



# Parent Handbook

"Let the little children come to Me, and do not forbid them; for of such is the kingdom of heaven."

Matthew 19:14

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## Welcome!

We are delighted that you have chosen Faith Landmarks Child Development Center (FLCDC) to fulfill your childcare needs.

Caring for your child is a responsibility we take very seriously. It is our goal to provide a loving Christ-centered atmosphere that emphasizes the development of the whole child: spirit, mind and body.

We have qualified teachers and staff who are dedicated to providing quality child care and education for our children.

We want the best for you and your child and we believe that the care of your child is the single most important consideration when you work outside the home.

We commit to daily interaction with loving and caring people who can positively influence your child's future and strive to meet the physical, cognitive, social and emotional growth of each individual child in a caring and supportive atmosphere.

Please take time to read this handbook, as it will answer many of the questions you may have concerning our policies and procedures. Our goal is to supplement your parenting and support you in your role. We encourage you to become an active participant in our daycare and programs we offer. If you have any questions, concerns or problems, feel free to talk to your child's teacher or the center's director.

It is our goal that you feel at ease and confident about the place where your child spends their day.

Should you have any questions, our staff will do our best to meet your needs.

Sincerely,

Administration and Staff  
Faith Landmarks Child Development Center

## Mission Statement of Faith Landmarks Child Development Center

Faith Landmarks Child Development Center will create Christ-centered care and nurturing environment, designed to support the growth and development of children from nursery to preschool.

Our educational goals for our Center are to impart a foundation in the Word of God through interaction and daily routine that supports spiritual growth as well as the practical learning goals of a growing child. This will naturally serve as a supernatural support to the family.

We encourage parents to fulfill their scriptural responsibility before God for the nurturing of their children according to (Deuteronomy 6:1-9; Psalm 78:5-6, Proverbs 22:6 and Ephesians 6:4). Therefore, it is our policy that one enrolling parent be a professing Christian.

## Objectives for Growth and Development

Goals for each child include helping them to:

- Develop a love for the Word of God and to become familiar with age-appropriate skills learning, activities and other resources to encourage a spiritual foundation for educational learning
- Move along the development sequence at his/her optimum rate using learning objectives from teaching strategies
- Learn through identifying children's interests and incorporating them into a natural play setting
- Develop positive attitudes toward school and learning
- Develop positive work habits and skills, such as: attention span, organizing work, and following a daily routine
- Develop age-appropriate foundations for reading, writing, visual skills, auditory skills, left-to-right orientation, interest in printing, letter awareness, association of letter to sound, and rhyming, at his/her own level of development
- Develop cognitive skills such as: problem solving, synthesizing, analysis, and classification
- Develop age-appropriate mathematics skills
- Develop language skills, which includes speech and listening skills at the child's level of development
- Learn the social skills of compromise, cooperation, negotiation, and verbal assertiveness along with other developmentally appropriate social-emotional skills
- Develop fine and gross motor abilities
- Develop and understand the importance of creativity

## Christian Perspective

### **Statement of Faith**

Faith Landmarks Child Development Center operates under the charter of its parent organization Faith Landmarks Ministries (FLM). As such, it follows The Tenets of Faith set by FLM and the Word of God. For a detailed Statement of Faith, you may visit the FLM website at [faithlandmarks.org](http://faithlandmarks.org).

### **Disclosures**

In compliance with the Code of Virginia, Section 63.2-1716, by meeting documentation and other requirements specified within the religious exemption law, this Center is religiously exempt from licensure and is classified as a “religiously exempt child day center.”

The Center is located at 8491 Chamberlayne Road, Richmond, Virginia, 23227 in the preschool wing of Faith Landmarks Ministries (FLM). The Center uses 6 rooms in the FLM facility which is 108,000 sq. ft. in total size.

Operating under the charter of its parent organization Faith Landmarks Ministries, the Center is covered by a public liability insurance policy.

The maximum number of children that the Center will enroll is 50.

Play equipment consist(s) of toys and educational materials stored in separate containers for the sole use of the Center.

Outdoor activities will include, but not limited to use of the facilities playground located next to the Narthex, the larger playground adjacent to the ball field, and indoor gymnasiums and playground.

## Staffing

All staff and volunteers of Faith Landmarks Child Development Center have passed a fingerprint background check for criminal records and are declared eligible by the Commonwealth of Virginia Department of Education to work in child day care.

As required by law, our staff are certified annually by a practicing physician to be free from any disability which would prevent them from caring for children.

Our staff are certified in First-Aid, CPR/AED, have completed the 10-hour Virginia Preservice Training for Childcare Workers, and Health Screening for Child Care Professionals training.

Lead teachers and administrators have certifications in Medication Administration Training (MAT), which includes use of the EpiPen.

Faith Landmarks Child Development Center

The Lead Teacher/Administrator holds a minimum 4-year (bachelor’s) degree and recent work experience in child day care.

