



\* Child Care \* Preschool \* 6 Weeks - 12 Years

# **LEARNING CENTER**

## **Parent Handbook**

[www.JRCcares.org](http://www.JRCcares.org)

2213 - 14th Street NE, Canton, Ohio 44705 | p. 330.452.8376 | f. 330.452.1137



# PARENT HANDBOOK

## Table of Contents

Orientation .....	6
Registration/Tuition Fees, Attendance Agreement, Late Fees .....	6
Leave Time Policy.....	6
Enrollment, Permanent Withdrawals, Extended Absences.....	6
Attendance Policy. ....	6
Arrival & Departure Procedures .....	7
Active Supervision Policies .....	7
Parent Roster.....	9
Emergency Drills.....	9
Center Licensing Records and Rules .....	10
Parent Visitation.....	10
Immunization, Physicals, Dentals .....	10
Permission for Routine Trips.....	10
School Transportation.....	11
Field Trips .....	11
Swimming & Water Safety .....	11
Diapering Policy .....	12
Re-admittance Policy .....	14
Administration of Medication.....	15
Curriculum & Educational Program Description / Philosophy .....	16
Infants & Toddlers.....	16
Staff Qualifications.....	17
Child Guidance & Classroom Management.....	18
Parent Provided Supplies .....	21
Breastmilk, Formula and Bottles .....	22
Naptime .....	22
Breastfeeding, Formulas, Sippy Cups and Food .....	22
Center Provided Supplies .....	22
Parent/Teacher Conferences.....	24

# PARENT HANDBOOK

Welcome to **JRC Learning Center**! The Center was founded in 1978 by the late Reverend J. Robert Coleman, a local priest and visionary. In its early days, the primary goal of the Center was to meet the increasing need for dependable, quality child care services for working parents. Today, the Center continues to provide high quality child care services within a structured, play-based education program. It is our goal that children experience a feeling of security and trust, and to instill in children a love of learning that will last a lifetime.

This handbook contains a brief overview of our program and answers basic questions about Center policies and procedures. Please refer to the materials in your enrollment packet for additional information. If you have further questions, please contact the staff listed below. We encourage you to spend time with your child in their learning environment, and to actively participate in your child's education and at parent events. We hope your family enjoys their experience at JRC Learning Center.

## **CONTACT INFORMATION**

**ADDRESS:** 2213 – 14th Street NE  
Canton, Ohio 44705-1925

**PHONE:** 330-452-8376

**FAX:** 330-452-1137

## **LEARNING CENTER PERSONNEL**

Director, [Kellie Davis](#)  
Assistant Director & Enrollment, [Rachel Itsell](#)  
Success Advocate, [Ariel Deck](#)  
AM Front Desk, [Pamela Phillips](#)  
PM Front Desk, [Daria Murphy-Jevcak](#)  
Office Assistant, [Tracy Pershing](#)  
Curriculum Coordinator, [Britany George](#)  
Maintenance, [Perry Martin](#)

## **E-MAIL DIRECTORY**

[kellie.davis@jrccares.org](mailto:kellie.davis@jrccares.org)  
[rachel.itsell@jrccares.org](mailto:rachel.itsell@jrccares.org)  
[ariel.deck@jrccares.org](mailto:ariel.deck@jrccares.org)  
[pam.phillips@jrccares.org](mailto:pam.phillips@jrccares.org)  
[daria.murphyjevcaak@jrccares.org](mailto:daria.murphyjevcaak@jrccares.org)  
[tracy.pershing@jrccares.org](mailto:tracy.pershing@jrccares.org)  
[britany.george@jrccares.org](mailto:britany.george@jrccares.org)  
[perry.martin@jrccares.org](mailto:perry.martin@jrccares.org)

**Please visit us online at [www.JRCCares.org](http://www.JRCCares.org)  
Like us on Facebook! JRC Learning Center or JRC**

JRC Learning Center has been issued a license to operate legally by the Ohio Dept. of Jobs & Family Services (ODJFS). A copy of this license is posted in our main hallway. A copy of Ohio laws and rules governing licensed child care programs and copies of recent inspection reports are available for review in the main lobby of the Learning Center.

# PART I: ENROLLMENT, TUITION & FEES, AND ATTENDANCE

## Hours of Operation & Holidays

Normal operating hours are:

**6:30 AM to 6:30 PM**

**Monday - Friday**

**PLEASE NOTE:** *There is a late fee of \$1.00 per minute per child beyond normal operating hours.*

The Learning Center is closed on these holidays:

**New Year's Day (Jan 1<sup>st</sup>)**

**Memorial Day**

**Independence Day (July 4<sup>th</sup>)**

**Labor Day**

**Thanksgiving Day + Friday**

**Christmas Day (December 25<sup>th</sup>)**

**Please Note:** When **Christmas** and **New Year's Day** fall on a Tuesday or Thursday, the Learning Center will be closed on the *Monday before* or the *Friday after*. When **Christmas** and **New Year's Day** fall on a Saturday or Sunday, the Learning Center will be closed on the *Monday after* or *Friday before*.

The center also reserves the right to close the center for staff professional development opportunities. When these opportunities arise, the center will post notice as well as verbally communicate the closing at minimum 2 weeks prior to closing. Due to fluctuating attendance around certain holidays, families may be asked to sign up for services in advance. Sign-up sheets will be available at the reception desk prior to the holiday.

In addition to before/after school services, School Age care is available during the summer months and on school holidays for children enrolled in our regular School Age program. School Age children may not attend the Center when school is in session. Emergency care is not permitted.

**Drop-in care is not available.** Each child must be formally enrolled and the Family Orientation process must be successfully completed before child's first day of attendance.

## Weather Related Closings

While JRC typically does not close the Learning Center for snow days, please be advised that *extreme* weather conditions, and power or other utility outages may require us to close for the health and safety of our clients and staff.

Please be advised JRC will only announce closings through these media sources:

[www.whbc.com](http://www.whbc.com)

**Online:** [www.fox8.com/news/education/daycareclosings](http://www.fox8.com/news/education/daycareclosings)  
<http://media.cantonrep.com/closings>

**Radio:** [1480 WHBC – AM](#) or [94.1 WHBC – FM](#)

**Television:** [Fox 8 TV](#)

**Social Media:** [Facebook- JRC or JRC Learning Center](#)

## Orientation

New families are required to have an interview with the Learning Center Administrator's Authorized Representative before children may attend. New family orientation will take place at the time of this interview. Orientation consists of a review of center policies, a review of the enrollment packet, and a visit to the children's classroom to meet the teachers and to allow the children to become familiar with the environment. Parents should allow a minimum of one hour for orientation.

