

 **ELEVATED MINDS ACADEMY**

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Welcome to Elevated Minds Academy. This handbook contains information regarding the preschool/daycare program. You must read this handbook and keep it handy if your child is enrolled in the program. It will handle any questions you have about Elevated Minds Academy.

**Communication**

Good communication is of the utmost importance. When a new family is accepted into our center, we like to be sure that we can share openly any concerns or questions that may arise. It is important that there is a similar childcare philosophy between the center and the parents. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child(ren). Sensitive issues will be discussed in private at a mutually beneficial time.

**Philosophy and Goals**

Elevated Minds Academy was established to provide equality, loving care for children ages 6 weeks to 12 years old.

Our vision is to create a natural learning environment that is educational and safe, where youth and families reach their fullest potential in a safe and nurturing environment. And where children can learn from and be motivated by their teachers and peers, while developing positive self-esteem.

**Mission**: It is the mission of Elevated Minds Academy to assist families with their primary responsibility to raise their children to become productive members of society. The purpose of Elevated Minds Academy is to provide quality child day care benefiting the child, the parent, the staff, and the community.

**Goal:** Our goal is to support children's desire to be lifelong learners. Our focus is to provide stimulating early care and education experience which promotes each child's social/emotional, physical, and cognitive development.The following is a comprehensive listing of Elevated Minds Academy policies and procedures.

**License**: At the end of the handbook, you will find an attachment about licensing and other valuable information. Please take the time to read this information.

**Admissions/Enrollment:** A child is enrolled in the center only after the registration fee has been received, the administrator confirms the availability of space, and the required paperwork is received and reviewed, and approved by the administrator. There are several forms that make up the Elevated Minds Academy enrollment packet. This enrollment packet must be completed and, in our possession, before we can assume the responsibility of caring for your child. **NO EXCEPTIONS**. This is to ensure that your child will get the very best care possible and satisfies the record-keeping requirement of state licensing guidelines. All forms will be reviewed annually. If there are changes to any of the forms in the enrollment packet, please notify your director to update your records. This is for the safety of your child. A medical form signed by a physician is required to be submitted within 30 days of admission. The medical must be updated every 12 months. The forms that are required for admission are as follows:

* Elevated Minds Academy
* Child Enrollment and Health Information Form
* Permission to photograph
* Request For Medication Administration
* Child Care Plan for Health Conditions and Medical Procedures
* Child Medical Statement
* Sleep Position Waiver
* Basic Infant Information
* Family Questionnaire for SUTQ

**Hours and Days of Operation**: The center will be in operation Monday-Friday: 6:00 a.m. to 6:00 p.m. A late fee of $10 the first minute and $1 each additional minute will be charged if a child is not picked up by closing time. The center will be closed to observe the following holidays: Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas, New Year’s Day, and Martin Luther King Jr. Day. Early dismissal will occur on Christmas Eve and New Year’s Eve. Full Tuition is due for the weeks in which this fall, as a staff is given them as paid holidays.

**Staff/Child Ratios and Maximum Group Size:**

Elevated Minds Academy will not exceed the following state-required ratios:

* 1:5 or 2:12Infants (0-12months)
* 1:6 or 2:12 Infants (12 months-18 months)
* 1:7 Toddlers (18 months-30 months)
* 1:8 Toddlers (30 months-36 months)
* 1:12 Preschoolers (3 years- 4 years)
* 1:14 Preschoolers (4 years until eligible for kindergarten)
* 1:18 School agers (eligible for school)

Because we desire to provide a higher level of quality care, we still strive to maintain a 1:3 ratio in the infant room and a 1:5 ratio in the toddler room. Ratios for toddlers and preschoolers may be doubled for 2 hours at nap time if all children are resting quietly on their cots and enough staff is in the building to meet the regular required staff/child ratio if there is an emergency. Also please refer to our staff/child ratio signs posted at the entrance of each classroom area.

**The maximum group sizes are as follows:**

* 12Infants
* 14 Toddlers 18 months-30 months
* 16 2 ½ - 3-year-olds
* 24 3-year-olds
* 28 4-5-year-olds
* 36 School-age children

Maximum group size is defined by the number of children in one group that may be cared for.

**Our daily schedule, while very flexible, is as follows**:
6:30 a.m. - Center opens - free choice of activities and play materials
6:30 a.m.-8:15a.m. - Breakfast
9:00 a.m. - Circle time
9:30 a.m. - Structured activities (preschool program)
10:30 a.m. - Gross motor play (outside weather permitting)
11:00 a.m. - Story time/wash-up for lunch
11:15 a.m. - Lunchtime
12:00 p.m. - Naptime
3:00 p.m. - Afternoon snack
3:30 p.m. - Gross motor play (outside weather permitting) and/or indoor free choice activity or structured activity times.
5:00 p.m. - Quieting time puzzles, books, movies, etc.– Program ends

The children’s daily schedule is flexible enough to provide adaptability when necessary but structured enough to provide predictability for the children. We want them to view their school as a safe and comforting place where they know what to expect and when to expect it.

**Tuition/Fees and Payment Policies**

**Full Time** (weekly basis): The fee for families paying the full-time weekly rate is due on Monday of the week childcare is provided. If payment is not received by noon on that Monday your account will be considered delinquent, and you will be charged a $10 late fee (and a $5 late fee for each additional day that your fee is not paid in full). We offer both full and part-time care. Full time is considered from 24.9-60 hours per week. Part-time is considered less than 24 hours per week. Add-ons or schedule changes may be accepted to our daily schedule only if there is a position open for that day, and they will be accepted on a first-come, first-served basis. Please remember that schedule changes of this nature create some disruption to our normal schedule. We would appreciate as much notice as possible so that we can plan for meals, sleeping arrangements, and any changes in activities that may occur.

**All checks are made payable to** Elevated Minds Academy. All fees must be turned in to the Director on Monday. If a check is returned for non-sufficient funds, there will be a $50 fee incurred because of the returned check. Childcare services may be halted until full payment of tuition and NSF charges has been made, in CASH. In addition, upon the second returned check, only cash or money orders will be accepted.

**Absences:** Childcare fees are based on enrollment (a reserved space), not on attendance. To maintain a reserved space, fees must be paid during the absence of a child due to illness, holidays, vacation, or for any other reason.