**Staff to Child Ratios**

Faith Landmarks Child Development Center follows the Virginia Child Daycare Classroom Ratios Guidelines for Non-Profit Centers

0 – 16 Months	1:4
16 – 24 Months	1:5
24 – 36 Months	1:8
36 Months – 5 Years	1:10

**General Center Information**

Hours of Operation

Faith Landmarks Child Development Center is open from 7:00 a.m. – 6:00 p.m. Part-time enrollment may be arranged in a 3-day or 2-day weekly schedule for both full-day (up to 8 hours) and half-day hours. Flexible 1-day or back-up care may also be arranged. Please visit [www.faithlandmarks.org/daycare](http://www.faithlandmarks.org/daycare) for enrollment information.

Holiday Closings\*

Faith Landmarks Child Development Center will be closed on the following Holidays:

- New Year’s Day                      Easter Monday                      Memorial Day
- Independence Day                      Labor Day                      FLM Office Closing Days
- Thanksgiving (2 days)                      Christmas Break

**Staff Training                      1 day in February/1 day in August (TBD)**

\*Please refer to the FLCDC Calendar as the number of closing days vary.

## Admission Guidelines

Admission to Faith Landmarks Child Development Center is open to children from 6 months to age three years to include children who are age 4 after September 30<sup>th</sup>. **Admittance of children younger than 6 months is at the sole discretion of CDC Admin.**

Admission shall be granted without regard to a child's race, color, religion, national origin or gender. One enrolling parent must be a professing Christian. Faith Landmarks Child Development Center may accept children with disabilities, however, an evaluation must be done to determine if the center is equipped to provide adequate and safe care which is our primary concern. Each case is determined individually.

Parents can apply for admission of their child to Faith Landmarks Child Development Center by completing the Online Enrollment Application and paying the \$55.00 Registration Fee.

Initial enrollment is contingent upon available space, receipt of the completed enrollment application, including the signed parent and financial agreements, notarized parent consent and registration fees. All forms apply to full-time, part-time and back-up care enrollments.

Part-time and Flexible care schedules are offered at the discretion of the Center when space is available. While we endeavor to preserve the schedules of enrolled families, Full-time enrollments have priority over Part-time enrollment and Flexible care. Parents with children enrolled part-time and with flex-care schedules will have the first opportunity to upgrade to full-time status, if the need arises.

Immunization records and health assessments must be received prior to the child's start date. The Admissions Application and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration. Continued enrollment at Faith Landmarks Child Development Center is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures as outlined in the Parent Handbook, including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify Faith Landmarks Child Development Center immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child or children being dismissed from the program and the forfeiture of any deposit(s). Faith Landmarks Child Development Center reserves the right to dismiss any parent or child at any time, with or without cause.

## Tuition Guidelines

Faith Landmarks Child Development Center accepts credit card and electronic funds transfer (EFT) through the Parent Portal of the Center's online tuition management system only. For your convenience, you have the option of setting up automatic weekly payments.

All custodial parents and/or legal guardians are required to sign a Financial Agreement prior to enrollment, indicating to whom all billing information and correspondence are to be addressed.

Tuition DOES NOT include fees for field trips and special events; but it does include enrichment programs provided based on the age group of your child. Program specifications for your child's age group will be posted by the Administrator.

Tuition fees and discounts are as follows:

Full-Time Weekly Tuition

\$300/week

Part Time Tuition

\$200/3 days per week

\$150/2 days per week

\*Part-Time & Back Up care is available as space allows\*

Discounts:

Siblings-10% off of the oldest child

Faith Landmarks Ministries Tithing Member- 10% per child

It is our desire to keep day care affordable, should there be any changes in tuition and/or discounts you will be notified by letter as an addendum to the financial agreement.

### **Late Payment Fee and Non-payment Guidelines**

Please refer to the Financial Agreement for information regarding late payments, late pick-up fees and discontinuance of enrollment.

### **Confidentiality Policy**

Our Confidentiality Policy protects every child's privacy. Employees of Faith Landmarks Child Development Center are strictly prohibited from discussing information related to your child or anyone that is associated with the Center, including staff and other children.

Confidential information includes, but is not limited to: names, addresses, phone numbers, disability and other health related information.

Within Faith Landmarks Child Development Center, confidential and sensitive information will only be shared with employees of our Center who have a "need to know"; to most appropriately and safely care for your child.



Outside of Faith Landmarks Child Development Center, confidential and sensitive information about a child will only be shared when the parent of the child has given expressed written consent, except where otherwise provided for by law.

Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be in violation of the Confidentiality Policy.

### **Vacation Notice for Non-payment**

Notice for non-payment due to vacation must be submitted to the Administrator by email, or through the Parent Portal, a minimum of 30-days in advance. Parents may have 2 school weeks, or 10 business days, of 'vacation' without payment per 52-week calendar year.

### **Faith Landmarks Child Development Center is a "Mandated Reporting Agent"**

Under the Child Protective Services Act, employees of Faith Landmarks Child Development Center are considered mandated reporters and are required to report any suspicion of abuse or neglect to the appropriate authorities. Therefore, our employees are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at Faith Landmarks Child Development Center take this responsibility very seriously and will make all warranted reports to the appropriate authorities.

The Child Protective Services Act is designed to protect the welfare and best interest of all children. As mandated reporters, the staff of Faith Landmarks Child Development Center cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints (car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriate meals including a drink for your child
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- Children who exhibit behavior consistent with an abusive situation

## **Parent Conduct Guidelines**

Faith Landmarks Child Development Center requires the parents, pick-up persons and emergency contacts of enrolled children, to behave in a manner consistent with decency, courtesy, and respect at all times. Parents who exhibit disorderly or threatening behavior violate this policy and will not be permitted on the Centers property thereafter.