## Parent's Schedule, Attendance Agreement, Late Fees

To provide the best quality of care and early education to the children we serve, we need to be able to be staffed appropriately for the number of children in our care every hour we are open. In order to facilitate this process **we require that parents and/or caregivers submit their work and/or school schedules to the front desk.** If your work and/or school schedule changes, it is your responsibility to submit an updated schedule. **We require all children to be dropped off by 10:30 AM,** unless your work schedule dictates otherwise, or you get prior approval from the JRC administrative team. **The maximum amount of time any child can be in attendance at JRC is 10 hours per day.** You will be charged a fee of \$1 per minute per child for anytime any child stays over the restricted 10 hours per day.

For all private pay and subsidized co-payments, weekly tuition is to be paid in advance regardless of the child's attendance. A \$10 late fee may accrue if a payment is more than 2 weeks late.

## Leave Time Policy

Each child is granted leave time in the amount of 2 weeks per calendar year. Leave must be taken in one week increments per child in order not to be charged regular tuition. Parents must provide a written statement in advance for the week that the child will not be in attendance and tuition will not be charged.

## Payments and Office Hours

Office hours are 7:00 AM to 5:30 PM Monday through Friday. Payments are accepted during these hours. We currently offer the following means for payment: online payment through Tuition Express, payment by personal check/money order and payment by Visa or MasterCard. Through **Tuition Express** payments can be made via checking or savings account or Visa or MasterCard. An email address is required to complete this process. Please ask our Assistant Director for more information to get registered.

## Enrollment, Attendance, Permanent Withdrawals, Extended Absences

Enrollment is based on the current availability of age specific spaces currently vacant in the center. Often times, JRC Learning Center must work off of a waiting list for spaces. When this occurs we typically transition to a first come, first serve basis once the space has been offered. We will not wait long for a parent to complete enrollment paperwork prior to offering the space to the next family on the waiting list. JRC Learning Center will never discriminate in the enrollment of children upon the basis of race, color, religion, sex or national origin or disability in violation of the Americans with Disabilities Act of 1990, as it is unlawful.

When a child will be absent, parents are requested to contact the center as soon as possible. Knowing the number of children to expect each day helps us to provide a higher quality service by enabling us to prepare the appropriate number of meals and assign the appropriate number of staff to each area. Parents are asked to notify the center when they decide to remove their children from the Center permanently or temporarily. The Center will not hold any space without advance notice. If parents do not notify the office and children do not attend the Center for more than 10 business days, the Center reserves the right to give that space to another child.

## PART II: CENTER POLICIES & PROCEDURES

### Arrival & Departure Procedures

**ARRIVAL:** Parents are required to clock each child in and out of the Learning Center using both the ProCare check-in timeclock and the KinderSign tablet (ODJF clients only) located at the reception desk. Children must be clocked in upon arrival **before** taking them to their classrooms or your child will not be permitted to stay. It is also required that children are clocked out at the end of the day **after** picking them up from the classroom. Failure to approve any pending transactions in the KinderSign system will result in your account being charged the JOBS reimbursements rates for a 5 star center.

### ***Children must be supervised at all times***

### **Never send a child into the Center or any room unattended.**

To ensure children's safety at all times, parents and authorized pick-ups must personally **take** children to their assigned classroom or designated area and make visual or verbal contact with the teacher upon arrival / departure to assure that the transfer of responsibility for the child has taken place. This contact is vital for the safety of your child.

**DEPARTURE:** Center staff will only release children to the custodial parent or authorized pick-ups. Parents must *personally* authorize new pick-ups through the Center office. **Phone call authorizations will not be accepted.** Authorized pick-ups and emergency contacts must present a photo ID.

Once a teacher releases a child to a parent or authorized pick-up, the responsibility of supervising the child is transferred to that adult. Children are **never** allowed to roam the building unattended and are **never** permitted to leave the Learning Center without an adult.

To keep our infants safe and healthy, older children are **not** permitted in the Infant Rooms for any reason. If you need assistance at arrival or departure time, please let us know. Our staff will be happy to assist you.

If there are any child custody issues, the custodial parent or guardian must provide the Center with formal court documents indicating who has custodial rights and any visitation that would cause the non-custodial parent to pick up the child at the Center. JRC Learning Center staff cannot and will not deny a parent access to their child without proper documentation.

### **PLEASE BE ADVISED:**

**The safety of every child is our primary concern. JRC Learning Center reserves the right to refuse release of any child to *anyone, including parents*, who appear to be under the influence of DRUGS or ALCOHOL. Emergency contacts will be called to transport the child home.**

***Police will be notified if necessary.***

### **Active Supervision Policies**

Learning Center Staff in charge of a child or group of children is responsible for their safety at all times. **NO CHILD SHALL EVER BE LEFT ALONE OR UNSUPERVISED.** Employees are responsible to count, count, and count again to always know how many children they are responsible for at any time. This number is to be documented at all times on a sticky note on the teacher's attendance sheets. Prior to transitioning anywhere other than their classroom from one space to another, the teachers will do name to face check and count to ensure they have the correct children. This applies to shared activity times on the playground, in the gym, in the library and any other time groups may be combined in a large shared space.

During shift changes, teachers will utilize a binder that contains all information regarding the children in the class including but not limited to: student health checks; incident reports; important information to communicate about a child's day; infant, toddler or EHS (Early Head Start) grams capturing the child's day; permission slips; and any supplies the child may need at the center. When a teacher leaves for the day he/she is expected to communicate any and all of this important information including the number of children that remain in the teacher's care upon exiting. Before the teacher leaves, the remaining teacher will do a name to face count of all of the children ensuring accuracy as well as maintaining quality ratios.

### Staff to Child Ratio

The JRC Learning Center follows the recommendations of Step Up to Quality and Best Practices regarding adult to child ratios and group sizes. They are listed below.

		<u>Adult to Child Ratio</u>	<u>Classroom Group Size</u>
<b>Infant</b>	6 weeks to 18 months	1 : 5	10 children
<b>Toddler</b>	18 to 36 months	1 : 6	12 children
<b>Early Head Start</b>	6 weeks to 36 months	1 : 4	8 children
<b>Preschool</b>	3 to 5 years	1 : 10	20 children
<b>School Age</b>	6 to 14 years	1 : 15	36 children

\*Naptime ratios can be doubled for children over 18 months, once all of the children are resting quietly.

\*\*While changes can and do occur, the Center will never exceed required ratios set by ODJFS Licensing

The Center is licensed to care for up to **230** children. **72** of these children may be under 2 ½ years old.

