

McKendree UMC Day Care  
520 Commerce Street  
Nashville, TN 37203  
615.271.2620

## **PARENT POLICIES AND PROCEDURES HANDBOOK**

February, 2018

## McKendree United Methodist Church Day Care Parent Policies and Procedures

Dear Parents,

The following handbook contains important information about the McKendree United Methodist Church Day Care Center. Please read the information carefully and keep for future reference. An updated copy will be posted on the center's website -- <https://mckendreedaycare.com/>. Upon enrollment, you will be asked to sign a statement saying that you have read, fully understand, and agree to abide by these policies. Should changes in policy occur, you will be provided with written notice outlining revisions.

Thank you for entrusting your most precious possession to our care. The staff and management of McKendree will work closely with you to ensure the highest quality of child care for your family. Welcome to our program!

Sincerely,



Cindy Lea Ligon, Day Care Director

**PURPOSE:** The purpose of McKendree United Methodist Church Day Care Center is to afford McKendree United Methodist Church the opportunity to minister to the needs of working parents by providing high quality day care for children in our community. The Church sponsors the program on a nonprofit basis and all funds received by the center shall be reinvested in the program.

**THE CHURCH AND ITS ROLE:** After 225 years of service and ministry to the downtown Nashville area, McKendree Church began this program in 1990 to provide high quality day care services to downtown working parents. Although a doctrinal study of Methodism is not part of the Center's curriculum, McKendree does offer an atmosphere of Christian acceptance and love to the children and families who enroll with us. We believe that God is revealed to young children through their relationships with the adults who care for them and through the following core experiences:

1. The experience of covenant (we keep promises to one another.)
2. The experience of creation (God creates and what he creates is good.)
3. The experience of law and ethical sensitivity (concern for the welfare of others.)
4. The experience of redemptive love (being restored to right relationships.)
5. The experience of wonder and worship (an awareness of the mystery and awe of life.)

Opportunities for YOUR FAMILY to worship at McKendree United Methodist Church:

We offer two services on Sundays – the 9:00 a.m. service is contemporary, and the 11:00 service, more traditional. Nursery is available during both services and we offer Children's Church and Sunday School for our preschool and elementary classes. Please visit our website at <https://mckendreenashville.com/> for more information. Members of our church receive priority status on our waiting list.

(2)

**ENROLLMENT:** The following items must be submitted to the director before the child may attend the program:

1. completed application form
2. signed statement agreeing to abide with center policies
3. completed child profile form
4. completed child health history checklist
5. signed and updated health information and childhood immunization form – can be faxed to 615.271.2607
6. emergency medical treatment release form
7. signed statement that you were given information about the FLU
8. signed statement that you have received DHS Day Care Licensing standards
9. signed media release form
10. signed parking agreement

**ELIGIBILITY FOR ENROLLMENT:** The McKendree Day Care program is designed for children aged six weeks to five years. Eligibility for enrollment shall be granted without discrimination with regard to sex, color or creed. Any child of this age shall be eligible for enrollment provided the program can meet the needs of the child as determined by the director. Enrollment priority will be granted to children of McKendree UMC (church) members, siblings of children already enrolled, and children of McKendree UMC Day Care Staff.

**VOLUNTARY WITHDRAWAL:** Parents are required to submit written notice of intent to withdraw from the program at least two weeks in advance. If notice is not given, parents will be responsible for child care fees incurred.

**DISENROLLMENT/EXPULSION:** It is our hope and intent to provide continuous care for the children enrolled in our program. Should it be determined that a child or family's needs cannot be met by our program (after family conferences, consultation with experts, and implementation of reasonable accommodations) expulsion or a reduction in the number of hours/days that a child may attend, may be warranted. Should an expulsion ensue, we will facilitate a planned transition to another program.