**YOU MUST PAY WHETHER YOUR CHILD IS PRESENT OR NOT**

**Holidays:** Full Tuition is due for any period including holidays. Staff receives these days as paid holidays.

**Registration Fee**: A one-time registration fee is charged in the amount of $35 for the first child, $35 for the second child, and $25 for each additional child. This fee is for each child enrolled. A child is not considered enrolled until the registration fee is received. **This fee is non-refundable after 3 days.**

**Late Pick-up Fee:** If a parent realizes that circumstances beyond their control are going to delay pick-up, a phone call is requested. This is important as many children fear they have been forgotten when parents do not arrive at their usual time.

A $20 late fee per child will be charged for children that are dropped off or picked up within 5 minutes before or after the program hours. After 1 minute has elapsed (6:01 pm), you will be charged $5.00 for each minute. Please remember our staff is anxious to get home on time to their families and commitments. **Payment will be made, in CASH, at the time of pick up or the next day at drop off**. This will be strictly enforced, and habitual tardiness may result in termination of services.

**Withdrawals:** Parents wishing to withdraw their child(ren) may do so at any time. A two-week notice in writing is appreciated.

**Inclement Weather**: On rare occasions, it may be necessary to close the center due to poor weather conditions. We will make every effort to open our doors at the normal time. If circumstances should arise, watch Channel 9 WCPO News for closing information. On these occasions, you will not have to pay for that day (PRIVATE PAY PARENTS ONLY).

**Supervision Policy**

**Arrival/Departure:** Children are to arrive clean and fed (unless arriving just before mealtime). We will try our best to send your child home with a clean diaper and would appreciate the same consideration when you drop them off. Parents or guardians are required to bring their children into the classroom and to sign their children on the clipboard by the door. Any special messages, medications, special pick-up notes, etc. are to be given to the Director. Children may not be dropped off at the entrance of the building or be sent inside alone. Staff must be aware of each child’s presence before the parent departs. At the time of pick up, parents are asked to contact their child’s supervising staff member to ensure that staff is aware that the child has been picked up. Parents are responsible for the supervision of their children before sign-in and after signing them out.

Our normal procedure is to release the child only to his/her parents, or someone else the parents designate on the Authorized Pick up and Emergency Contact Form. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day if this person is on the list of people who are authorized to pick up your child. If the person is NOT on that list, we **MUST** have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if we do not know them then we will need to ask for identification (Driver’s License). This is not meant to offend them. This is simply a measure taken for the child's protection. Drop off and pick up are not good times to discuss serious problems. Little ears and minds hear and understand everything. Your director can set up a time where the issues can be discussed in private.

If there is a custody order or other such court order that prohibits any parent/person from contacting/picking up the child a copy of this order **MUST** be kept at the daycare for “enforceability”. If an unauthorized person arrives to pick up the child, the child will not be released, and the parent will be notified immediately.

Children **WILL NOT** be released to any person that appears to be under the influence of drugs or alcohol or otherwise, appears incapable of providing safe care of the child for safety/security reasons. Instead, another authorized contact person from the child’s registration form will be contacted to come to get the child and individual. If there is no one available to come to get the child, the Ohio Department of Job & Family Services and/or the Police will be contacted for further instruction. Such steps will also be taken if a child is not picked up from childcare at the end of the day, and all attempts to contact all other authorized contact persons have been made.

**Supervision of Infants/Toddlers/Preschoolers:** At no time will a child be left unattended. Staff will always supervise children, including during naptime. If a child becomes ill, they may be isolated in a section of the room not in use, but within the sight and hearing of a staff member.

**Supervision of School-age Children:** School-age Children may run errands inside the building or use the restroom alone or in groups of no more than six children without adult supervision if the following conditions are met:

* Children are within hearing distance of their teacher,
* The teacher checks on the children every 5 minutes for kids in kindergarten through third grade and every 10 minutes for children in fourth grade or higher until they return to the group.
* The center has exclusive use of the childcare space being used by the children.
* The restroom is for the exclusive use of the center.

With parent permission, school-age children may leave the center for specific activities which include:

* Walking to and from the center or school.
* Walking home or to another destination.
* Participation in activities inside the building that are sponsored by another group.

The written permission will have specified:

* Child's name.
* Location of the activity.
* Arrangements for going to and from the activity.
* Start and end time of the activity.
* The time period you are giving your child.
* Parent's signature and date.

**Staff Requirements:**

A major responsibility of the staff is to ensure the health and safety of each child entrusted in our care. Staff persons are alert to the safety needs of their children, anticipate possible hazards, and take necessary appropriate precautionary and preventative measures. Staff will:

* Always have knowledge of a child’s needs and accountability for his or her care, including but not limited to, developmental and behavioral needs and parental preferences. Supervision includes awareness of and responsibility for the activity of each child and being near enough to respond and reach children immediately including responding to the child's basic needs and protecting them from harm.
* Ensure all children are always within sight and hearing without mechanical devices such as baby monitors, video cameras, or walkie-talkies. Mirrors to view children do not meet this requirement.
* Not be under the influence of any substance that impairs their ability to supervise children and perform their duties.
* Have immediate access to a working telephone on the premises which is available and capable of making outgoing and receiving incoming calls.

Not expose children to inappropriate language or media.

* Always remain outdoors with the children.
* Summon another adult without leaving the group unsupervised.
* Accompany and supervise children in transit and at the outdoor play space.

**The following is a list of the holidays that Elevated Minds Academy will be closed:**

* New Year's Eve (all centers close at 3:00 pm)
* New Year’s Day
* Martin Luther King Jr. Day
* Good Friday
* President’s Day
* Memorial Day
* Juneteenth
* 4th of July
* Labor Day
* Thanksgiving Day
* Friday after Thanksgiving (center closes at 3:00 pm)
* Christmas Eve (center closes at 3:00 pm)
* Christmas Day

**Clothing/Attire**

Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and lots of messy activities, so make sure that your child is dressed appropriately. You will be expected to supply an art smock to protect clothes from paint or other art materials, and bibs to keep food stains to a minimum. Please don't dress your child in nice clothing and expect them to be spotless when you arrive to pick them up. Clothing should be comfortable and seasonally appropriate for outdoor play. Make sure to include hats, mittens, boots, and coats for cold weather.