## **Smoking on Center Property**

For the health of all Faith Landmarks Child Development Center employees, children and associates, smoking is prohibited on Center property.

## **Safety Policy and Violations**

To protect the welfare and best interest of the employees, children and associates of Faith Landmarks Child Development Center, please be particularly mindful of entrance procedures:

- Be alert and mindful not allow unauthorized individuals into the center. **Holding the door open for the person following you may, in fact, be polite; however, that person may not be authorized to enter the premises.** Security procedures are only as strong as the weakest person in our organizational chain. **Everyone must ring the bell for entrance.**
- Immediately report any breaches to the Center Director.

## **Parents Right to Immediate Access / Open Door Policy**

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in the care of Faith Landmarks Child Development Center, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) Faith Landmarks Child Development Center must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed.

When presented with a court order, Faith Landmarks Child Development Center is obligated to follow the order for the entire period it is in effect. Employees of Faith Landmarks Child Development Center cannot, at the request of anyone, except the issuing judge, allow a Custody Order, Protection from Abuse Order and/or a Restraining Order to be violated and will report any violations of these orders to the court.

## **Visitors**

Visitors, who are not parents of an enrolled child are asked to schedule appointments with the Center Administrator and are allowed in the child care facility only at the discretion of the

Center Administrator. An employee of Faith Landmarks Child Development Center will accompany visitors at all times, throughout the center.

## Withdrawal Policy

Three weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be charged tuition for three additional weeks. Parents who wish to change their child's days or times of enrollment at Faith Landmarks Child Development Center, must submit a written request to do so two weeks in advance of the proposed change.

The Center Director will notify the parents in writing if the new schedule is available. If the requested schedule is not available, parents may choose to continue with the current schedule until the requested schedule becomes available, or parents may choose to withdraw their child from the program. Should a parent choose to withdraw their child from the program, the date that the new schedule was requested will be used as the three weeks' notice date.

## The Centers Right to Refuse Admission

Faith Landmarks Child Development Center reserves the right to refuse admission to any child at any time with or without cause. Faith Landmarks Child Development Center strives to maintain an ample list of substitutes in anticipation of staff absences, however, there are times when substitutes are not available, and classrooms need to be closed to maintain compliance with licensing regulations. Refusal will be based on a "first come first served" basis when seeking to maintain appropriate staff to child ratios and/or when closing classrooms.

Possible reasons for the refusal of admission include but are not limited to:

1. Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations.
2. The need to maintain compliance with Licensing Regulations.
3. Staff deems the child too ill to attend.
4. Domestic situations that present a safety risk to the child, staff or other children enrolled at Faith Landmarks Child Development Center, if the child were to be present at the center.
5. Parents' failure to maintain accurate, up to date records.
6. Parents' failure to complete and return required documentation in a timely fashion.

Parents will not be reimbursed tuition for days when their child is refused admission to the program, when the refusal is determined to be necessary because of the Parents failure to comply with the Centers policies and/or guidelines pertaining to the enrollment of the child or children.

## Dismissal Policy

Faith Landmarks Child Development Center reserves the right to dismiss any child at any time, with or without cause. Any past due balances must be paid within 30 days of the dismissal.

Possible reasons for dismissal include but are not limited to the actions of either parents, child or associations:

1. Fighting, arguing and verbal disturbance
2. Disruption of Center procedures and schedules
3. Disregard for the Center's policies
4. Fostering or maintaining strife with staff, parents or children

## Arrival Procedures

**Parking lot speed is not to exceed 15 MPH at any time. Parking lot flow goes from the right side of the building at the portico to the left and down the hill. Please do not turn around at any time and reverse your direction. This creates an unsafe environment for children walking into the buildings. No parking is allowed in the porte-cochere (covered drive), as this is reserved for emergency vehicles.**

Upon arrival at Faith Landmarks Child Development Center, the parents or the adult dropping the child off must ring the bell and enter the Center at the Zoe Bookstore Entrance Door C on most days. **When special FLM events occur, parents will be notified the day prior of what door to use for entry.**

Children are required by law to be supervised at all times while in the child care facility; therefore, they must be escorted by their parent or an authorized adult, to their designated classroom. Parents are asked to help children put away their outerwear and get settled for the day.

Faith Landmarks Child Development Center believes it is best for parents to prepare their child for the morning transition to the center and the parent's departure. The employee present in the classroom will comfort and assist any crying child through this time. Parents are asked to leave after saying goodbye as most children adapt fairly quickly to their new environment. The professional employees of Faith Landmarks Child Development Center are available to discuss other options if the child does not settle into the arrival routine after a reasonable period of time.

Parents are required to notify the child's teacher or Center Director of any special instructions or needs for the child's day. The parent must present the special instructions in written form or on the parent portal and verbally discuss them with either the classroom teacher or Center Director. These special instructions include but are not limited to: Early Pick Up, Alternative Pick Up Person, Health Issues over the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day. **If a child must receive medication while at the Center, parents are required to follow the Medication Policy, upon arrival. The Center**

**will ONLY administer Medication to any child by the Designated Medication Administration Trained (MAT) staff person.** It is the parent's responsibility to determine when MAT staff are on duty.

