash payments must be handed to an administrator and he/she must issue you a receipt. There is a \$29.00 fee plus any bank charges incurred for any returned check. In the event that any parent issues two returned checks within a twelve-month period, that parent will be required to pay all future tuition in cash, money order or by official check.

A 10% discount on tuition will be extended to the oldest child in those families who are enrolling more than one full time student.

Your child's welfare is of the utmost importance to us. One of the occurrences that creates anxiety and affects the self-esteem of your child is picking your child up late. In order to ensure that your child's experience at Broadview Children's Center is a positive one, we enforce a strict adherence to the daily pick up time. A fee of \$1.00 per minute will be assessed and due for any child picked up after 7:00p.m. We are aware that emergencies do occur. Should you find yourself in this situation please call the school to inform them of your difficulty so the director can notify your child that you will be arriving late. Should you expect a significant delay, (more than 15 minutes) please make arrangements for an authorized person to pick up your child. Should your delay be in excess of 60 minutes and we have had no contact from you, we are required by law to notify the proper governmental authorities of your abandonment. Your child will then be placed in the hands of the proper local governmental agency.

## **TERMINATION OF ENROLLMENT**

The director of Broadview Children's Center may make the decision to discontinue a child's attendance at the school if a problematic situation continues to occur and every effort to correct the situation has failed. This decision will be determined based on the best interest of the child, the other children in the class and the overall operation of the school. Termination of enrollment may result due to any of the following circumstances:

- Unpaid tuition
- Continued violation of Broadview Children's Center policies and procedures
- Disruptive and/or dangerous behavior
- Abuse of children, staff or property
- The school's inability to meet the child's needs

Whenever possible, written notification of one week will be provided to the parent in the event of termination of enrollment.

## **FIELD TRIPS AND SPECIAL EVENTS**

Broadview Children's Center offers a variety of field trips for the older children and special events for all the children throughout the year. For children five and older, we offer field trips outside the school. For our pre-kindergarten children, as to assist them with the transition into kindergarten, we visit the local elementary school near the end of the calendar school year. This gives the children an opportunity to become a bit familiar with the process, the facility and some of the staff. For any trip, parents must sign a field trip permission slip to authorize travel for each child attending and this slip will be placed in your child's permanent folder. Transportation for these trips is provided. A transportation and emergency release must be on file in order for your child to attend the field trip. This is a state law; there can be no exceptions.

## **BUS RUNS**

The safety of the children in our care is our number one concern and responsibility. We pick up at certain elementary schools for those children enrolled in our after care program. All buses and vans owned by our center have seat belts and emergency and first aid equipment and all Broadview Children's Center drivers have the proper license/certification to transport children. After safely picking the children up from school, they are transported back to the center.

## **BROADVIEW ELEMENTARY SCHOOL PICK UP**

A large number of our students attend school at Broadview Elementary, located next door to us. If the weather permits, three teachers walk next door to Broadview Elementary School to pick up the after school students. On rainy days and such, one of our licensed drivers takes either the van or bus next door to pick the children up. As the teachers arrive at the elementary school, attendance is taken and heads are counted

several times. When walking back to Broadview Children's Center, one teacher leads, one teacher follows and the third teacher stands in the middle to avoid any accidents.

## **HOLIDAYS AND VACATIONS**

Broadview Children's Center observes the following holidays and the school will not be open:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day and the Friday after

Christmas Eve

Christmas Day

2 Teacher's Work Days (Friday in June prior to Summer Camp & Friday in August prior to Back-to-School)

Regular tuition is due. There are no credits or refunds given for holidays.

After your child has been enrolled at Broadview Children's Center for three (3) months you are entitled to one (1) week of tuition-free vacation. To assist us in staffing, you are required to notify the director in writing of your plans at least one week in advance. Vacation days may only be taken in weekly increments. In the case of an extended illness (one week or longer in duration) vacation time may be used.

## **WHAT SCHEDULES ARE AVAILABLE**

Broadview Children's Center offers full-time, part-time and limited flexible schedules based on space availability. Each center director can provide you with detailed information of what schedules are available to you. At some Broadview Children's Center locations, "Parent's Night Out" and Birthday Programs are available (see the director for details).