### **ODJFS**

#### Adult : Child Ratios/Group Sizes

<b>Infant</b>	6 weeks to 18 months	1 : 5	12 children
<b>Toddler</b>	18 months to 3 years	1 : 7	14 children
<b>Preschool</b>	3 to 5 years	1 : 12	24 children
<b>School Age</b>	6 to 14 years	1 : 18	36 children

**School Age children** are supervised at all times. Teachers will routinely check on children during trips to the restroom or the drinking fountain. No child will be permitted to leave the building for other activities unless he/she is signed out by a parent.

**Please note:** *It is a licensing requirement that we must always comply with required staff to child ratios. JRC's policy to ensure this is maintained is through keeping a tally note on the front of all classroom attendance sheets. In the event that your act of dropping off your child would cause that ratio to be out of compliance, the teachers will give you two options:*

1. *You, as the parent, can stand in the room with your child while still remaining responsible for your child until another teacher arrives in the classroom.*
2. *You, as the parent, can bring your child back up to the front desk and leave them with administrative staff until an additional teacher is able to walk the child back down to their classroom.*

*We apologize in advance for any inconvenience this may cause to your arrival routine, but we must ensure we are providing quality care by maintaining compliance.*

### Transitions Into/Out of JRC

Transitions into and out of JRC Learning Center may be lightened with suggested activities. As part of new family orientation, our Enrollment Specialist will describe a few small activities that may be helpful to make your child feel welcomed in the center, allowing for a smoother transition. The Enrollment Specialist will also introduce the child and parent to the child's teachers and classroom environment. If your child will be transitioning out of the program, please inform teachers and administration as soon as you become aware. We may be able to help make the transition out of the program easier with different activities. We are also available to scan and email or fax children's records related to education and development upon departure from the program.



## **Incidents and Emergency Transportation Information**

In the event of an incident or injury, the center shall complete a report describing how the incident or injury occurred. Any witnesses that may observe an incident occur may be accountable to communicate the incident or concern with the classroom teacher or administration. If a more serious incident or injury occurs, the staff notifies parents immediately. If the parent has given written permission on the proper emergency medical authorization form, the child may be transported for treatment. Children cannot be transported for treatment without proper written consent. The center will contact the local Emergency Medical Squad. **Parents must keep all emergency telephone numbers current so that we are able to contact them in the event of a serious or life-threatening situation.**

In the event that a child is injured at the Center, or involved in an unusual incident, the Center Staff will complete a report as required by ODJFS licensing. Parents will be notified of the incident, asked to sign the report and will receive a copy of the written report. Serious incidents and injuries requiring medical attention are reported to our Licensing Specialist.

As part of our enrollment process, parents are asked to sign a form to consent to the transportation of children in the event of an emergency. However, should a medical emergency occur, the Center will call 911 to transport the child, then contact the custodial parent.

*The telephone at the reception desk is available during all hours of operation.*

## **ODJFS Toll Free Telephone Number**

According to the Ohio Department of Job and Family Services Administration Code 5101:2-12-17, all child care centers must provide the current toll-free number of the Department of Job and Family Services. Parents and others are able to report suspected violations of child care laws by calling the toll-free number. The number is available on the child care center license posted in our main hallway.

## **Parent Roster**

State regulations require that we provide a parent roster for all groups of children within our center. Any parent has the right to receive a copy of the roster for his/her child's group upon request. This roster is available in the center office. All parents have the right to determine whether they are to be included in this listing of names and telephone numbers. Parents must sign a form stating their desire to be listed or to deny permission to be listed.

## **Child Abuse and Neglect Policy**

Any staff member suspecting abuse or neglect is required to make a report to the Department of Jobs and Family Services. The State of Ohio has a mandatory reporting statute, with legal ramifications for failure to report. Child abuse includes non-accidental physical injury, neglect, sexual abuse, and emotional abuse. As a safe, quality education center, we expect that any persons entering the building will comply in refraining from any action that is or can be construed as hurtful to children, on or off site. This includes physically, verbally, and mentally. All incidents of suspected child abuse will be reported immediately using the procedures outlined by JRC Learning Center's Employee Handbook.

## **Fire**

Fire drills are scheduled at varying times each month. These drills are conducted to make staff members and children aware of the proper way to evacuate the building in case of a fire or other emergency. These drills are timed and recorded as a matter of record.

Emergency plans are posted on the bulletin board in the main hallway and in each classroom. Plans include both written instructions and a diagram (Egress and Tornado Shelter Plan) of how to exit the building from that room. These plans explain what action to take and staff responsibilities. Make sure that you know how to exit the building from every room you may be in. Normally, all classrooms exit to their playground. If there is a fire

or other emergency, we will gather at the Crystal Park United Methodist Church for temporary shelter until we can be transferred to another JRC facility.

### **Weather**

Tornado drills are performed throughout the length of tornado season each year. These drills are conducted to make staff members and children aware of the proper way to protect themselves in the event of a tornado. The Center's Egress and Tornado Shelter Plan is located in every room throughout the center.

In the event of threatening weather, the National Weather Service advises the following:

If you are inside, go to an interior hallway, restroom or closet. Sit on the floor, against and facing the wall with your hands covering your head. If you are outside and cannot get inside, lie flat in the nearest ditch or depression. A culvert offers good protection.

### **Threats of Violence**

The Center has established a lock-down plan for special emergency situations. For example, in the event of a threat of violence outside of the building, staff and children will gather in an approved area, such as the café. If the threat is inside of the building, staff and children will follow the lock-down procedure that is specific to their location in the building. All areas have been equipped with heavy slide locks, prohibiting outsiders from entering if necessary. The number one rule with any threat of violence inside the building is to get out of sight and make no sound. The center administration will monitor and supervise all emergency conditions and respond accordingly. Lock-down drills are conducted routinely to keep practices current.

### **Center Licensing Records and Rules**

The center's licensing records including, but not limited to compliance report forms from ODJFS and evaluation forms from the health, building and fire departments that have inspected the center, are available for review in the center office and on the Department of Job and Family Services Website.

### **Parent Visitation**

JRC Learning Center has an open visitation policy for parents who have children enrolled in our program. We encourage parents to visit and hope that they feel welcome to come in at any time. Custodial parents or guardians of any enrolled child shall be permitted unlimited access to the center during its hours of operation for the purpose of contacting their children and/or evaluating the care of their children or the premises. Upon entering the building, ALL visitors must report to the office and notify administrative staff of their presence. Interviews with the Director may be scheduled by any parent who wishes to discuss their children and their care. Normal office hours for the Director are posted under the license in the main hallway.