**Personal Belongings**

We prefer that children do not bring toys from home unless it is something that can be shared with the entire group (i.e. books, videos, etc.). We also ask that you do not allow your children to bring jewelry or electronic devices into the center (i.e. cell phones, tablets, iPad). Little ones have a difficult time sharing with others, and it is even harder with their own special toys. If toys are brought, please note that they will be put away, if they are the cause of disagreements among the children. Exceptions to this policy will be that a child may bring a favorite sleepy toy for naptime only, and toys may be brought for show and tell activities. We are not responsible for any loss or breakage of personal items. All personal items must be clearly marked with the child's name.

**Supplies:**

Parents must supply the following items to be kept in their cubby:

**Infants**: Diapers, wipes, powders/ointments, pacifier (preferably on a pacifier string), bottles, bibs, saline drops/gel and nasal syringe, blanket for rest time, and a complete change of clothes (replace when soiled).

**Toddlers/Preschool:** Diapers, pull-ups, wipes, powders/ointments, bibs, blanket for rest time, and complete change of clothes (replace when soiled) sunscreen, bug spray in summer. Items will be placed in a large zip lock bag provided by the center.
All personal belongings should be marked with your child's name. Eating utensils, cups, and dishes will be supplied. If any of these items are brought, they must be marked with your child's name, to avoid mix-ups with other children Infants, and Toddlers

Infants and Toddlers will have a flexible schedule to reflect their individual needs. Parents are responsible for completing the Child Care Instructions form regarding their child’s specific feeding, diapering, sleeping needs, and routine.

**Feeding**

**Infants feeding:**

Elevated Minds Academy will prepare and serve infant food in a manner appropriate to the developmental needs of each child and introduce new foods only after consultation with the parent. Will comply with written feeding instructions from the infant's parent care Instructions form, physician, physician's assistant, or certified nurse practitioner (CNP), which shall include the following:

* Type of food and/or formula/breast milk.
* Amount of food and/or formula/breast milk.
* Feeding times or frequency of feedings.

If feeding instructions have changed, the parents are required to update Elevated Minds Academy with new feeding instructions. Elevated Minds Academy will not feed an infant who is under four months of age any food unless it is a formula or breast milk or there is written documentation on file from a physician, Physician’s Assistant, or CNP.

**Infant’s Bottle preparations:**

Bottle-fed babies will be held during their feedings. Breast milk or formula is accepted. Bottles must be sent ready-made from home for your child’s expected number of feedings. Bottles will be refrigerated until feeding time. Parents are responsible for providing bottles, bibs, and burp cloths for their child’s feeding.

Elevated Minds Academy will Ensure that formula, breast milk, or other liquids in a bottle are not heated in a microwave oven. If the formula or breast milk is to be warmed, bottles shall be placed in a container of water not hotter than 120 degrees or be placed in a commercial bottle warmer. The container of water will be kept out of reach of children and shall be emptied and cleaned each day. The bottle will be shaken well, and the formula or breast milk temperature will be tested before feeding. Frozen breast milk shall be thawed under cold running water or in the refrigerator. Any unused portion of the formula, breast milk, or food remaining in a container from which the infant has been directly fed will be thrown away and not be reheated or served again. Contents of an opened bottle not consumed within one hour of being offered to the infant will be thrown away. **Prepared formula and food shall be discarded or sent home daily if not used.**

If the Elevated Minds Academy prepares infant formula they will do so according to the instructions from the infant's physician, physician assistant, or CNP if not according to the manufacturer’s instructions. Open containers of ready-to-feed and concentrated formula will be covered, dated, and refrigerated according to the manufacturer's instructions.

Elevated Minds Academy will label all bottles or prepared food with the infant's name and date of preparation. All formula shall be refrigerated immediately after preparation or upon arrival if the formula is prepared by the parent. All commercially prepared food will be stored according to the manufacturer's instructions and not served after the expiration date.

**Breast-Feeding Mothers:**

Elevated Minds Academy will provide a place for mothers to breastfeed their children or pump their breast milk. They can go into the lounge, Director’s office, or in a classroom that is not being occupied for privacy. We will label the breast milk that is provided by the parent, with the infant's name, the date pumped, and the date the bottle was prepared.

**Meals and Snacks:**

Each child will be fed according to specific instructions from the parent as indicated on the Child Care Instructions form. Children will be given solid foods as instructed by the parents. All foods must be labeled with the child’s name, contents, and date clearly marked. Necessary feeding supplies such as bowls, cups, and utensils must be provided from home and taken home at the end of each day for cleaning. So that eating utensils and dishes are suitable for the age and developmental level of the children.

We follow the guidelines of the U.S.D.A. Food Program, and all meals will be provided at no additional cost to parents. Meals will consist of breakfast, lunch, and afternoon snacks.

Elevated Minds Academy will serve varied nutritious, and appropriately timed meals and snacks. The food served will be nutritional, proportional, and food that is not a choking hazard and will be the size, amount, and texture that is developmentally appropriate. Meals or snacks will be provided according to the posted current weekly menu and spaced no more than 4 hours apart except when sleeping. Parents are encouraged to read the weekly menu every week to see what is going to be offered to their child. It is posted on the bulletin board just inside the door and on our website to print. Copies of our menu will be provided to parents upon request. If there is a substitution for meals or snacks it will be noted at the time of change. We will serve only 100% undiluted fruit or vegetable juice or other fruit or vegetable to meet the fruit or juice requirement for meals and snacks. Another fruit or vegetable juice is permitted as a beverage alternative.

Meals will be served at:

* Breakfast: 6:30am-8:15am
* Lunch: 11:15am-12:00pm
* Snack: 3:00pm-3:30pm

Children who arrive after mealtimes should be fed before they arrive. We prefer that children do not bring food, drinks, etc. from home unless requested. Children tend to think the "grass is greener . . ." when they see someone eating something different from them. We will honor a parent's religious or philosophical objections to a menu item and the parent can substitute any objectionable item with an item from home. We believe that infants should be fed on demand. If parents have another feeding schedule in mind, we will need to discuss, it so that the infant's needs will be adequately met.

* If your child has allergies, and requires a modified diet, we must be notified of this in writing. **We will need to have a physician's written instructions describing any foods the child is not permitted to eat,** it must be filled out on a Medication Administration Form.
* We never force a child to finish what is on his/her plate, but we do encourage each child to try one or two bites of everything. Sometimes they are surprised by what they like!
* All eating patterns will be communicated to the parents.

If safe storage of all food, including milk (formula and breast milk for infants), is not available on routine trips or field trips, milk will be served at snack time instead of mealtime.