## **DAILY SCHEDULE**

For your information and convenience your child's daily schedule is displayed at the entrance of their classroom. This will assist you in arranging your visits to the school and allow you to observe a variety of your child's learning experiences or to simply join us for lunch. Lesson plans with stated objectives are included on the daily schedule. This will help you discuss your child's day and reinforce what they are learning. A certain amount of routine is important to your child's feeling of security but not so structured as to limit the child's natural creative abilities and curiosity.

## CLASS ASSIGNMENT

Broadview Children's Center enrolls children between the ages of six weeks to twelve years old. Children are divided according to their ages. Each child is assigned to a class based on state and county regulated teacher/child ratios. **Your director will complete this information.**

### Child/Teacher Classroom Ratios

<u>AGE</u>	<u>RATIO</u>
Infants	1 teacher to 4 children
Ones	1 teacher to 6 children
Twos	1 teacher to 11 children
Threes	1 teacher to 15 children
Fours	1 teacher to 20 children
School Age	1 teacher to 25 children

## CONFLICT RESOLUTION

As part of our emphasis in developing cognitive (thinking) and problem solving skills, we work with the children to resolve disagreements through their own efforts. Conflict resolution techniques give each child the ability to use his/her own intellect to solve disagreements within their peer group.

When conflict arises our teachers guide the children through the process in the following manner:

- The facilitating adult should sit or squat down so that she/he is at eye level to the children.
- Participants should make visual contact with each other and each person has a chance to talk with the other person after the conflict arises.
- One child speaks at a time. This is achieved by placing an object in the hand of the child who is to speak. This will serve to remind the children that only the person holding the object may speak. This eliminates interruption and frustration and at the same time teaches the children to listen to the other person's point of view.
- Each person has the opportunity to tell his/her side of the story including feelings and what he/she wants the outcome to be. After one person has finished talking, the other person(s) repeat the process.
- Participants suggest possible solutions.

The facilitating adult may need to offer assistance, suggest wording, draw out feelings or offer possible solutions, but, have patience with the young people so that the work of resolving the conflict is theirs and they "own it".

**Natural Consequence/Logical Consequence:** This means that the children are allowed to experience and deal with the consequences of their actions.

- If a child is carrying a container with too much water in it, it may spill. This is a natural consequence.
- Spilled water must be wiped up. This is the logical consequence.

**Controlling the Environment:** When the natural consequence/logical consequence method has failed, controlling the environment may be implemented. This may mean removing the object that is causing the problem situation.

- If an area has not been put back in order after use, it may be restricted.
- Children will be told that this method of discipline is imminent. (The hat will be put away if we repeatedly find it on the ground; the blocks will be off limits if no one puts them back in order after using them, etc.)
- When the environment is controlled, it will be controlled only for a short period of time and only when a consequence has been previously discussed.

## **DISCIPLINE POLICY**

Very often a child's first recognition and first success in getting the attention of the significant adults in their life is through misbehavior. This can also be true in a classroom environment. Broadview Children's Center emphasizes to its teachers the importance of recognizing the positive behavior of a child and reinforcing this positive behavior through praise and recognition.

Our goal is to create an environment that teaches each child to seek recognition through positive behavior and being engaged in the classroom with the teacher and the other children. We focus on promoting positive self esteem, self discipline and emotional development. We assist in guiding each child toward good choices and decisions. The first aspect of Broadview Children's Center's Discipline Policy is to identify, praise and reward positive behavior. To the extent that the classroom is not interrupted, we do not recognize negative behavior. This promotes a positive classroom environment and encourages the children to gain recognition through positive participation. When the behavior of a child disrupts the goals of the teacher and the classroom, Broadview Children's Center staff will redirect the child towards a more positive behavior. In most cases, this is all that is needed. If however, the behavior continues, it may be necessary to remove the child from the group to another area within the classroom. The purpose of this quiet area is for the child to think and reflect on their behavior, regain control of themselves, and redirect their energy to a more appropriate activity. The duration of time in this area is equal to one minute times the child's age. When the child returns to the group, the teacher will discuss the child's alternatives, forgive the child's activities and look for an opportunity to praise the child within the next five minutes.