### **Immunization, Physicals, Dentals**

**Each infant, toddler and preschool age child is required to have a physical examination.** Documentation of the completed physical examination and a copy of the child's immunization record must be on file **before** the child may attend the center. If you chose not to immunize your child, a doctor's statement must be provided on the Child Medical Statement. A blank copy of the approved Child Medical Statement is included in the center enrollment packet for your convenience. This form requires a signature and "stamp" from the examiner, the date of the physical examination and may be completed by a physician or a certified nurse practitioner. Physicals are required **yearly**. Parents will receive written notice of their children's physical renewal deadline.

***PLEASE NOTE: Each child's complete enrollment packet must be renewed annually. Reminder notices attached to blank enrollment packets are issued 2 to 3 weeks in advance.***

## School Transportation

Whenever possible, Canton City Schools will provide transportation to and from most neighborhood schools. Parents interested in this service need to make arrangements through our Center office and with the Canton City Schools Transportation Department. There is no charge for this service. **The children's safety is our #1 concern.** In the event that a child's schedule has changed and they will not ride the bus on any certain day, please notify the Learning Center Office BEFORE 1:00 P.M. that day and send a note to your child's school. This includes days the child is absent from school and days when someone other than JRC staff pick up the child early from school. When a child is expected at the Center and we have not received a call from the parent, we will contact the parent, and emergency contacts and/or the child's school to determine the whereabouts of the child. Please help us keep your child safe by keeping the communication lines open.

***If we have to contact you concerning the whereabouts of your child more than (3) three times in a one month period, we reserve the right to terminate your child's bus transportation to and from our center.***

## Field Trips

Children who are transported by vehicle from the Center on field trips, etc., must have a permission slip signed by the due date indicated on the form by a parent or guardian in order to attend. All signed permission slips and money due must be submitted to the large mailbox available at the front desk. Late slips will not be accepted. All children do not attend all field trips. We prefer smaller groups attending field trips in order to benefit the most from the experience. There will be several opportunities for your child to attend field trips throughout the year. Children must be in their classroom no less than 30 minutes prior to departure time for the trip. Any children that arrive after that deadline will remain at the center either with their own class or a neighboring classroom. Refunds will not be provided for children that are absent or do not show up in time on the day of the trip.

For each field trip, the Center will provide the following: the appropriate number of staff to meet or exceed required staff to child ratios; a person trained in First Aid, Communicable Disease and CPR; a First Aid Kit; each child must have identification attached to himself/herself with the Center name, address and phone number; a current Child Enrollment and Health Information form (JFS 01234) with emergency transportation authorization for each child and any supplies needed to provide treatment for any child who has health conditions which could require special procedures or precautions during the course of the trip; an attendance sheet for each group of children. Children transported in Center vehicles are always properly restrained in accordance with Ohio Department of Transportation Laws.

Before departing the Center, a count and/or roll call of all of the children will be taken. During the course of the field trip, each staff member will have a specific group of children he/she is responsible for supervising. Upon arrival at the destination, the staff member will take another count of the children in the group to assure that all children have arrived safely. This process will be repeated upon leaving the destination and returning to the Center. The bus driver will conduct a check of the vehicle to assure no children have been left on the bus.

## Swimming & Water Safety

Written parental permission is required for all children to go swimming. The permission slip shall include the child's name, indicate whether the child is a swimmer or non-swimmer, and the parent's signature granting permission for the child to participate in water activities. State required child/adult ratios are met or exceeded at all times. Staff members supervise children at all times during swimming activities. Activities in bodies of water two or more feet in depth must be supervised by persons who are currently certified as lifeguards or water safety instructors by the "American Red Cross" or an equivalent water safety program. Swim sites are approved by local authorities. The Center also provides small wading

pools on the playgrounds during the summer months. Written permission from the parent or guardian is required for each Infant or Toddler before the child can use these wading pools.

### **Diapering Policy**

Children's diapers are routinely checked and changed every 2 hours as required. You may request for more frequent checks by putting the request in writing. We will not wait longer than the 2 hour requirement to check your child's diaper. Pull-ups or training pants may be used when the parent and child's teacher feel that the child is ready for toilet training. Toilet training is done in our Toddler Department and we will not train children younger than 18 months. Children will be trained when they are developmentally ready. Teachers will never force a child to use the toilet before they are ready.

### **Medical/Physical Care Plans**

Children with special health concerns require special care. In order to provide the best care for these children, we need appropriate instructions from parents and/or medical professionals. Parents are required to complete a Medical/Physical Care Plan form and to provide training to the center staff that care for the child. Written plans must be on file before the child begins attending the center or as soon as new medical conditions are identified. These forms must be updated annually.

### **Outdoor Play**

Research has shown that children stay healthier when they have daily outdoor play. Based on this information and state requirements, outdoor play is included in our program on a daily basis. Unless the weather is extremely cold (below 25 degrees), extremely hot (over 90 degrees), windy or otherwise dangerous (lightning, ozone warnings or otherwise threatening), all children play outside each day. Please make sure your child is prepared by wearing appropriate clothing for the weather. This may include jackets, hats, gloves, sturdy, waterproof shoes or boots. We also ask that you be sure to provide your child with at minimum (1) one complete change of clothes.

## Grime is Good

The last word on dirt.

**Who would have thought** something we spend so much time wiping, sweeping, and mopping away could be so good for kids' health? Spending time outside is great for kids, and studies show that getting dirty while they're out there might be even better. With benefits to immune systems, hearts and skin, as well as kids' emotional wellbeing and learning skills, doctors may well soon prescribe:



## Communicable Disease Management Policy

JRC Learning Center provides children with a clean and healthy environment. However, we realize that children become ill from time to time. If this is your child's first group care experience, it is possible he or she may experience more frequent illnesses at the beginning before his or her immune system becomes more active. Children are checked daily upon entering the center to quickly assess their general health. Health checks are recorded and kept on file in the center's office. We ask parents not to bring a sick children to the center. **They will be sent home!** Please plan ahead and have a backup care plan if you are not able to take time off from work or school.

The following precautions shall be taken for children suspected of having any communicable disease:

1. The Center shall immediately notify the parent or guardian of the child's condition when a child has been observed with signs or symptoms of illness. If a parent or guardian cannot be reached, another person, designated by the parent for emergencies, will be notified. Home, work or school, and emergency telephone numbers are kept on file for each child's parent/guardian and updated annually or as needed.