For children who require **medical food** when special diets are required for cultural or religious reasons, or if an entire food group is eliminated, Elevated Minds Academy shall obtain written, dated, and signed instructions from the child's parent or their physician.

If a parent has an alternative diet for their child, we will accommodate and provide the meal and ensure the meal includes the following food group:

* Meat or Meat alternative
* Grain
* Fruit/Vegetable
* Fluid Milk

Elevated Minds Academy will ensure efficient drinking water with sufficient water pressure is available to children so their mouths will not have to come in contact with the water dispensing mechanism.

Elevated Minds Academy will ensure that individual food or drink serving that have been served to a child are discarded or sent home with the child if not consumed during meal or snack time. If Individual Food or drink has not been opened, they can be stored and served again or sent home. By no means will any screens (Television, Computers, etc.) be on during meals and snack time. Children will not be served on a bare table. For Infants, food can be placed directly on a tray if the tray is removable to be washed and sanitized.

**Napping**

Infants will nap in individual cribs when tired. Toddlers will nap on individual cots. Blankets must be supplied from home and taken home for laundering at the end of the week. Children under 12 months of age will be provided a swaddle blanket at nap time. Bibs cannot be worn during nap. And no pacifiers connected to strings or clips can be used inside of cribs.

**Diapering**

Diaper changing is part of our daily routine. Diapers will be checked periodically (hourly) and changed when wet or soiled. Both cloth and disposable diapers are accepted. The changing table is located within the classroom always allowing for visibility. Caregivers’ and child’s hands are washed before and after a diaper change. The changing surface is cleaned and disinfected after each use. Diapers or pull-ups and wipes must be supplied from home and restocked as needed. Cubbies will be located in the classroom for storage for your child’s diapering supplies. Any child requiring topical ointments during a diaper change must have written instructions from their parent; An Administration of Medications form must be completed and on file.

**Additional Supplies**

Please provide extra clothing to keep in your child’s cubbies. Clothing should be updated as your child grows and with the change of seasons. Soiled clothing, bibs, and burp cloths must be taken home for cleaning daily. Please remember to label all personal items with your child’s name.

**Preschool Schedule**

Preschoolers enjoy a structured schedule that allows for flexibility. A schedule helps the day to flow more smoothly and allows the children to anticipate upcoming events. We will adhere to our written schedule to the best of our ability. There will be times when we have to make adjustments to the schedule. We appreciate families considering our schedule when picking up or dropping off children. It is better if arrivals and departures do not occur during quiet time, but when they do, please take note of the fact that children may be sleeping. Come and go as quietly and quickly as possible. Children who arrive during quiet time will be expected to rest or play quietly until the rest period is over.

**We thank you for the information you filled out for us regarding your preschooler's individual needs and schedule. It will help us get to know your child better.**

**Cleanliness/Hygiene**

We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. All employees are required to wash their hands frequently and use an antibacterial gel. Infants sleep in separate cribs, with clean sheets used only by them. Beginning at toddler age, washable cots are used. Each child has a separate cot; with a blanket (provided by the parents), that is sent home at the end of the week to parents to wash (unless soiled, then they are sent home that day) and cots are wiped with disinfectant weekly. Children use separate cups, plates, bowls, and eating utensils that have been thoroughly washed. Highchair trays or tables, etc. are disinfected after each use. We disinfect toilet seats and clean potty chairs between each use.

**Toilet Training**

When you feel your child is ready for toilet teaching, we ask that you begin this teaching at home during a weekend or vacation. We will follow through and encourage your child while in our care. The child must be showing signs of readiness. When a child is ready, the process should go quickly. The child must be always kept in pull-ups. Putting a child in diapers part-time, and training pants part-time, can be confusing and delay the training process.

Parents need to supply training pants with plastic pants or pull-ups with the Velcro sides, plus a couple of extra changes of clothing each day (don't forget the socks!).

During toilet training, we ask that the child be dressed in "user-friendly" clothing, as much as possible. The best items are shorts and pants with elastic waists or dresses. Try to avoid tight clothing, pants with snaps and zippers, belts, and overalls.

**Nap/Quiet Time**

There will be a designated nap/rest time each day. All children must nap or rest quietly during this period. Wellness checks will also be performed during nap time.

**Special Needs**

Elevated Minds Academy will make all reasonable modifications to our policies and practices to accommodate children with special needs unless to do so would be a fundamental alteration of our existing program. Each child will be evaluated on an individual basis to determine eligibility. We reserve the right to offer to the parent a transfer to an alternate daycare that may be better suited to handle a particular special need.

**Parental Involvement**

There will be times and ways you can get involved in your child's daycare experience. You are welcomed and encouraged to participate in any or all of these. Some examples of ways to be involved include:

* Lending objects for units of study.
* Coming and talking about your job, when asked.
* Helping your child at home with the concepts we are studying here (monthly newsletter);
* Helping your child prepare for "Show and Tell”.
* Helping to provide treats or other items for our parties; and
* Volunteering in your child’s class with arts and crafts, reading, and parties. Parents must sign up to volunteer with the Director or Administrator.

**Parent-Teacher Meetings**

Elevated Minds Academy will have two scheduled conferences: One in the fall and one in the spring. Our teachers will also make themselves available to meet with parents at any time necessary. Parents can schedule a conference with their child’s teacher. Both parents should attend even if they don’t live together if possible so that parents are on the same page when it comes to their child’s development.

Talking with your care provider as soon as a problem emerges will help you resolve your concerns quickly and effectively, consider the following points before you have the conversation:

**Procedure for parents to follow when needing assistance in resolving problems related to childcare:**

* Clearly identify your concerns and know how you would like to resolve them – adopt a problem-solving approach to the conversation.
* Be very clear about where you stand on the issue and think about what you would be willing to compromise on and what, in your opinion, is non-negotiable in the development of a solution.
* Be sure to choose an appropriate time and location to explain your concerns. It may not be constructive to hold the discussion in front of your child or other parents.
* Adopt a tactful non-accusatory manner and be sure to cover positives as well as negatives. This will help to reassure the caretaker that the concern isn't personal.
* Take time to listen to the caretaker's point of view and make sure you clarify facts and feelings until you arrive at a common understanding of the problem.
* Try to finish the conversation with an understanding of how the situation will be progressed, even if you agree to disagree and decide to move your child to another service.
* Let your care provider know if in your opinion, the situation improves and if it doesn't either contact your [**State authority**](http://www.acecqa.gov.au/regulatory-authorities1/contact-your-regulatory-authority) or explore the possibility of moving your child into another service.