In some cases, a child might repeat the behavior that caused them to be placed in the quiet area. If this behavior is disruptive, the teacher may find it necessary to have the director speak to the child, redirect the child and set a specific goal and reward for improvement in the child's behavior.

Behavior that is chronic in nature will be brought to the attention of the parents so that the school and the parent can work together in creating a behavior modification program that can be used in school as well as home. Sometimes changes in the home or in routine can affect your child's behavior. If there are circumstances that you are aware of that may effect your child, please share this information with the director or teacher so that they can be sensitive to the needs of your child. Under some circumstances we may recommend that you seek support from the medical community.

At no time will there be any disciplinary action taken to enforce toilet training, eating or napping.

Broadview Children's Center does not believe in or support the use of corporal punishment nor will it tolerate sarcasm, raised voices or derogatory remarks or comments to the children. Any Broadview Children's Center teacher observed deviating

from Broadview Children's Center's Discipline Policy will be counseled and may be subject to dismissal.

Should the behavior of a child become a chronic problem, severe enough to endanger the welfare and safety of the other children and/or staff, the director will advise the parent that their child's enrollment at Broadview Children's Center must be terminated. This action will be the last resort when all other attempts to correct this behavior have been attempted. This process will be preceded by verbal and written communication to the parent and whenever possible one week's notice of termination will be given.

## **SAFETY**

The safety and welfare of all children is of the utmost importance to all Broadview Children's Center management and staff. From the moment a child arrives, until a child is picked up at the end of the day a child will never be left alone or unsupervised while in the care of Broadview Children's Center staff.

All safety policies and procedures will be strictly observed and enforced.

There is immediate phone access in the building at all times. All emergency contact numbers are prominently displayed by every phone.

Every staff member is trained in emergency procedures in the event of fire or emergency weather alerts. Emergency exit plans are displayed in every room of the center and emergency evacuation drills are held monthly without notice.

In the event of severe weather, Broadview Children's Center will follow the procedures of the local public school district. Listen to all announcements or call your school before you come to the school. If weather conditions become severe during the day and it is necessary to close the school due to dangerous conditions, parents will be notified to pick-up their child/children. If an alternate emergency shelter is needed, we will relocate to Broadview Elementary School, which is located immediately north of our center.

In the event of violent/severe weather including, but not limited to, lightning, tornado, hurricane, thunderstorm and hailstorm, or any visible signs of violent weather, all children will be immediately removed from all outside play areas. If the circumstance warrants, all children will be relocated to the most central area of the building (i.e. the main hallway) where no windows are present. When relocation is complete, attendance will be taken to ensure all children are present. If violent/severe weather should threaten during a field trip or during any other time of transportation, all children will remain at the current location until boarding the vehicle is safe or until leaving the vehicle to the destination can be done safely.

In the event of a fire, each classroom has an evacuation plan posted. These plans include a primary evacuation route, as well as a secondary one. The teachers and staff are responsible to remove all children from the building quickly and safely, exiting toward the east playground and reporting to the far end of the premises. The teachers

are trained in emergencies such as these and they must take the classroom attendance with them. The director or assistant director is responsible for checking the classrooms, bathrooms, storage areas, etc. He/she must also take the emergency contact binder and a telephone with him/her upon leaving the building. Once everyone is safely removed from the building and all children are accounted for, the director or assistant director will notify all parents/guardians. In the event of an emergency that requires us to evacuate the grounds, our staff will walk the children to Broadview Elementary School, located next door to us or Broadview Civic Center, located across Bailey Road, immediately west of State Road 441. If the phone service cuts out during an emergency, Broadview Children's Center staff will notify parents by use of cellular phones.

First aid kits are located in the director's office and in all school vehicles. All staff members receive training and certification in First Aid, Communicable Diseases and Child Abuse Recognition and at least one employee is on premises during all hours of operation with Pediatric CPR and first aid certification.