### **Notification of Absence/ Tardiness**

Parents are required to inform the Director by 9:00 am if a child will not be at the center on a scheduled day. This will enable the Center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day. Communication may be made by email, parent portal or FLM office at (804) 262-7104 ext. 431

If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at our school, and notify parents that a communicable disease is present.

While parents are allowed to pick-up and drop off anytime between the Center hours of 7:00am-6:00pm, Mon.-Fri. we ask that parents please notify the center via parent portal or phone if your child will be arriving after 9:00am in order for the center and teachers to adequately prepare for the day. However, we do encourage parents to bring their children by 9:00am in order for them to be able to participate in the daily, enriching activities prepared by our teachers.

### **Pick- Up Procedures**

Parents or other authorized adults are required to sign their child out of care. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises and may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Therefore, parents or persons designated to act "in loco parentis" are asked to handle all business issues; including the signing of any incident/accident reports from the day prior to signing out their child.

The classroom teacher will briefly discuss the day with you or another authorized adult at pick-up. However, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled if preferred.

### **Late Pick-Up Policy**

All measurements of time are to be according to the Faith Landmarks Child Development Center clock located in the pickup classroom. Late fees are applied after 6:00 p.m., according to the financial agreement signed at enrollment. If parents do not arrive by 6:00 p.m. to pick-up their child, Staff will make a note on the attendance clipboard and inform the Administrator the following day. Staff will attempt to contact parents at all available phone numbers. If the parents cannot be reached, Staff will attempt to contact the authorized pick-up persons. If the

authorized pick-up persons cannot be reached, the Administrator will be contacted who, in turn, will contact the local police department.

### **Person Appearing to be Impaired by Drugs/Alcohol at Pick-Up**

The staff of Faith Landmarks Child Development Center will delay the impaired parent while contacting, the other custodial parent and/or the local police and Child Protective Services, should a parent appear to the staff to be under the influence of drugs and/or alcohol. Any other authorized person who attempts to pick-up a child, appearing to the staff of Faith Landmarks Child Development Center to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of Faith Landmarks Child Development Center will contact the child's parents, local police and Child Protective Services to notify them of the situation.

### Emergency or Alternate Pick-Up Forms

At enrollment, parents will be presented with an Emergency/Alternate Pick-up form. Parents are encouraged to include on this form any, and all persons who, in the course of events may be asked to pick-up their child from Faith Landmarks Child Development Center. In an emergency, the child's parents will be called first. If they cannot be reached staff will call the persons listed on this form until someone can be reached.

Parents do not need to be listed on the Emergency Contact Form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick-up their child. Parents will be asked to determine which persons (if any) on the Emergency/Alternate Pick-up form have the rights to act "In Loco Parentis." In Loco Parentis status affords the pickup person the right to discuss confidential information about the child's day including but not limited to, incident/accident reports, and behavior issues. In the absence of this designation the people on the Emergency/Alternate Pick Up Form are only afforded the right to pick up the child. Staff is not permitted to discuss the child's day with them. **Please notify the persons on the Emergency/Alternate pick-up form that they will be required to provide Government issued photo ID prior to the agency releasing the child.**

All changes and/or additions to the Emergency/Alternate Pick-up form must be made in writing and be dated and signed by the custodial parent(s). Faith Landmarks Child Development Center reserves the right to refuse/ban any person listed on the Emergency/Alternate Contact Form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein.

## Inclement Weather Policy

In the event of inclement weather, Faith Landmarks Child Development Center will make every effort to remain open for our working parents when schools in the Richmond area are closed.

However, to preserve the safety of our staff and children we will close, dismiss early or open later, at the discretion of the Center's Administration, due to natural disasters (i.e. Snow, ice ...) or other extraordinary conditions such as lack of power. When it is necessary for us to do so, Faith Landmarks Child **Development** Center Families will be notified as follows:

We will first post a notice on the Center's Parent Portal, leave a voicemail or send a text message to the parents; then utilize the option of posting on Channel 6 (WTVR), the Parent Portal, and/or FLM's website or official Facebook page.

If the Center is open, but because of severe weather and/or road conditions Administration decides to close early, staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Please be sure your emergency backup is alerted and that all phone numbers and daytime email addresses are current in the Center office. Staff will notify the parents or emergency contact person at the time of the call and of the pickup location should the children need to be relocated.

**Please be sure all phone numbers and daytime e-mail addresses are current with the school office.** If it is already snowing and sticking to the roads, it is wise and helpful to come to the center and pick up your child.

When questionable weather conditions exist, if you have voicemail or e-mail, please check it regularly. It is very helpful if you tune into WRVA as we can sometimes leave special instructions with them when a TV or Internet is not available to you.

Tuition payments during inclement weather and emergency closings will follow the financial agreement guidelines, signed at enrollment.

### **Note on delayed openings:** \_

"Delayed openings" are enforced due to difficult conditions that exist with either the weather or various other reasons. **If a delayed opening is initially designated, it could mean that another change in our opening status may occur later, during that time period.** Therefore, please stay alert for possible updates and changes. If there is a delayed opening, parents should not drop off children BEFORE the delayed opening time. For example, if the Center normally opens at 7:00 a.m., a "two hour delayed opening" means that you should not arrive before 9:00 a.m.