Having regular informal chats with your care provider will help you build a positive, open relationship which should make it easier for you to avoid issues before they arise and address any concerns which do come up.

Remember that maintaining a successful childcare arrangement is a two-way partnership that requires your constant involvement. Despite the excellent care available at Elevated Minds Academy, you may never feel completely satisfied with the arrangement and it is important to establish a comfort level so that you can leave your child at the service each day without worrying!

**Activities/Curriculum:**

Our main objective is to have fun, improve social skills, and encourage creative expression. We will utilize a variety of activities to accomplish this goal. Free play, computer programs (COMING SOON), reading, arts and crafts, music/singing, dancing, dramatic play/pretend, puzzles, and educational TV/videos are just some of the activities we will be doing.

* Music helps to develop young brains and will play a strong role in day-to-day activities. We may have special music activities and may also play music during other activities, for example, during arts and crafts or mealtimes. Some of the music we will be using may include, classical, children's songs (by a variety of artists), foreign language tapes, and others.
* Television will be used as a tool to help children unwind and relax. We usually watch no more than one hour of television per day (FOR OUR TODDLER ROOM-YOUR BABY CAN READ OR EDUCATIONAL VIDEOS), and some days none at all. The exception may be on rainy days if we are having a particularly difficult day or on our Friday Free Days.
* A viewing will be limited to PBS and child-friendly, educational-style videos, such as Super Why, Dora Explorer, Sesame Street, etc. We carefully screen everything the children watch and watch along with the children. We avoid any type of graphic images, potentially frightening images, unpleasant language, or anything of that nature, as we believe that young children are extremely impressionable. We prefer to err on the conservative side when choosing appropriate viewing.
* Children over the age of 1 ½ yrs. will participate in a year-round, daily preschool curriculum. This will include a variety of activities ranging from art and craft projects to games, computer learning programs (COMING SOON), songs, fingerplays, storytelling, creative dramatics, exercises, science, and much more. The goal of the preschool program is to have fun and help prepare your son or daughter for school.

**Formal Assessments:**

Assessment is a critical part of a high-quality, early childhood program. When educators do an assessment, they observe a child get information about what he knows and what he can do. Elevated Minds Academy teachers will be required to observe and document the child’s work and performance over a year. This allows the teacher to accumulate a record of the child’s growth and development. With this information, educators can begin to plan appropriate curricula and effective individualized instruction for each child. This assessment record is also a great tool to share with parents so they can follow their child’s progress at school, understand their child’s strengths and challenges, and plan how they can help extend the learning in their homes.  The assessment provides educators, parents, and families with critical information about a child’s development and growth. Assessment can:

* Provide a record of growth in all developmental areas: cognitive, physical/motor, language, social-emotional, and approaches to learning.
* Identify children who may need additional support and determine if there is a need for intervention or support services.
* Help educators plan individualized instruction for a child or for a group of children that are at the same stage of development.
* Identify the strengths and weaknesses within a program and information on how well the program meets the goals and needs of the children.
* Provide a common ground between educators and parents or families to use in collaborating on a strategy to support their child.

We will report the child’s level data to ODJFS pursuant to 5101:2-17-02.

**Children Arriving at the Center from Other Programs**:

At times it may be necessary for a child to arrive at the center from another program. If a child is scheduled to arrive and does not, we will first contact the parent to confirm that the child is scheduled to be at the center that day, and then contact the program that they are to have arrived from. We will then consult with the parent to determine further action. For this reason, it is very important that parents contact the center when their child is not going to be attending. Written permission is required for: school children to leave the center for specific activities and for school children to participate in other activities within the building.

**School Delays/Cancellations:**

Our program will operate a full-day program for school-agers when school is closed for vacations, delays, or cancellations.

 **Transitioning**

**Transitioning In:**

Transitioning into the center can be difficult and may take time for both parent and the child to adjust to. However, with good communication between parents and caregivers, and the development of an established routine, the family will make it through this period without lasting trauma. The separation process may continue to be difficult at times, but both the parent and child will know that it is temporary. In time, the separation period provided by daycare may provide benefits to the child and the parents and encourage both to treasure their time together that much more. We schedule a tour with the parent and encourage them to bring their child. That way the child can be familiar with the center, his/her teacher, and classmates before the first day. We do a walk-through of the facility, and we go over the structure, policies, and procedures of the program. We explain to the parents our curriculum and show them our parent centerboard in the classroom We will explain to the parents our curriculum and show them our parent centerboard in the classroom that will explain what their child will be learning for the day. Once the tour is complete and the parent is satisfied with our facility and wants to enroll their child. We provide the parent with an enrollment packet and come up with a start date that works for them and their child.

**Transitioning Out**:

Transitioning out of the center can be bittersweet for the parent and the child. We are excited for the child that is transitioning out because they begin a new chapter of their life. Most children transitioning out of the program are either enrolling in a preschool program or kindergarten. We prepare the children for kindergarten by getting them familiar with being in a classroom setting and going over bus rules and classroom rules. We explain to them what to expect when they enter Preschool or Kindergarten. We do so by reading stories to them about their first day, or we have the children that went through kindergarten share their experiences. We will provide the parents with literature and paperwork for schools within our district to enroll their children. We have a graduation celebration for the children entering kindergarten. We celebrate their growth and accomplishments while in attendance in our program. We provide them with a cap and gown and a certificate of achievement.

**Transitioning Within:**

You will be notified when your child is ready to move up to the next classroom. As part of the procedure, center staff will develop a transition plan. This plan will include the beginning and ending date of the transitioning period and include a transition schedule. The plan will be signed by the parent. Parents may also request to have their child transitioned. This request will be accommodated if it is in the best interest of the child and space is available in the next room.

**Center Rules**

There are certain center rules that all children will be taught and expected to follow. This is for the safety and well-being of everyone. In addition, we realize that we must expect a certain amount of wear and tear where children are concerned, we do not want to have our center "demolished".
There will be no running permitted in the center. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children/infants/adults will NOT be allowed. No standing or climbing on chairs or tables. There will be no use of obscene, derogatory, or disrespectful language.

Children may not walk around the center with food, cups, or bottles. Respectful treatment of other people and all property, toys, and furniture is expected. Willful destruction of property will be charged to the parent at the cost to replace the item. Please support us in the enforcement of these rules, to create a better environment for all.