All staff is obligated, by law, to notify the Children's Protection Agency of any suspected cases of child abuse and neglect.

Water play safety while at the center will involve wading pools less than two feet deep or sprinklers. Staff persons will be present and supervising children at all times during water play.

Field trip safety must include:

Written and signed permission slips from the parent/guardian  
Complete First Aid Kit  
Proper child/staff ratios  
Emergency Medical Authorizations signed by parent/guardian  
Transportation Authorizations signed by parent/guardian  
At least one person on staff certified in pediatric first aid and CPR  
Name tags with the school name and phone number

## **TERRORISM / INTRUDER / LOCKDOWN**

In the event of a terrorist attack or threat or in the event of an intruder entering the premises, Broadview Children's Center will undergo a lockdown. During this procedure, all teachers and students will be required to remain inside of their designated classrooms until otherwise notified by an administrator.

During a lockdown, Broadview Children's Center's doors and gates are securely locked, allowing NO ONE to enter or exit the premises until it is safe to do so. In the event of an area lockdown, issued by authorities, we are not permitted to reopen our doors or gates until notified to do so by the proper authorities.

## **SIGN-IN / SIGN-OUT**

As the parent/guardian, you are required for the safety and security of your child/children to sign your child in and out every day. A notebook and computer station is located at the front reception desk area.

## **ARRIVAL AND DEPARTURE**

It is required as a part of your enrollment application that you complete the section regarding authorization to pick up your child and emergency contacts. Be certain to list all restrictions for pick up as well. A separate Authorization for Student Pick-Up must also be completed for each child enrolled at Broadview Children's Center. It shall remain on file in the director's office at all times. It is your responsibility to notify each emergency contact person that you have listed so they are aware that they may be contacted in the case of an emergency in which you are not available. It is also your responsibility to update this record should there be any changes in this authorization. A child shall never enter or depart the school without a parent/guardian or staff person.

For the safety of your child, Broadview Children's Center requires that you accompany your child/children into the building and deliver them into the care of the attending staff member. If your child/children are arriving later than their usual time, please call Broadview Children's Center so we are aware and your child will have lunch and snacks prepared. Please be consistent in this matter. Broadview Children's Center may refuse a child after 10:00 a.m., unless prior notice to the Director has been given to be in accordance with county staffing regulations.

Upon arrival each morning, the teacher will check your child for any visible signs of illness, injury or anything out of the ordinary. The teacher will check for any symptoms such as fever, runny nose, constant cough, rash, etc. and will report anything noticed to the director. If the circumstance merits, the director will notify the parent to pick up the child. When picking up your child make sure that a Broadview Children's Center staff person acknowledges that your child is leaving.

No child will be released to anyone other than the parent/guardian unless the proper Authorization for Pick-Up documentation has been completed and is on file in the director's office. If for some reason, someone other than you will be picking up your child/children, you must first notify Broadview Children's Center in writing. The person picking up the child will be required to present photo identification before leaving with the child/children and complete a special release form available in the director's office. There are no exceptions to this policy. If a staff member is in doubt of the person who has come to pick up the child/children, they will verify the identity with the director or authorized person in charge. In the event of an emergency, should you need to designate a person not on your approved authorization for pick-up list, you must provide a password, in addition, the person must present a photo ID. Please notify the director for proper procedures.

## **INCIDENTS**

There are many different situations that occur during a day at preschool/childcare. Though many incidents/accidents are minor, we are very sensitive to these minor incidents/accidents. To a young child a minor incident is anything but minor. Lots of TLC is given to aid in recuperating from a minor incident/accident. If no first aid is needed other than TLC and if there are no other children involved, an Ollie Incident Report will be given to you at the end of the day.

Many bumps, bruises, and scratches occur when children are active. Most of these incidents/accidents are very minor, and usually the only first aid administered is surface cleaning, a Band-Aid and lots of TLC. Broadview Children's Center procedures require that a written report of all incidents/accidents be completed explaining the details (where, what, how and when). Signed copies are given to all parents and copies are placed in the children's files.