2. Any child observed with **one or more** of the following signs or symptoms of illness shall immediately be isolated and discharged to his/her parent or guardian:
  - Temperature of 100 degrees F.
  - Diarrhea (more than 3 **abnormally loose** stools in a 24-hour period)
  - Severe cough (causing the child to become red in the face or make a whooping sound)
  - Difficult or rapid breathing
  - Yellowish skin or eyes
  - Redness of the eye, obvious discharge, matted eyelashes, burning or itching.
  - Untreated skin patches, unusual spots or rashes.
  - Unusually dark urine, or gray or white stool
  - Stiff neck with elevated temperature
  - Evidence of untreated lice, scabies or other parasitic infestations.
  - Vomiting more than once or when accompanied by any other sign of illness.
  - Sore throat or difficulty in swallowing.
  
3. Any child demonstrating signs of illness not listed above will be isolated and carefully observed for symptoms. The parent will be notified. If a child does not feel well enough to participate in center activities the parent will be called to pick up the child. Anytime a child is isolated, the center will assure that the child is:
  - Within sight and hearing of an adult at all times
  - Cared for in another room or portion of a room away from other children
  - Provided with a cot and made comfortable. After use, the cot shall be disinfected with an appropriate germicide, or if soiled with blood, feces, vomit or other body fluids, the cot shall be cleaned and disinfected.

To prevent the spread of communicable diseases, the Center implements the following practices:

- Thorough and frequent handwashing is stressed and practiced at the center. All staff are trained on proper handwashing and disinfecting procedures. Cribs, cots, diaper changing areas, toys and furniture surfaces are cleaned and disinfected routinely and as needed. Vinyl gloves are furnished for staff members to use to avoid direct contact with any bodily fluids or waste.
- Staff members must follow the same guidelines concerning communicable diseases. Staff members who have a communicable disease or are unable to perform their duties due to illness are requested to stay out of the center until they are well and/or have seen their physician.
- Parents will be notified within the next day of business when children have been exposed to a communicable disease. Methods used include a sign on the main entrance or classroom door, a current posting in the main office of all current illnesses with locations, a written letter, or when necessary, a personal phone call. Serious outbreaks of diseases are reported to the Health Department.

- The Ohio Department of Health Communicable Disease Chart is located in the staff lounge and the conference room. The chart lists the common signs and symptoms of communicable diseases, incubation periods, etc.

### **Re-admittance Policy**

Children may be readmitted to the center after at least 24-hours of being free of fever and other symptoms. If they are not symptom-free, a doctor's note will be required stating that the child is not contagious. Any child discharged for lice infestation is checked thoroughly to determine that all nits and insects have been removed. Children discharged for impetigo, scarlet fever, ringworm, recurring rashes or any other disease requiring medical attention, must bring a doctor's note stating that treatment has been completed and that they are no longer contagious. No child will be readmitted to the center without a signed statement from his or her physician.

### **Administration of Medication**

The Center will administer only **prescription** medications and apply topical ointments, lotions or creams with written parental permission on a Request for Administration of Medication form. All appropriate sections of the form must be accurately completed before medication will be given. These forms are available at the reception desk. If you need assistance completing the form, our staff will be happy to help you. Please ask the receptionist to review the form and assure that it is completed properly before you leave the center. Remember, we cannot give any medication to any child without a properly completed form. Please leave the completed form and all medications with the receptionist. Please do not leave the forms or medication in the child's classroom with the teachers. **All medication and forms must be received at the receptionist desk.**

***PLEASE NOTE: Medication of any kind is prohibited in any classroom at any time for any reason, including in diaper bags. Medication used by school age children such as inhalers are closely monitored by trained center staff and are never to be kept with the child's belongings. School Age children are permitted to administer medications to themselves with appropriate staff supervision and written parental consent.***

## **PART III: PROGRAM CONTENT**

### **Curriculum & Educational Program Description & Philosophy**

**JRC Learning Center** follows the best practice standards of the *National Association for the Education of Young Children*. In 2013, the Center adopted **The Creative Curriculum** educational approach as its curriculum. **The Creative Curriculum** is based on several years of research and the latest child development research.

**The Creative Curriculum** emphasizes child-initiated learning with adult support. Children's interests and choices are at the heart of the program. Teachers provide children with a wide array of materials and plan experiences that build on the children's interests to extend their learning. **The Creative Curriculum** provides teachers with a framework for organizing the learning environment, creating a consistent daily routine and interacting with children in a warm and supportive manner. Using this framework, the program provides children with a consistent and secure daily experience that promises interesting things to do, offers individualized attention from teachers and caregivers, and gives children a sense of control over themselves and their environment.

Teachers plan experiences for children that foster independent thinking, initiative and creativity. Young children's cognitive, social, emotional and physical capacities develop quickly when they can use materials freely and exercise their imaginations. The Creative Curriculum learning environment promotes investigation, decision-making, cooperation, persistence and problem solving. Children develop skills they will carry into their later school years and into adulthood. The assessment of a child's individual learning objectives are noted anecdotally to inform individualized planning based on a child's developmental needs. The formal assessment used is Teaching Strategies GOLD Online. This online system allows for direct communication with the child's teacher if email is provided. Assessment checkpoints occur 4 times throughout the year and then are communicated with the parent.

### **The Creative Curriculum Goals for Young Children**

- To learn through active involvement with people, materials, events and ideas.
- To become independent, responsible and confident – ready for school and ready for life.
- To learn to plan many of their own activities, carry them out and talk with other children and their teacher about what they have done and what they have learned.
- To gain knowledge and skills in important academic, socio-emotional and physical areas of development including: language and literacy, logical thinking in the areas of number, classification, seriation, space and time, initiative and social relations; creative representations (visual and dramatic arts) and movement and music.

Additional information about The Creative Curriculum and the JRC Learning Center's education program can be obtained by contacting your child's Classroom Teachers, the Department Heads, the Programming Director, or the Learning Center Director at Extension 322.

### **Infants & Toddlers**

In an effort to provide consistency for children, each infant and toddler is assigned to a specific teacher known as the Primary Caregiver. This teacher will be responsible for the primary care of the infant or toddler at the Center as well as parent communications and child assessments for the children in their assigned group. While all staff members provide care for all children, the Primary Caregiver will take the lead in the care of the children in their assigned group. Parents are notified of any changes to their child's caregiving situation.



## Transitions Between Classrooms

Parents will be notified roughly 30 days prior to a child's transition due to age. At this time, as part of this procedure, Center staff will meet with parents/guardians to develop a transition plan and meet their new teacher. This plan will include beginning and ending dates of the transitioning period and also a transition schedule to be followed. Adjustments will be made to the schedule to meet the child's developmental needs.