No smoking is permitted on the premises as per state law; this includes parents and staff.

**Reporting Requirements**

As a childcare center, we have mandated reporters to the Department of Human Services if we feel a child is being abused or neglected. **Always be sure to let your director know when you drop your child off if he/she has any unexplained cuts or bruises.** All children that come to daycare with injuries have them logged into the child's file, along with a picture of the injury. If staff have suspicions that a child is being abused or neglected, they MUST make a report to the local children’s services agency. The safety of the children is always our first concern.
If you ever feel that Elevated Minds Academy is not operating safely, please bring the matter to our attention. If you desire a copy of the state licensing guidelines, we will be happy to supply you with one. We are proud to say we do our best to follow state licensing guidelines to the letter. Our staff is highly trained in knowing and complying with all applicable state and local laws. If you observe something that you know is a violation of state licensing laws, you can report the incident by calling HCJFS (513) 946-1000. We pride ourselves on running one of the safest childcare centers in Ohio.

**Indoor/Outdoor Play**

**Indoor play**: We provide a variety of age-appropriate toys for indoor play. Toys may be rotated or placed temporarily out of use so that the children do not become bored. Younger children have less-developed organizational skills and can get easily frustrated or upset when there are too many toys to choose from. It is also more difficult for them to help with cleaning up when there are toys everywhere because it is so overwhelming to them. For this reason, during free play times, each child may select one or two things at a time to play with. They will be shown how to put those things away before selecting something else.

**Outdoor play**: We will be playing outdoors every day that weather permits. Please make sure that your child is appropriately dressed (see [Clothing/Attire](http://ladc.us/policies.asp#clothing#clothing) section) for outdoor play at all times. Our activities will include walks, playground, water play (sprinkler in summer), and others. The center shall provide outdoor play each day in suitable weather for any toddler, preschool child, and school child in attendance for more than four consecutive daylight hours. Our Center will provide outdoor play for children enrolled in our after-school program if they are in the center for more than two hours if the weather is suitable. When the weather is not suitable for outdoor play, indoor large muscle activities will be provided. During spring and fall, our outdoor play will probably range from 10 - 30 minutes, and in the summer, it may be two or more hours long (maybe not all at once). We do not go outside when the temperature is below 20 degrees (including wind chill), or above 90 degrees (including heat index). We are mandated by state law to take the children outside. Parents, who wish to excuse their children from outside play, must have a doctor's note.

**Water Activities and Swimming**:

Elevated Minds Academy will have water activities during the summer months, such as sprinklers and water balloon games. We will not participate in Swimming activities due to safety reasons.

**Discipline**

We maintain a positive discipline policy, which focuses on prevention, redirection, love, consistency, and firmness. We stress two main patterns of behavior: respect for other people and respect for property. The children have explained the rules of the center frequency, so they are all familiar with the guidelines. Please keep in mind that there WILL be disagreements between children. Young children have a hard time expressing their feelings. Sometimes they hit, throw toys, bite, etc. We will try to prevent problems, redirect when appropriate, discuss inappropriate behavior, encourage making amends when the offense involves another person, and sometimes withdraw privileges based on the principle of "natural consequences". An example might be where a child is misusing a toy then he/she will not be allowed to play with the toy for a period. The use of time-outs will be rare except when a brief cooling-off period is needed. Time out is based on the age of your child. (Ex. If your child is 2 years old, he/she will be in time out for 2 minutes). Sometimes when children are fighting or throwing toys, we will put the toy in a short time out, and then bring it back into circulation a little later. This seems to work better than giving the child a time-out.

If a discipline problem arises that does not respond to the above-mentioned techniques, we will hold a conference with the parents. Together, we will try to find a solution, this solution will be in writing and signed by the parent. You may be called to remove your child if his/her behavior prevents us from being able to properly care for the other children. If the problem continues, other arrangements for the care of the child will have to be made, for the safety and well-being of all.

Under **NO CIRCUMSTANCES** will there be any spanking, physical abuse, verbal abuse, name-calling, or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment. Abuse, endangerment, or neglect of children, including shaking a baby. Staff will not:

1. Utilize cruel, harsh, unusual, or extreme techniques.
2. Utilize any form of corporal punishment.
3. Delegate children to manage or discipline other children.
4. Use physical restraints on a child.
5. Restrain a child by any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control.
* Prone restraint of a child is prohibited. Prone restraint is defined as all items or measures used to limit or control the movement or normal functioning of any portion, or all, of a child's body while the child is in a face-down position.
* Prone restraint includes physical or mechanical restraint.
1. Place children in a locked room or confine children in any enclosed area.
2. Confine children with equipment such as cribs or high chairs.
3. Humiliate, threaten, or frighten children.
4. Subject children to profane language or verbal abuse.
5. Make derogatory or sarcastic remarks about children or their families including but not limited to cultures, nationalities, races, religions, or beliefs.
6. Punish children for failure to eat or sleep or for toileting accidents.
7. Withhold any food (including snacks and treats), beverages or water, rest, or toilet use.
8. Punish an entire group of children due to the unacceptable behavior of one or a few.
9. Isolate and restrict children from any or all activities for an extended period.

**Illnesses/Safety**

Elevated Minds Academy is a "well-child care facility". At no time do we provide sick childcare. The following illness policies will be strictly enforced, for the health, well-being, and safety of all concerned.

**Sick Child Policy**: Under no circumstances may a parent brings a sick child to daycare, if the child shows any signs of illness, or is unable to participate in the normal routine and regular daycare program. Sick children will expose all children and staff members who they encounter. These people can in turn expose the other children. Sick children want care from their parents in the comfort of their own homes. If other children become ill due to exposure to your sick child, either because he/she was returned to daycare before full recovery or because he/she was not picked up promptly upon notice of becoming ill, other parents will be unnecessarily inconvenienced. Because this is disruptive to other children and their families, your cooperation on this issue is extremely important. We will notify parents by letter if their child has been exposed to a communicable disease Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices.

**If your child is unable to participate in the normal activities of the daycare (including being able to play outside), then your child MUST stay home.**

Children will be visually screened when they arrive in the morning. In the event a child becomes ill and needs to be picked up, the parent(s) will be called and are expected to come to pick the child up within one hour (60 minutes). If the parent(s) cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come to pick the child up. We will make sure that your child is isolated from all other children if they become ill so that we can prevent the spread of their illness/germs. For the benefit of our staff and other children in our care, a sick child will not be permitted to return to care for 24 hours after the condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, he/she may return to daycare immediately if he/she has been free of other symptoms mentioned for at least 24 hours. If you aren't sure about whether to bring your child to care, please call your onsite director to discuss it. Allergy-related symptoms and non-communicable illnesses do not require exclusion if you have a note from your doctor.