If an incident/accident involves another child/children, an incident/accident report is completed giving detailed information of where, what, how, and when. Signed copies are given to all parents and copies are placed in the children's files.

## **ACCIDENTS**

In the event that an accident, injury or illness occurs that requires medical and/or emergency treatment the following procedures will be taken:

- The parent/guardian will be called immediately.
- When necessary, Emergency 911 will be called.
- If the parent/guardian is not available, the emergency contact person on the Emergency Medical and Transportation Authorization will be notified.
- The physician or dentist listed on the Emergency Medical and Transportation Authorization will be called for any necessary instructions.
- The child and the child's health records, emergency contacts and Emergency Medical and Transportation Authorization will be taken to the physician's office or hospital.
- A staff person will remain with the child until a parent/guardian arrives.
- An incident/accident report will be completed and signed by the director explaining the details of the accident. The parent will be given a copy to sign, and a copy will be placed in the child's file.

## **INFESTATIONS**

All children will be checked periodically for any infestations (i.e. head lice). Should an infestation occur, the child will be removed from the classroom and an administrator will notify the parent immediately. Before the child may return to school, he/she must be treated and inspected, insuring that there is no evidence of the infestation. A notice will be posted to inform all parents of the infestation.

## **THE HEALTH OF YOUR CHILD**

Your child's health is as important to us as it is to you. As part of your child's enrollment at Broadview Children's Center, you are required to submit a current health appraisal completed by a physician and a current record of all state required immunizations, vaccinations and boosters.

### **ILLNESS**

Please notify Broadview Children's Center by 9:00 a.m. if your child will be absent due to illness. For the health and well being of your child and that of others, under no circumstances can we accept a child who is ill. Please observe your child each morning before bringing them to the center. Please do not bring your child to school if he/she:

- Has a fever or has had a fever during the previous 24 hours.
- Is in the first 24 hours of an antibiotic treatment.
- Has a persistent cough.
- Has a nasal discharge that is not clear.
- Has a symptom of a possible communicable disease. (sore throat, fever, rash, runny nose, irritated and reddened eyes, abdominal pain, headache and/or pain in the ears).
- Children who arrive with the above stated symptoms and/or conditions will be sent home.

A "Child Day Care Center Communicable Disease Chart" is located on or near the Parent Information Board in your center. Please feel free to refer to this chart for details and other symptoms. Should you suspect and/or confirm that your child has a communicable disease, please notify the center's director. Parents/guardians will be notified in writing and/or on the Parent's Information Board if a communicable disease has been exhibited within your child's classroom. Additional information will also be provided to parents/guardians about special precautions and/or helpful hints.

Broadview Children's Center staff has been trained to recognize the signs and symptoms of illness and communicable diseases. State required hand washing and disinfecting procedures are taught, strictly followed and frequently monitored. Children and their behavior are observed throughout the day for signs of illness. Any child developing the following symptoms will be isolated from the other children and parents will be called. A sick child will follow the same procedures listed in the arrival and departure policy. Please be sure you have provisions for your child to be picked up in the event of illness.

## Symptoms of Communicable Diseases

- \*Diarrhea
- \*Difficult or rapid breathing
- \*Conjunctivitis
- \*Temperature of one hundred degrees Fahrenheit or higher
- \*Stiff neck
- \*Any contagious diseases listed on the “Communicable Disease Chart” by the governing health department.
- \*Severe coughing (a whooping sound)
- \*Yellowish skin or eyes
- \*Untreated infected skin patches
- \*Unusually dark urine or gray or white stool
- \*Head lice
- \*Vomiting

A mildly ill child (minor cold, not exhibiting any of the listed symptoms) will be permitted to stay in the class and will be closely observed for any communicable disease symptoms to develop.

Your child will be readmitted to Broadview Children’s Center after the signs and/or symptoms of any communicable disease are no longer present for a period of at least twenty-four hours. A physician’ written approval may be requested.