The transition plan will also include suggested activities to help prepare the child for the transition both at the center and at home. These activities may continue or change slightly once the transition has begun to ensure a smooth transition. The plan will be signed by the parent prior to the child's transition. Copies of this transition plan will be posted in both the child's current classroom as well as the new classroom during the entirety of the transition. Parents may also request to have their child transitioned earlier or in an effort to find "a good fit" for the child. These requests will be accommodated if it is in the best interest of the child and space is available in the next room.

## Staff Qualifications

JRC Learning Center's Lead Teachers have met the requirements of the Ohio Professional Registry at <https://www.occrra.org> based on the Career Pathways Levels necessary to maintaining a Five Star Step up to Quality Rating. Team Teachers, Assistants and other caregivers are required to have a high school diploma or equivalent. All child care staff members are required to attend ongoing **Ohio Approved** trainings throughout the year totaling at least **10 hours** and many have acquired a **CDA** (Child Development Associate Credential). Additional trainings include First Aid, CPR, Communicable Disease Management, and Child Abuse/Neglect Recognition and Prevention. All child care staff members are also required to complete a five hour new staff online orientation detailing child care licensing rules, a two hour Ohio's Approach to Quality, and a three hour Ohio's Overview of Child Development. Transportation personnel are required to complete an additional 1 hour online training outlining transportation rules in child care centers.

## The Daily Routine

Daily routine schedules are posted in each classroom. The daily routine of each classroom demonstrates ***The Creative Curriculum for Infants, Toddlers, and Two's***; ***The Creative Curriculum for Preschool***; or ***The Creative Curriculum: Building the Primary Classroom***. A daily routine schedule might look similar to the sample below:

<b>Arrival, preparation, and choice activities</b>	<b>30 minutes (6:30am – 7:00am)</b>
<b>Cleanup, Potty, and Handwashing</b>	<b>30 minutes (7:00am – 7:30am)</b>
<b>Breakfast</b>	<b>60 minutes (7:30am – 8:30am)</b>
<b>Group Meeting</b>	<b>20 minutes (8:35am – 8:55am)</b>
<b>Small Groups</b>	<b>20 minutes (9:00am – 9:20am)</b>
<b>Clean Up, Potty, and Handwashing</b>	<b>30 minutes (9:20am – 9:50am)</b>
<b>Outdoor Choice Time</b>	<b>40 minutes (9:55am – 10:35am)</b>
<b>Read-aloud</b>	<b>15 minutes (10:40am – 10:55am)</b>
<b>Large Group Gross Motor</b>	<b>30 minutes (11:00am – 11:30am)</b>
<b>Clean Up, Potty, Handwashing, Lunch</b>	<b>60 minutes (11:30am – 12:30am)</b>
<b>Rest and Quiet Activities</b>	<b>120 minutes (12:30pm- 2:30pm)</b>
<b>Limited Choice Time</b>	<b>20 minutes (2:30pm – 2:50pm)</b>
<b>Clean Up, Potty, Handwashing, Snack</b>	<b>30 minutes (3:00pm – 3:30pm)</b>
<b>Group Meeting</b>	<b>20 minutes (3:30pm – 3:50pm)</b>
<b>Read-aloud</b>	<b>15 minutes (3:55pm – 4:10pm)</b>
<b>Outdoor Choice Time</b>	<b>45 minutes (4:15pm – 5:00pm)</b>
<b>Large Group Gross Motor</b>	<b>30 minutes (5:05pm – 5:35pm)</b>
<b>Clean Up, Potty, and Handwashing</b>	<b>20 minutes (5:35pm – 5:50pm)</b>
<b>Evening Snack</b>	<b>30 minutes (5:50pm – 6:20pm)</b>
<b>Departure</b>	<b>10 minutes (6:20pm – 6:30pm)</b>

## **Grant Funded Collaborative Programming**

### **Early Head Start**

Early Head Start programming is offered through a partnership with The YWCA of Canton for children 6 weeks to 3 years of age. This enhanced programming adds components such as Home Visits (2 per year), Tooth brushing (once daily), and additional Family Engagement opportunities through parent meetings, activities calendar and even Policy Council (once per month).

### **CCS Preschool**

JRC Learning Center is able to offer Canton City Schools Preschool programming through a partnership with Canton City Schools Preschool Expansion Grant. This enhanced programming for 4 year olds that live in the Canton City School District provides additional support through weekly Artful Living visits as well as early access to more developmental resources that may be needed.

For more information, please contact our Learning Center office.

### **Success Program**

In response to increased incidences of violence in our community, JRC Learning Center has developed a Success Program. This program will teach young people to make wise decisions and choose positive paths. It will assist them in growing up competent, caring and responsible, promoting positive attitudes and behaviors while protecting them from high-risk behavior, thus reducing incidences of violence within the center, at home, and throughout the community. The program will also provide staff members and our children's families with tools for reducing violence in their worlds. This prevention program is led by the O.W.L. program which stands for Observe, Wonder, and Lead. This program aims to reduce the number of children that are suspended from child care centers and schools due to uncontrolled behavior.

### **Child Guidance & Classroom Management**

When behavior management problems arise, ALL Learning Center staff members and employees of a licensed child care center will try any of the following allowable discipline techniques:

1. Setting clear limits.
2. Redirecting to an appropriate activity.
3. Offering positive alternatives.
4. Modeling the desired behavior.
5. Reinforcing appropriate behavior.
6. Encouraging children to control their own behavior, cooperate with others and solve problems by talking.
7. Separation from the situation, if used, shall last no more than one minute per each year of the child's age and shall not be used with infants. Upon the child's return to the activity, the provider shall review the reason for the separation and discuss the expected behavior with the child.
8. Holding a child for a short period of time, such as in a protective hug, so that the child may regain self-control.

**The following techniques will NEVER be used by any Learning Center Staff Member or employee of a licensed child care center as a means to control or discipline children:**

1. Abuse, endanger or neglect of children, including shaking a baby.
2. Utilize cruel, harsh, unusual, or extreme techniques.
3. Utilize any form of corporal punishment.
4. Delegate children to manage or discipline other children.
5. Use physical restraints on a child.
6. 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.
7. Place children in a locked room or confine children in any enclosed area.
8. Confine children to equipment such as cribs or high chairs.
9. Humiliate, threaten or frighten children.
10. Subject children to profane language or verbal abuse.
11. Make derogatory or sarcastic remarks about children or their families including but not limited to cultures, nationalities, race, religion, or beliefs.

## **BEHAVIORAL PLAN**

In order to meet the purposes and goals of the center and provide all children with safe and quality child care, ongoing disruptive behaviors will not be tolerated at JRC Learning Center. These behaviors include, but are not limited to:

**Noncompliance:** Refusal to follow directions, leaving classroom or center without permission, using equipment in an unsafe manner, disruption of classroom or center activities, interfering with another child's ability to play and learn, and causing false alarm within the center.