**Symptoms requiring removal of the child from daycare:**

* Fever: Fever is defined as having a temperature of 100°F or higher taken on the neck and forhead; (a child needs to be fever-free for a minimum of 24 hours before returning to daycare, which means the child is fever-free without the aid of Tylenol®, or any other fever-reducing substance.)
* Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
* Diarrhea: runny, watery, bloody stools, or 2 or more loose stools within the last 4 hours.
* Vomiting: 2 or more times in a 24-hour period. Note: please do not bring your child if they have vomited in the night.
* Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
* Runny nose (other than clear), draining eyes or ears.
* Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm.
* Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health, safety, or well-being of the other children in our care. Just a note: Many times, our childcare may get blamed for the illness of a child, meaning that we have "allowed" sick children to come here. Parents may not stop to think that when sick children are brought to our center, our entire staff is also at risk of exposure. How would you feel if another parent brought their sick child and exposed your child? We STRESS this again -- if you are not sure whether it is okay to bring your child, please call ahead to ask us. We may require a doctor's decision as to whether the child is contagious. We appreciate your cooperation in this matter...

**Care of Children Without Immunizations:**

We understand that for religious reasons and personal preferences some parents do not wish to have their child/ren immunized. Parents will provide any medications needed by the child, including over-the-counter and prescription medicine. Written authorization is needed for us to administer ANY medication, prescription, or over the counter. **NOTE: All medicines must be in their original container with the pharmacist's or manufacturer's label, child's name, dosage instructions, current date, name of the medication, and times to be administered clearly written.**

We will assure that all medication and food supplements are given directly to center personnel for immediate safe storage, except that an inhaler or medication may be available to a schoolchild with a special health condition in an emergency per the center’s policy as required in rule [5101:2-12-30](http://codes.ohio.gov/oac/5101%3A2-12-30) of the Administrative Code.

Elevated Minds Academy will allow these families to enroll their children, however, they must adhere to the sick child policy.

**Medications**

We will assure that staff center personnel are made aware of all school children who have immediate access to personal inhalers and that a JFS 01217 is completed for all school children who have immediate access to personal inhalers. Inhalers must be always kept in the school children’s pockets until needed.

**Caring for Children with disability:**

Elevated Minds Academy will care for children with disabilities by following the American Disability Act Title III. We will not coerce, intimidate, threaten, or interfere with any individual in the exercise or enjoyment of, or on account of his or her having exercised or enjoyed, or on account of his or her having aided or encouraged any other individual in the exercise or enjoyment of, any right granted or protected by the American Disability Act.

**Administering Medication of Children with Disabilities:**

In compliance with the American Disability Act, Elevated Minds Academy will use reasonable care by following the doctors' and parents' or guardians’ written instructions on The Child Medical/Physical Care Plan (JFS 01236) about administering medication for a child who has a disability.

**Administering Medication Procedures:**

1. Identify the student,

2. Identify the medication

a. Note the student’s name on the original container.

b. Note and compare pictures (if available) to the child.

c. Note the date of medication on the original container.

d. Note the name of the medication on the original container.

e. Note the dosage of medication on the original container.

f. Note any special instructions on the original container for giving medication.

3. Compare information on the original medication container with medication authorization

4. Check to see that another individual has not already been given the medication for that day

 and time

5. Administer medication to the child as directed by written order

6. Initial and record time the medication was given on the student’s medication log

 a. Student’s Name

 b. Name of the Medication, dosage, and route.

 c. Time mediation should be given

 d. Special Instruction

 e. Navy and initials of the individual giving the medication.

7. Return medication to a secured location

**Medical**

Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted as soon as possible. If necessary, your child will be taken to the nearest hospital where you will be asked to meet us. If you are not going to be at your usual place of employment, or home, please make sure that we have a number where you can be reached.

Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. The owners of Elevated Minds Academy **WILL NOT** be held liable for any sickness/injury of either parent/guardian or child while on these premises.

**Medical, Dental, and General Emergency:**

In the event of a serious incident/injury/illness if the child is taken home/medical office/hospital a notification to the licensing office will be made within 24 hours by logging into <http://oclqs.force.com> and contacting the Office for Children and Families Help Desk by the next business day to report the incident. The report must be received no later than three business days from the occurrence via fax or mail. Print the completed serious incident report in OCLQS and give it to the parent to meet the parent notification requirements. A copy of the report for a serious incident/injury/illness shall be retained on file at the daycare center for at least one year and shall be available for review by ODJFS.

**Transportation**

**Transportation for Field Trips/School:**

Elevated Minds Academy will provide transportation for the drop-off and pick-up of school-age children (through the local school district transportation company). Parents will have to sign a Transportation form for each child permitting us to transport. In regards, to field trips, we will use an outside bus company to transport our children to various field trips. Parents will have to sign a Field Trip Permission slip for each child, permitting them to go.

**Transportation Refusal:**

Elevated Minds Academy will not provide daycare services for parents that refuse transportation for their child during a medical emergency, which would require an ambulance or the Director to transport the child.

The center has devised several procedures to follow if an emergency would occur while a child is in the center’s care. In the event of a fire or tornado, staff would follow the written instructions posted in each classroom, describing emergency evacuation routes and the procedures to be followed to assure that children have arrived at the designated spot. To prepare children for the unlikely need to evacuate, the center does conduct monthly fire drills and periodic tornado drills. Should we need to evacuate due to fire or weather conditions, or the loss of power, heat, or water to the center, our emergency destination will be at the Valley Interfaith next door to Elevated Minds Academy. A sign will be posted in front of the center indicating that we have been evacuated and the location where you can pick up your child. Parents will also be contacted as soon as possible to come to pick up their children. If a parent cannot be reached, we will contact the emergency contacts as listed on your child’s enrollment form. In the unlikely event, that there would be an environmental threat or a threat of violence, the staff will: secure the children in the safest location possible, contact and follow the directions given by the proper authorities and contact the parents as soon as the situation allows. An incident report would also be provided to the parents.