## Daily Schedule of Activities

### **Curriculum**

Parents will be notified of lesson plans through the Parent Portal. The daily schedule will be posted in each classroom. These plans will contain a number of activities, designed to foster each child's development, and the development of the group as a whole. Lesson plans will be changed, periodically, in order to accommodate the children's changing interests.

Outdoor play is important to a child's physical development and is included in both the morning and afternoon schedule. Self-selection or "free-play" is a daily part of the curriculum and means a child has the opportunity to choose which center or activity he/she participates in. This promotes creative expression and development of important social skills.

The Lead Teacher/Director and Full-Time Assistant Teacher work cooperatively to create a daily schedule and plan activities that meet each child's developmental abilities and needs. The daily schedule and activities create a balance between active and quiet times; large and small groups, and individual activities; small and large muscle activities; indoor and outdoor play times; as well as times for self-selection and teacher-directed activities. All students 16 months and above will have a set curriculum to follow through the Abeka program.

Children thrive on consistency from day-to-day; which is particularly important to their overall well-being and classroom environment. Routines will be maintained whenever possible for arrivals and departures; meals and snacks; resting or nap times and transitions; as well as personal care like diapering/toileting, hand washing.

### **Observations**

We value your child's experiences and respect him/her as an individual. When your child arrives at Faith Landmarks Child Development Center observations will occur throughout the day; to help us provide the best care academically and socially while setting up goals for your child accordingly.

### **Class Assignments**

Children are assigned to classrooms, typically, by age and cognitive ability. When it is time for your child to move to the next classroom, you will be given notice and a transition plan for the child to gradually try the new classroom out. Class transitions happen at the start of the academic year (September). Children transitioning from the 2 yr old class to the 3 yr old class must be completely potty trained. We encourage every parent to be actively involved in the decision process to move a child into a new classroom.



## **Nap/Rest Time**

The Department of Education requires that all children be provided a regularly scheduled nap or rest time. Children will not be forced to sleep but may be encouraged to lie quietly for a period of time. The length of time a child should have to remain resting varies by child. A child that is disruptive during naptime may be taken to a more conducive environment when staff ratios exceed the requirements. A child that is continually disruptive will require meetings with Center Administration to determine a plan of action. If disruption continues without improvement, dismissal will be likely.

## **Educational/ Personal Care Needs and Supply**

Please review the infant, toddler and pre-school list for items to bring.

\*While care will be taken to keep your child's belongings within reach, please be advised that Faith Landmarks Child Development Center will not be responsible for your child's misplaced personal items\*

## **Food Guidelines for Birthdays, Holidays and Center Events**

Children are welcome to bring in special treats to celebrate a birthday or holiday. Due to various food allergies and dietary restrictions in our classrooms, we recommend supplying store-bought snacks still in the original packaging and processing that does not include nuts. Parents must check with your child's teacher before bringing any homemade snacks. The Center suggests treats be pre-packaged and individually wrapped, or store-bought cakes, cookies etc.

## **Parent Teacher Conferences and Communications**

Periodic parent/teacher conferences are scheduled to discuss your child's development and progress and include child observations. A conference may be requested at any time by the parent(s) if there are questions concerning a child's progress or a specific problem.

## **Graduation Ceremony for Rising Kindergartners**

We will plan a graduation ceremony every year at the end of May or beginning of June for the children who are progressing on to Kindergarten (K5).

## **Disciplinary Policy**

Faith Landmarks Child Development Center Staff has a responsibility to guide, correct and socialize children toward appropriate behaviors. These actions often are called child guidance and discipline. Positive guidance and discipline are crucial because they promote children's self-control, teach children responsibility and help children make thoughtful choices. The more effective caregivers are at encouraging appropriate child behavior, the less time and effort adults will spend correcting children's misbehavior.

Effective guidance and discipline focuses on the development of the child. They also preserve the child's self-esteem and dignity. Actions that insult or belittle are likely to cause children to view their caregivers negatively, which can inhibit learning and can teach the child to be unkind to others. However, actions that acknowledges the child's efforts and progress, no matter how slow or small, is likely to encourage healthy development. Teaching children self-discipline is a demanding task. It requires patience, thoughtful attention, cooperation and a good understanding of the child. Faith Landmarks Child Development Center staff will use only positive guidance techniques from a heart of love which comes from our Savior.

## **Responding to Behavior**

Below are strategies Faith Landmarks Child Development Center staff will use to respond to child misbehavior:

- Redirection

This strategy will be used most frequently when working with young children. If a child is not following the rules or being uncooperative, staff will quickly get the child's attention and introduce another activity

- Logical consequences

These are structured consequences that follow specific misbehaviors. The child should be able to see how the behavior and the consequence are directly related.

- Participate in the solution

If a child damages something, he/she needs to help in fixing it or in cleaning up. If a child causes someone distress, he/she should help in relieving that.