**Verbal Aggression:** Yelling at children or staff members, cursing or using obscene language, verbally threatening children or staff members, and derogatory or degrading name-calling.

**Physical Aggression:** Hitting, kicking, spitting, biting, inappropriate touching, physically threatening children or staff members, throwing objects, using any object as a weapon, and overturning furniture.

**Property Damage:** Damage to another child's or staff member's personal property, damage to equipment/materials, damage to building, and damage to surrounding property.

A continuum of effective guidance has been created in order to manage children's behavioral issues. The approaches listed below will be taken in accordance with the severity of the behavior. Staff will consistently choose the least restrictive approach while working toward positive resolution of the behavior. Consequences will be developmentally appropriate for each individual child.

This continuum includes:

**Organization of environment:** Planning and monitoring of the physical environment to meet children's ever-changing needs.

**Content of classroom:** Staff provide children with educational experiences that prepare them for school and stimulate a lifelong desire for learning.

**Adult-child relationships:** Adults care for children unconditionally, recognizing innate worth of the child, differentiating between the child and the behavior.

**Classroom discussions:** Children and teachers discuss the needs of the entire group, developing positive strategies for meeting these needs.

**Modeling:** Adults and children model appropriate behavior.

**Redirection:** Use of words and gentle hands-on guidance to direct children toward a more appropriate behavior, especially if there is an issue of safety.

**Problem solving:** Adults help children to identify the need they are attempting to meet, determine whether the current behavior is working, and find an alternative method for meeting that need.

**Natural and logical consequences:** A natural consequence is a spontaneous outcome of a problem or conflict; for every action there is a natural consequence and children learn by recognizing these consequences. A logical consequence is communicated by an adult and closely connected to the conflict or issue being processed. Logical consequences resolve the problem in a concrete way and are used as an alternative to punishing the child.

**Parental involvement:** Parents and caregivers work with center staff in resolving behavioral issues.

**Social service involvement:** Linkage to services within the community, which offer support to children and their families that enable children to maintain enrollment in the center.

**Suspension:** An interruption of child care services for a specified number of days. Suspension is utilized in accordance with the severity of the behavior. The first suspension will be for one day. The second suspension will be for three days, the third for five days and the fourth will lead to expulsion. If more than six months have passed since a previous suspension, the number of days suspended will equal the number served with the previous suspension.

**Expulsion:** Discontinuation of child care services within JRC Learning Center for an extended period of time. Expulsion is used as a last resort and will be based on the severity of the behavior.

Because these consequences impact the entire family - parents, caregivers, and children are expected to fully cooperate with the Administration and Staff of JRC Learning Center to resolve any behavioral disruptions that may occur. JRC respectfully requests that any concerns be communicated verbally and then in writing to administrative staff immediately. Negative representation of our agency through social media or any other avenue of open community conversation may result in terminating our relationship with your family.

If a child's unacceptable behavior continues, or unacceptable behavior is demonstrated by parents/caregivers, and we feel that behavior is endangering the child involved, other children, or staff members physically, emotionally, or socially, we reserve the right to terminate child care services for your child/ren as clients in our center.

Adopted by Board of Trustees November 18, 2002

## PART IV: NECESSARY SUPPLIES

### Parent Provided Supplies

#### Diapering

Parents are required to supply diapers for their infants and/or toddlers. Please provide enough (6 is suggested) diapers for each day. Parents may choose to send a bag of diapers labeled with the child's name and our staff will let you know when you will need to supply more. If a child does not have enough diapers for the day, parents will be contacted to bring diapers or to make arrangements to pick up their child for the day or until diapers can be provided for use at the Center.

#### Breastmilk, Formula and Bottles

Parents must supply clean, sanitized bottles for their infant each day. If any other type of formula is used, it will be supplied by the parent and prepared at home in the child's bottles. **All bottles must be labeled with the child's name and the date it was prepared.** Bottles containing breast milk must include the **date the milk was expressed** as well as the date it was received by the Center. Please see our HR & Enrollment Administrator for more information about the Center's policy on infant formulas and breast milk.

#### Naptime

Please supply a blanket for your child. Blankets are to be taken home and laundered weekly. Children under 12 months of age are not permitted to use a blanket for any purpose unless it is an approved wearable sleep sack or swaddler.

#### Clothing and Storing Personal Belongings

Children at JRC Learning Center are involved in a variety of daily activities and should always be dressed in comfortable play clothes that can get messy while they play. To protect the children's feet, please have your child wear sturdy gym shoes and socks. **Sandals and dressy shoes are not permitted at any time.** These shoes can be hazardous for the children as they run in the gym and/or on the playground.

In order to reduce calls to parents at work, we ask **ALL** parents to please bring at least one complete change of clothes for each child. Even if your child is beyond toileting accidents, messes are still inevitable at times during exploratory play. A clean shirt, socks, underpants and pants should always be in your child's cubby or backpack. If your child uses any extra clothes provided by the Center, please replace them as soon as possible. To help prevent lost items, please label all clothing and backpacks with your child's full name. Each child has an assigned a cubby with his/her name and/or symbol for storing outside clothes, backpacks, blankets and other personal belongings.

**PLEASE NOTE:** *The Center provides developmentally appropriate materials, toys and equipment. Please do not allow your child to bring toys to the Center. If toys get lost, broken, or find their way home with another child, the Center will not be responsible for replacement.*

## **Center Provided Supplies**

### **Diapering**

The Center provides a generic brand of diaper wipes for daily use by all children. Written parental consent on the appropriate ODJFS form is required before staff can use other wipes on any child.

Children that are enrolled in our Early Head Start Program are given the option for us to provide a generic brand diaper of our choice for your child during the hours that your child is in our care. Please notify your child's primary caregiver (teacher) if you wish for these to be supplied for your child.

### **Breastfeeding, Formulas, Sippy Cups and Food**

The center does provide an area located in room (3) at the end of the hall on the right for mothers that may need to breastfeed. The provided space is in the rest area of the classroom and can be made private by moving lightweight panels for coverage. An oversized rocking chair, nursing cover, and pillows are provided for your comfort.

The center provides "Parent's Choice" soy-based infant formula to all infants enrolled in our infant program.

Whole milk, cereal, strained baby foods and table foods will be provided when the child is developmentally ready for these foods. As your child is introduced to new foods, please communicate with your child's primary caregiver (teacher).

Sippy cups are available for use at the Center. Throughout the day, these cups will be washed and sanitized in a dishwasher before they will be reused. Cups supplied by parents will be sent home daily for cleaning and sanitizing.