All Broadview Children’s Center staff personnel are also monitored for signs of illness. Any staff person exhibiting any signs or symptoms of communicable disease will be released of job responsibilities and will not be permitted to return until they are free of the symptoms. All staff persons are required to have a signed physician’s statement of good health on file.

## MEDICATION/ALLERGIES

If your child requires medication, food supplements or a modified diet, the Request for the Administration of Medication form must be completed and signed by the parent/guardian and/or physician and approved by the center director.

Broadview Children’s Center’s director (or authorized designee) is the only person(s) permitted to dispense medication to children. A form to administer medication must be properly completed and signed by the parent requesting that the medication be administered. All medication must be in its original container with proper dosage and times to be administered. The signed consent form must have the medication name and must be consistent with the labeling on the medication. **Please note that for safety and allergy reasons, we do not administer the initial dosage of any medication.** Prescription drugs must bear a current prescription for the child to whom it will be administered. We do not administer expired or over-the-counter medications. The parent must give all medications to the director. Children are prohibited from bringing any medications to the school. Medications shall not be kept in any classroom, nor may it be administered by an unauthorized person. All medications must be kept in the locked medical storage box and/or refrigerated box, if necessary.

The medication form must be completed daily by the parent in order to administer any medications. If a medication needs to be administered on a continuous basis, it can be authorized on one form for a period of one week, Monday through Friday and specific dates must be provided. The only people authorized to administer medication are the administrators. Each time a dosage of medication is given, the authorized designee must complete and sign the medication form. This will include the date, time and amount administered. This form will be kept in the office.

Parents who have any questions regarding medications should first be directed to their parent handbook and then directed to the office for further clarification and to make proper arrangements.

Each classroom has an allergy list posted. Employees must familiarize themselves with this list and exercise appropriate precautions.

**SYRUP OF IPECAC** – In cases of extreme emergency, Syrup of Ipecac (an over-the-counter medication to induce vomiting) may be administered without written instructions from a physician following verbal instructions from the Poison Control Center or a licensed physician.

## **TRANSPORTATION**

All parents/guardians are required to complete and sign an Emergency Transportation Form at the time of enrollment. In the event of an emergency, a child will be transported to the nearest hospital by an emergency vehicle. Please see “Incidents and Accidents” in this handbook for detailed policies and procedures.

Written permission from the parents/guardians will be on file at Broadview Children’s Center for all children that are transported. Transportation will be provided for the children of Broadview Children’s Center from designated schools and planned field trips. One or a combination of vans or a chartered bus will provide routine and field trip transportation.

## NUTRITION AND FOOD

Nutrition is a very important part of learning at Broadview Children's Center. We believe that we are the experts in the field of early childhood. We rely on experts in the field of nutrition to prepare our daily lunches. There are two important elements to nutrition. First, the meals must be nutritionally balanced, including all of the basic food groups. Second, the food must appeal to children so they consume it. Broadview Children's Center hires the highest quality food caterers available, giving us the ability to provide well-balanced meals for your child throughout the day.

We serve breakfast in the morning, lunch in the afternoon and a snack after nap time. These meals are free of charge for you.

We also like to have the children occasionally prepare their own snacks during class time as a part of our hands-on curriculum. These cooking activities vary from class to class, so please ask your child's teacher for more information on this matter.

If your child is on a special diet or has any food allergies please let the director know so that accommodations can be made. **Please be aware that peanut butter is a part of the Federal Food Program menu and is a highly allergic food. If your child has no known allergies and displays any signs or symptoms of an allergic reaction (i.e. rash, hives, swelling or difficulty breathing) please contact your child's physician immediately.**

Weekly menus are posted on the parent information board so that you may see what your child is eating. Any substitutions will be noted directly on the menu as they occur.

Any diet eliminating the use of any one of the four food groups or altering the amount of food required to be served to meet one third of the recommended daily dietary allowances as required by Child Care Licensing must be written, signed and dated by the child's attending physician.