- Natural consequences

Allowing children to experience the consequences of their behavior is also called learning the hard way; *and will only be allowed when they will not endanger the child's health or safety.*

- "Take a break" or "Calm down chair"

In some instances, a child may need to be removed from a particular situation in which he/she has become overwhelmed or destructive. The child will be directed to "take a break"

or sit in the “calm down chair.” This strategy gives the child a chance to calm down, regain control, and reflect quietly on her or his behavior away from others. Once the child has calmed down, staff will talk with the child about the actions that led up to and resulted in needing a break or being sent to the calm down chair.

If these actions do not help in reducing or changing behavior the following will take place:

1. Staff will report behavior and what strategies have been attempted to the Lead Teacher/Administrator.
2. The Lead Teacher/Administrator will observe the child and meet with the Teacher to develop a behavior management plan.
3. The behavior management plan will be discussed with the parent and then put into practice.
4. The Lead Teacher/Administrator, Teacher and Assistant Teachers, and parents will evaluate the behavior management plan. If needed, adjustments will be made.

*\*\* If a child's behavior becomes threatening to themselves, other children, staff or teachers, the child will be removed from the classroom and possibly the program for a period of time.*

### **Corporal Punishment Policy**

**Faith Landmarks Child Development Center prohibits corporal punishment of any kind, cruel, or severe punishment, humiliation, or verbal abuse. No child will be denied food as a form of punishment, nor punished for soiling or wetting their clothing.**

### **Biting Policy**

Biting is a behavior that usually appears between the ages of one and three years. While biting is an age-appropriate behavior, it is important to remember it is also an unacceptable behavior in a childcare environment. However, biting is not something to blame on children, their parents, or their teachers. There are a variety of strategies implemented at Faith Landmarks Child Development Center to prevent and stop biting. They are as follows:

- The biting child is stopped and told, “Stop biting. Biting hurts” in a calm, but firm voice.
- The biting child is removed from the situation. Depending upon the observed motive for the bite, the separation may include re-direction or meeting the child's needs.
- Appropriate first aid will be provided to the child who was bitten. Bite will be washed with soap and water; cold compress will be applied to reduce pain and swelling. A bandage will be applied if necessary.

It is important to explore the reasons for biting when it occurs. Teachers will work with parents to gather information about the child's behavior and begin observations to determine the reasons for biting. Once triggers are identified, staff will work on prevention strategies and start teaching replacement skills.

All information is confidential, and names of the children involved in the incident are not shared between parents. In addition, biting is always documented on an Incident/Accident Report which is completed and signed by a teacher and parent. A copy is provided to the parent and the original kept in the child's permanent enrollment file in the office.

If a child continues to bite, an Administrative meeting will be held with the child's parents. A plan of action will be developed for enforcement at the Center and at home. If a child continues to bite, they will be removed from the program for the safety of the other students and teachers.

### **Removal of a Child from a Classroom**

In rare instances, children may be brought to the main office and the Administrator will assist the child in calming down.

If at any time a child's behavior becomes threatening to themselves, other children, staff or teachers, parents will be immediately notified.

If a behavior problem presents itself, every attempt will be made to remedy the situation. However, dismissal of a child for behavior problems will be at the sole discretion of Faith Landmarks Director and Administration. Please do not be discouraged if your child is disciplined. Children act out and test limits at all stages of development. The behavior will pass as long as we are all consistent. You will be notified of any behavior we feel should be reinforced at home.

### **Dress Code Policy**

#### **Clothing**

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, and comfortable clothing.

Coats, hats, gloves, scarves and winter boots must be provided in the winter months. It is not necessary for the children to wear their winter boots to school. Teachers will change the children into their winter boots when they go outdoors. Children are not permitted to wear open toed, and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes.

All clothing items must be clearly labeled with the child's first and last name. This includes coats, hats, gloves, scarves, and boots.

Faith Landmarks Child Development Center or its Staff is not responsible for lost or damaged items of clothing.

## **Jewelry**

Children are not permitted to wear jewelry of any kind. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, Faith Landmarks Child Development Center or Staff will not be responsible for lost or stolen valuables. It is the parents' responsibility to enforce this policy with their children.

Faith Landmarks Child Development Center or Staff is not responsible for damage to or loss of and articles of clothing.

## **Parent Participation and Volunteer Policy**

Parents are invited and encouraged to be involved in their child's school activities. There are many ways in which parents can participate and volunteer at the Center. Parents may volunteer to read in the classroom, assist teachers, and/or coordinate special events or donate items. Teachers will have posted in their classrooms any needs or volunteer opportunities available.

**Please note that any parent who volunteers in the classroom will be required to pay for and secure all criminal background checks, as required by our licensing regulations. Fingerprints must be obtained at a DSS field office. Please see the Director for the background investigation guidelines.**

Parents with court orders detailing custodial arrangements will only be permitted to volunteer on days in which they are afforded custody (joint/shared custody arrangement) as per the court order.

Faith Landmarks Child Development Center reserves the right to make or revoke Volunteer assignments.

## **Health and Safety Policy**

Faith Landmarks Child Development Center may accept children with disabilities, however, an evaluation must be done to determine if the center is equipped to provide adequate and safe care which is our primary concern. Each case is determined individually.