### **Naptime**

Infants up to 12 months are assigned to a crib while enrolled in our infant program. Once they have reached 12 months of age and are developmentally ready to transition, parents will provide a written statement acknowledging that their child may use a cot at rest time. If your child is between 12 months and 18 months of age and is not developmentally ready for a cot, then a crib will be provided. Sleep sacks will be provided during nap time for any child up to 12 months of age in place of blankets.

## Healthy Habits

The Center is required to serve meals and snacks that constitute at least one-third of a child's recommended daily dietary allowances. Foods are included from all food groups and reflect the developmental stage of the child. Meal patterns were recently revised by the USDA to ensure children and adults have access to healthy, balanced meals throughout the day. Under Healthy Habits and the USDA recommendations, meals served will include a greater variety of vegetables and fruit, more whole grains, and less added sugar and saturated fat.

**Modified diets** must be approved in writing by a licensed physician. Parents must get the proper **Special Diet Form** completed by the doctor giving written, dated and signed instructions for special diets that are required by cultural or religious reasons.

- **Breakfast** is served to children who are present between 7:30 am and 8:30 am and includes at least one food each, from vegetables, fruit, or both; grains; and milk.
- **Lunch** is served to children who are present between 11:30 am and 12:30 am and includes at least one food each, from meat and meat alternatives; vegetables; fruit; grains; and milk.
- **Afternoon Snack** is served to children who are present between 3:00 pm and 3:30 pm and includes at least 2 of the following categories: meat and meat alternative, vegetables, fruit, grains, and milk. Any school age children that arrive later than 3:30 pm from school will be served during the second afternoon snack period between 4:00 pm and 4:30 pm.
- **Evening Snack** is served to children who are present between 6:00 pm and 6:30 pm and includes at least 2 of the following categories: meat and meat alternative, vegetables, fruit, grains, and milk.

**Parents:** Please be aware that scheduled mealtimes are firm. On days when you are running late, please feed your child before you bring him/her to the Center.

**\* The Following Policies were adopted in 2016 as part of our Healthy Habits Program.\***

### ***Policy 1: Menus and Food Served***

Food shall be supplied to children which is wholesome, of good quality, properly prepared, sufficient in amount, varied in accordance with the USDA Dietary Guidelines for Americans, age-appropriate in portion size and variety, and served at regular hours at appropriate intervals.

### ***Policy 2: Menus and Food Served***

Our menus provide age-appropriate servings of whole grains, vegetables, fruits, chicken, fish, beans, and nut butters (except when there are allergies) and avoid saturated fats by limiting the use of beef, pork, cheese, and deserts.

### ***Policy 3: Nutrition Messages and Nutrition Education***

The center will support parent's efforts to provide a healthy diet. Support can include but is not limited to hosting healthy eating seminars for parents, providing send home nutrition information, posting nutrition tips on the center's website and providing nutrient analyses of center menus.

## CACFP – Ohio Dept. of Education

JRC Learning Center is a contracted agency with the Ohio Department of Education, Child and Adult Care Food Program. This facility operates in accordance with the U. S. Department of Agriculture policy which does not permit discrimination because of race, color, sex, handicap, or national origin. Any person who believes that he or she has been discriminated against in any USDA – related activity should write immediately to the Secretary of Agriculture, Washington, DC 20250. Pursuant to Civil Rights Laws and Regulations Applicable to Federally Assisted Programs.

## PART V: PARENT PARTICIPATION INFORMATION

JRC Learning Center encourages parents to be involved in their child's educational and social experiences. Parents are welcome to visit the Center at any time. Our **Success Program** hosts Family Events throughout the year. Parents are encouraged to attend these special events and to spend time with their child in their daily environment to get to know the caregivers and teachers. Parents and teachers can learn a great deal from one another and become partners in promoting each child's growth and development.

Parents are welcome to provide treats for their child's class and are encouraged to participate for holiday and birthday celebrations.

**PLEASE NOTE:** *Treats, such as cakes or cookies, must be purchased at a bakery or grocery store. Homemade items do not meet the guidelines of our food program. Parents may have **lunch with their child**, but must make arrangements in advance.*

- Our **Intergenerational Programming**, in cooperation with JRC Adult Day Services, takes place weekly at minimum. The preschool and school age children spend time visiting and participating in activities both at JRC Adult Day as well as the learning center. Many field trips are also planned with both children and seniors in attendance. Parents are invited to join their child/class for any field trips scheduled throughout the year.
- **Quarterly Agency Newsletters & Monthly Family Menus** are available to keep parents up-to-date with the center's activities, as well as the healthy foods your child will eat while at the center.
- **Surveys** are taken periodically to obtain a consensus of the parents' opinion of the center and its program. Sometimes they may be satisfaction based and other times they may have a specific topic in mind to address.
- **Donations** for the Center are welcome at any time. Such donations should be approved through the office. We would be happy to send an appreciation letter for tax purposes.
- **Families who are experiencing difficulties** and need assistance are welcome to speak with our Success Advocate. We have many reference materials for families and/or can refer parents to another source for assistance.

### **Grievance Procedure**

Any parent who has a problem or complaint about the center is encouraged to speak with their child's teacher, the Programming Director, the Department Head or the Enrollment & HR Administrator. If parents are not pleased with the results, they can next discuss the matter with the Learning Center Director to resolve the problem. Should this not end satisfactorily for the parents, the next contact would be the Executive Director, and then finally the Board of Directors.

### **Parent/Teacher Conferences**

Conferences will be scheduled semi-annually for children who attend the center. These conferences are scheduled to discuss the child's developmental progress, social or physical needs, behavioral issues, or any other pertinent matters concerning the child. Parents have the right to request a conference with their child's teacher at any time during the center's normal operating hours. Additionally, any child enrolled in our Early Head Start Program will also experience two home visits per year. It is preferred that this occurs in the home environment; however, an alternate off-site location may be used if the home is simply not an option. The purpose of the home visit is to not only help the teacher understand the child's environment a little better, but also to assure the parent with whatever support Early Head Start may be able to provide. These visits are non-judgmental and a positive step in building a healthy relationship between the parent, child and caregiver.





# Parent Handbook Signed Receipt Form

I acknowledge that I have received a copy of the  
**JRC Learning Center Parent Handbook**  
and have had the policies reviewed with me.  
I agree to follow all policies outlined within.

---

Signature of Parent or Guardian

Date

---

Printed Name

---

Issued by: JRC Learning Center Staff Member

Date

Please return this signed form to the Learning Center Office.

Thank you.