## BIRTHDAYS AND HOLIDAYS

Birthday and holiday parties are an important part of Broadview Children's Center's curriculum. We celebrate these important events throughout the year and welcome parents/guardians to participate in these parties. Please notify your child's teacher if you plan to celebrate your child's birthday at school and feel free to bring in a treat to celebrate the occasion. Healthy, easy to eat foods are good choices, i.e., fruit, mini muffins, etc. **Please note that any food brought in must be purchased from a commercial food store (i.e. Publix, Winn-Dixie, etc.) and not made from home.** This is to ensure the safety and health of our children and staff here at Broadview Children's Center.

## **SCHOOL CLOTHING**

When dressing your child for school, please use the following as a guideline to provide your child with the best opportunity for comfort, health and safety.

Clothing should be simple, free of complicated buttons, ties, etc. Clothing should be sturdy, washable and appropriate for the season. Open toe shoes are prohibited. Socks should be worn with all shoes for maximum comfort. All coats, hats and boots must be labeled. If you should have any questions please feel free to ask.

Children should have at least one complete change of clothing in their cubby. Younger children and those recently or currently being toilet trained may need as many as three changes of clothing. As accidents occur, soiled clothing will be sent home. Please check your child's cubby and replace the necessary clothing the following day. Replacement clothes should be sent in a marked bag. Broadview Children's Center may, if necessary, provide clothing for your child. If so, please return these clothes as soon as possible.

## **CUBBIES**

Each child is assigned a cubby in his/her classroom area. Please be sure to check it daily for projects and information that your child is looking forward to sharing with you.

Any projects or artwork should be brought home in a timely manner. Remember that your child is very proud of each accomplishment and he/she is very anxious to show you any creative work completed during the day.

All blankets and/or stuffed animals should be brought home each Friday to be washed and returned on Monday.

## **OUTDOOR PLAY**

Outdoor play is essential to the overall development of a child. A child's work is play. Broadview Children's Center includes as much outdoor time as possible in our daily programs. If you do not wish your child to go out on a specific day, you must sign the "Outside Play" sheet for your child's class. These sheets are located on the main "Parent Board". We cannot honor any long term (more than 2 consecutive days) or ongoing refusal of outdoor play without a written statement from your doctor.

Since the children play outside, please dress your child appropriately for anticipated weather. This includes sweater, coat, comfortable shoes and socks, (*sandals and thongs are not allowed*), hats, gloves and boots. Remember that your child is here to enjoy his/her day and should be dressed comfortably.

## **LOST AND FOUND**

Any items found without labels will be placed in the Lost and Found Box in the director's office. Please feel free to check Lost and Found at any time. Items not claimed after a reasonable amount of time will be donated to charity.

## **SHOW-N-TELL**

Please check your school's calendar for "SHOW-N-TELL" day. Your child may bring an item of interest to the share with his/her class during the time designated for "SHOW-N-TELL". Please be sure the item is labeled with your child's name on it and placed on the "SHOW-N-TELL" shelf. Your child's teacher will have many ideas to share with you to make "SHOW-N-TELL" a learning experience. Items that relate to the monthly themes are excellent choices. Try a few. Items that resemble weapons, are violent or dangerous in nature, or may be deemed as unsafe by the staff of Broadview Children's Center will not be permitted in school. If you should have any questions or need clarification please feel free to ask your child's teacher. Please refrain from having your child bring toys and other items from home on days other than SHOW-N-TELL.

## **NAP TIME**

Every child is provided an individual mat, cot or an assigned crib during the daily rest time. Please do not request that your child be exempt from this rest period. This is a state-licensing requirement.

It is not mandatory that children sleep during this period of time. However, a rest time is scheduled daily after lunch. At this time your child is encouraged to relax, look at books, listen to story tapes, or sleep. Your child may bring a small blanket or another item for comfort and security during the rest period however, it should not be something that will disturb the rest of the children during this time and it must fit in the child's cubby. Remember that it will need to go home for laundering at the end of each week.

## **CONCLUSION**

Thank you for allowing Broadview Children's Center to be a part of your child's early childhood experience. We look forward to developing a long-term partnership with you as we provide a positive foundation for future learning experiences through your child's emotional, social, cognitive, physical, and creative development.