## **Children with Food or Severe Allergies**

For the safety of your child, parents are required to provide a signed copy of the

“Authorization for Emergency Care for Children with Severe Allergies” form, detailing any allergies, food or otherwise, from which their child suffers, at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child's physician and parent(s) or legal guardian(s), and must be updated at least once per year, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional

physician's orders and procedural guidelines relating to the prevention and treatment of the child's

allergy. This form can be obtained by request from the Center Administrator. Parents must also execute a "Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies" form. Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy detailed herein.

### **Handwashing Training for Children**

**Your child will be trained to wash their hands at the following times:**

- Upon arriving at the center
- After using the toilet
- Before and after meal times
- Before and after using the group toys and learning centers
- After coming indoors from the playground

\*\*Frequent hand washing with soap and warm running water for at least 20 seconds is the most effective way to reduce and prevent the spread of illnesses like diarrhea, the flu, and conjunctivitis (pink eye).

### **Soiled Clothing**

In an effort to reduce the risk of contamination and disease in the center, soiled clothing will not be rinsed at the center, but will be double bagged and placed with the child's belongings to be taken home and washed.

### **Communicable Diseases**

#### **Notice of Exposure & Reporting Disease**

If a child or staff member is found to have a communicable disease, a notice will be posted on the door of all affected classrooms. Additionally, families who have provided an email address will receive email notification of the illness.

In the event a child is reported to have a communicable disease, the Administrator will notify the health department. If a Child is diagnosed or otherwise shows signs of a communicable disease Parents will be immediately notified and are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached, but cannot pick their child up, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent is reached. If a parent cannot be reached, the staff will

begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children must present a doctor's note stating they are no longer contagious and can return to the program.

Faith Landmarks Child Development Center reserves the right to refuse to allow a child to return if the center director or designee believes the child to be too ill to participate in the program. Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least **100.4** degrees Fahrenheit or more as taken under the arm. **Children are required to be excluded from the program for loose bowels, or diarrhea-two instances (not associated with diet changes or medications). Children may return to the program when diarrhea stops for 24 hours or the continued diarrhea is deemed not be infectious by a licensed health care professional.** If your child will be absent due to illness, we request that you notify the center Administrator. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with faculty on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the center director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. Faith Landmarks Child Development Center will take all measures necessary to protect your child's confidentiality.

You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school. The list of illness that prevents a child from entering the classroom is listed below.

## **Dispensing Medication and Illnesses Policy**

### **Commonly Observed Illness**

Our first priority at Faith Landmarks Child Development Center is providing a healthy, safe learning environment for all children. Children/staff will be sent home as soon as possible if any of the following is experienced: an illness prevents the child from participating comfortably in activities (as determined by the staff); an illness results in a greater need for care than the staff can reasonably provide without compromising the health or safety of other children in the classroom; or a child is experiencing any of the following conditions.

- **Fever** of 100.4° or greater, before taking fever-reducing medicine, until 24 hours symptom free without fever reducing medication

- **Signs/symptoms of severe illness**, including: lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, and/or wheezing
- **Diarrhea** (not associated with diet changes or medications) (Two instances) until diarrhea stops for 24 hours or the continued diarrhea is deemed not be infectious by a licensed health care professional.
- **Blood** in stools not explainable by dietary change, medication, or hard stools
- **Vomiting** (One instance) the child can return after vomiting has been resolved for 24 hours or until a health care provider determines the cause for vomiting is not contagious and the child is not in danger of dehydration
- **Persistent abdominal pain** (continues more than 2 hours) or intermittent pain associated with fever or other signs/symptoms of illness
- **Mouth sores** with drooling, unless a health care provider determines the sores are not contagious
- **Rash** until a physician determines that these symptoms do not indicate a communicable disease
- **Pink eye** (conjunctivitis) until after treatment has been initiated for 24 hours
- **Head lice**, from the end of the day until after first treatment
- **Scabies**, until after treatment has been completed
- **Tuberculosis**, until a health care provider states that the child is on appropriate therapy and can attend child care
- **Impetigo**, until 24 hours after treatment has been initiated
- **Hand Foot and Mouth** sores have dried and crusted and no fever
- **Strep throat**, until 24 hours after initial antibiotic treatment and cessation of fever
- **Chicken pox**, until all sores have dried and crusted (usually 6 days)
- **Pertussis**, until 5 days of appropriate antibiotic treatment has been completed
- **Mumps**, until 9 days after onset of symptoms
- **Hepatitis A virus**, until 1 week after onset of illness
- **Measles**, until 4 days after onset of rash
- **Rubella**, until 6 days after onset of rash
- **Unspecified** respiratory tract illness accompanied by another illness which



requires exclusion

- **Herpes simplex**, with uncontrollable drooling

A child who becomes ill while at Faith Landmarks Child Development Center must be removed from the classroom in order to limit exposure of other children to communicable disease. An ill child will be sent to the office to wait for his/her parent to arrive.

Faith Landmarks Child Development Center reserves the right to make the final determination of exclusion due to illness.

Any exceptions to our illness policy will require a written note from a licensed health care professional stating that the child is not contagious.