There is always one staff member present that has received training in First Aid/Communicable Diseases and CPR. In the case of a minor accident/injury staff will administer basic first aid and TLC. If the injury/illness would be more serious, first aid would be administered, and the parents would be contacted immediately to assist in deciding an appropriate course of action. If any injury/illness is life-threatening, the EMS will be contacted, parents will be notified, and a staff member will accompany the child to the hospital with all available health records. Staff may not transport children in their vehicles. Only parents or EMS will transport.

An incident/injury report will be completed and given to the person picking up the child, on the day of the incident/injury, if any of the following occur: the child has an illness, accident, or injury which requires first aid; the child receives a bump or blow to the head; the child has to be transported by emergency squad, or an unusual or unexpected event occurs which jeopardizes the safety of the child. The child’s health/medical record will accompany the child and the center administrator, or a childcare staff member is to stay with the child until the parent(s) assumes responsibility for the child’s care. If a child requires emergency transportation, the center will fill out the report at <http://oclqs.force.com> by the next business day to report the incident. The center shall also verbally contact licensing personnel from the appropriate ODJFS office within 24 hours when there is a “general emergency” or “serious incident, injury or illness”. The report will be provided to licensing staff within 3 business days of the incident.

**General Emergencies include**:

* Any threats to the safety of children due to environmental situations or threats of violence.
* Natural disasters such as fire, tornado, flood, etc.
* Loss of power, heat, or water.

**Disaster Plan**

**Safety Drills**:

Fire and Earthquake drills are held monthly (and therefore smoke detectors are tested also) and the children are taught what to do in each situation. We are required by state law to do 1 fire drill per month. We vary the time of day to help the staff and children prepare to evacuate the building quickly and safely. We will not do fire drills when the temperature is below 20 degrees or above 85 degrees. Evacuation cribs with wheels are used to transport infants and non-walking toddlers to the emergency meeting area.

**In the event of Fire**:

* At the signal of the smoke detector, all children and staff will stop what they are doing and leave the center by way of a fire escape plan.
* Staff will take both the 1st Aid Kit (children’s emergency info/consent cards included) and Attendance Sheet with them and close all windows/doors on the way out while checking behind doors, in the bathroom, etc. for children who may be frightened and hiding.
* Children physically incapable of walking out will be carried by staff.
* Children and staff will group at the meeting spot and a headcount will be done.
* 911 will then be called and any medical treatment necessary will be administered.

**In the event of an Earthquake:**

If OUTSIDE: children will be instructed to get to the most open area (away from trees, buildings, walls, power lines)

If INSIDE: children will be instructed to crawl beneath the closest tables and doorways, and to crouch, heads down, with their hands covering their heads.

* Children will be instructed to remain in these positions until the shaking stops. -When the shaking stops all children and staff will re-group and any medical treatment necessary will be administered.
* Any unsafe utility lines will be shut off.
* Staff and children will remain in the center if possible until parents/guardians arrive to pick up their children.
* The center will have enough supplies on hand and in the earthquake kit to comfortably sustain ourselves for 72 hours.

\*Specific Emergency Escape Plans are posted in the center with Floor Plans that detail which exits to use\*

**Earthquake Preparedness Strategies**:

Much like fire drills, earthquake drills are also practiced monthly. The children have been taught that when the ground starts shaking, they need to get under the closest table or doorway, away from windows if possible. They will crouch down and cover their heads with their hands. We will stay in these positions, counting out loud (something to occupy ourselves during the shaking), until the shaking stops. We have discussed the possibility of things falling and breaking, the lights going out, things being very loud and that to be under something is to protect our bodies. It has been made very clear that it’s OK for these things to fall and break, that our only concern is to be safe.

Along with our practice drills, I am prepared to be able to care for the children until parents/guardians can arrive and pick them up. We are stocked up on batteries (for the radio and flashlight) and water. We always have a well-stocked 1st Aid Kit, along with juice, water, and snack food that could be made to last days. Having the children’s changes of clothes and nap-time bedding will help for extra warmth if the heat goes out.

**Termination Policies**

We reserve the right to terminate a child for the following reasons (but not limited to):

* Failure to pay
* Routinely late picking up your child
* Failure to complete the required forms
* Lack of parental cooperation
* Failure of a child to adjust to the center after a reasonable amount of time
* Physical or verbal abuse of any person or property
* Our inability to meet the child's needs
* Lack of compliance with handbook regulations

Serious illness of a child. We appreciate as much advance notice as possible when terminating and will give the same courtesy in return. Parents are required to give two weeks’ written notice when they decide to terminate childcare. The two weeks will be paid in full, regardless of whether the child is in attendance. We will give two weeks’ notice of termination for which full tuition is due, whether the child is in attendance. The provider reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance. Anyone who terminates daycare and has an outstanding balance will need to have the account settled within 30 days. All accounts not settled within 30 days will be turned over to a collections agency regardless of the amount owed. All accounts turned over to collections will have a $20 per week late fee plus a 35% collections fee added to the amount due.

**Center Parent Information**

The center is licensed to operate legally by the Ohio Department of Job and Family Services (ODJFS). This license is posted in a noticeable place for review.

A toll-free telephone number is listed on the center’s license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing rules governing childcare are available for review at the center.

The administrator and each employee of the center are required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent of a child enrolled in the center shall be permitted unlimited access to the center during hours of operation to contact their children, evaluate the care provided by the center, or evaluate the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

The administrator's hours of availability to meet with parents and child/staff ratios are posted in a noticeable place in the center for review. The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the ODJFS. Inspections are also online at <http://childcaresearch.ohio.gov/>. Parents may search for a specific program and sign up to be notified when the program's latest inspection is posted online.

It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex, national origin, or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. To file a discrimination complaint, write or call Health and Human Services (HHS) or ODJFS. HHS and ODJFS are equal opportunity providers and employers.

Write or Call: Write or Call:

HHS ODJFS

Region V, Office of Civil Rights Bureau of Civil Rights

233 N. Michigan Ave, Ste. 240 30 E. Broad St., 37th Floor

Chicago, IL 60601 Columbus, OH 43215-3414

(312) 886-2359 (voice) (614) 644-2703 (voice)

(312) 353-5693 (TDD) 1-866-277-6353 (toll free)

(312) 886-1807 (fax) (614) 752-6381 (fax)

 1-866-221-6700 (TTY) or (614) 995-9961

For more information about child care licensing requirements as well as how to apply for child care assistance, Medicaid health screenings, and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>.