### **Medicine Administration**

Faith Landmarks Child Development Center will only dispense prescription medication that is in the original, labeled container, and is accompanied by a doctor's note with explicit dosage and administration instructions, when a certified MAT employee is present. **The MAT employee will only give medication to the child for whom the doctor's note is written and for whom the medication container is labeled. One doctor's note per course of treatment is required and must identify the dates that the medication is to be given.**

Parents are required to complete a Medication Form each day that medication is to be dispensed. Medication Forms can be obtained from your center director. Medication Forms, doctor's notes and medication are to be turned into the center director. **ONLY A CERTIFIED MEDICATION ADMINISTRATION TECHNICIAN** working for Faith Landmarks Child Development Center will dispense fever reducing/pain medication (ex. Children's Tylenol, Children's Motrin) on an as needed basis, with a doctor's note detailing the recommended reasons for administration and appropriate dosage. Parents are required to supply an unopened bottle of the fever reducing/pain medication clearly labeled with their child's name. (One note and bottle of fever reducing/pain medication is required per child.)

Prior to administering fever reducing/pain medication, staff will contact a parent or person listed on emergency contact form, if a parent cannot be reached, to inform them of our need to administer the medication. Staff will also inform the parent or emergency contact person if it is necessary for the child to be picked up due to illness. Refer to the policy listed above regarding picking up ill children.

Parents are responsible for ensuring that all prescription medication is properly labeled by a pharmacist and replaced prior to the expiration date.

## **Fire and Emergency Drills**

FLCDC FIRE DRILLS WILL be initiated by Faith Landmarks Ministries during the academic school year and the summer session. The Administrator will maintain records of all drills. In addition, Center fire drill exit procedures will be practiced and administered by the Lead Teacher/Administrator as directed.

## **Incidents/Accidents Reports and Documentation**

Should your child be involved in an incident/accident during the school day, a staff member will complete an Incident/Accident Report.

Staff members shall document accidents and incidents that occur at Faith Landmarks Child Development Center using an Accident/Incident Report. If the injury is serious, a parent will be contacted before pick-up. Parents are required to sign the Incident or Accident reports the day of pick-up. Upon request a copy may be given to the parent. Should there be a need to have an in-depth conversation regarding the incidence or accident it is requested that you schedule a meeting to not disrupt class ratios. All diligence will be given to address your concerns on the same day, however, if further information is needed, a meeting time will be scheduled.

A full report detailing all injuries requiring medical attention will be filed with the VA Department of Social Services, once per year, as required by law. (§ 63.2-1716)

\*Failure to sign and return an Incident/Accident report within a 24-hour time-period will result in your child's exclusion from the program until such time as the Report is returned signed.

## **Food and Mealtimes**

Faith Landmarks Child Development Center does NOT currently participate in the Federal Food Program. FLCDC will serve breakfast, lunch, and snack Monday through Friday. Breakfast will be served between 7:30 – 8:30 AM. Lunch will be served at 11:30 AM. Snack will be served at 2:30pm and 5:00pm. If food service must be suspended for any reason, parents will be notified in advance through the Parent Portal. Parents who chose not to participate in FLCDC's Food Service Program must provide meals, snacks and beverages for their child daily. Food and beverages must be labeled with the child's name and the date it was given.

\*Parents whose children are still taking breastmilk must bring milk in a baby bottle labeled "Breastmilk" and the date that it was given. For health and safety precautions all milk will not be kept out, heated and unrefrigerated for more than an hour. Therefore, if your child takes a bottle at 10:00am, he/she has until 11:00am to finish the bottle, at which time the leftover milk will be discarded.

## **Infant classrooms**

Parents are required to complete a feeding schedule for their child on a weekly basis, or as the child's feeding requirements change. Staff will inform the parent daily on what the child ate, when, and how much. *Breastfeeding mothers are welcome to come to the center during the day to feed their child. Appropriate, private feeding locations will be made available.* Please discuss your desire to come to the center to breastfeed your child with the classroom teacher.

### **Younger Toddlers through School-age:**

Faith Landmarks Child Development Center Meal times are as follows:

- Breakfast from 7:30 am to 8:30 am.
- Lunch from 11:30 am to 12:15 pm.
- Afternoon snack from 2:45-3:15 pm.
- Late Afternoon snack 5:00pm

All meals are family style, with the children sitting at tables, to promote good manners, eating habits and socialization skills. Staff will encourage children to eat their main entrée first, followed by healthy snacks. A morning snack may be provided for children who eat breakfast at home. If your child arrives after mealtimes, please ensure that the child has eaten before entering the classroom so as not to disrupt the class.

### **Staff Employed by Clients**

Soliciting any staff member for employment, including but not limited to: baby-sitting, house-sitting, mother's helper, nanny services, and carpooling is strictly forbidden. Parents who employ Faith Landmarks Child Development Center Staff are not covered by the Center's policies, regulations or insurance.

Parent-Staff personal-professional relationships are not encouraged, and should any problems arise; if both parties choose to enter in any of the above stated relationships, Faith Landmarks Child Development Center will not be liable for any issues that may arise from such discouraged interactions among parents and staff members.

### **Firearms and Weapons Policy**

At no time is any person permitted to carry any type of Firearm, Ammunitions and/or Weapon on agency property for any reason. Violation of this policy will result in immediate dismissal from the program.

## **POLICY CHANGES**

Faith Landmarks Child Development Center reserves the right to make changes or amendments to all policies during the school year and summer months. We are constantly

changing and growing, endeavoring to keep our policies current with the progress of the Center and of the church.