**WAITING LIST:** Our program generally operates at full capacity and therefore a waiting list for future enrollment is maintained. After making an initial, pre-arranged visit to the center, prospective parents may be placed on our active waiting list by completing and submitting an application form and a deposit that includes a non-refundable \$100.00 waiting list fee and a first week's fee for child care. The week's fee is applied toward the child's first week in care upon admission to a classroom. At the request of the parents, the first week's deposit may be refunded for up to three years from the date of application. Should a firm enrollment date be agreed upon between the family and the director, the family is required to give at least two weeks notice if they wish to decline the slot; failure to give notice will result in forfeiture of the entire deposit.

**FEES:** Weekly fees are to be paid in advance on Friday for the upcoming week and are due whether or not the child attends. If payment has not been received by 6:00 P.M. on Wednesday, an additional late fee of \$5.00 will be charged. If payment is more than one week late, without special arrangement from the director, the child will not be accepted for care for the following week.

(3)

**PAYMENT SCHEDULE:** Fees are charged weekly or monthly, yet parents may wish to pay on a bi-weekly or monthly basis; please check with the Director for payment schedules – (monthly fees are determined by multiplying the weekly fee by 4.3 -- the annual average of weeks per month). Regular tuition fees are due regardless of holidays, in-service days, or absences due to illness

### 2018 CHILD CARE FEES

<b>Infant</b>	<b>Toddler</b>	<b>Preschool</b>
\$300/week	\$260/week	\$250/week
\$1290/month	\$1118/month	\$1075/month
<b>Infant sibling</b>	<b>Toddler sibling</b>	<b>Preschool sibling</b>
\$285/week	\$247/week	\$237
\$1225/month	\$1062/month	\$1021

Parents are requested to make child care payments by check and place them in the locked payment box located in the atrium. Parents who prefer on-line banking may request that their financial institution send a check to the center. If currency payments must be made, a receipt will be issued immediately. Parents who request receipts for check payments must inform the director, otherwise, the canceled check will be considered the receipt. In the event that a check is returned to the center due to insufficient funds, a \$25.00 fee will be charged and parents will be required to make future payments in cash or by money order.

**SCHOLARSHIPS:** Scholarships may be available. Please check with the director for more information; applications are available in November for the upcoming calendar year. An endowment fund has been established to build funds for scholarship assistance; contributions are appreciated and encouraged to this fund.

**HOURS OF OPERATION:** The McKendree UMC Day Care Center is open from 7:00 a.m. until 6:00 p.m., Monday through Friday. Parents are expected to enter the program area in the morning and accompany their child to his/her classroom or group. Parents are required to sign their child in and out on a log posted in each classroom. Signing children in and out is the means by which responsibility is passed from the family to our program. Additionally, our state licensing agency deems failure to sign in as a center violation. Therefore, if parents/guardians fail to sign in, they will be required to return to the center to do so. In the afternoons, parents must **depart** the center by 6:00 p.m., or a late fee of \$5.00/each minute late will be charged to the child care account of families departing the program after closing. We encourage parents to be mindful and respectful of our staff and to make arrangements to depart the center prior to closing time.

**RELEASING CHILDREN:** Children will only be released to parents and/or authorized persons as indicated on the child's application forms. If someone other than a parent or previously approved person is to be picking up a child, a written note must be given to the child's teacher and to the director. Should a parent, guardian, or person authorized by a parent or guardian arrive to pick up and transport a child, appear to be intoxicated or exhibit behavior which might place the child at risk, the McKendree Day Care staff will insist that alternative transportation be arranged. In such an instance, the staff person will call a pre-approved emergency contact person and request that they come to the center to pick up and transport the child.

(4)

**INCLEMENT WEATHER:** In the event of inclement weather, the center will make every effort to remain open to serve the needs of working parents. However, if extreme weather or driving conditions are severe, the center may alter opening and closing hours or chose to close. Parents will be notified of closures via email when possible and by postings on local TV channels 2 and 5.

**CALENDAR OF CENTER CLOSINGS:** The Center will close for the following holidays:

- New Year's Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day and the day after Thanksgiving
- Christmas Eve and Christmas Day

If a holiday falls on a weekend, the holiday will be observed on either a Friday or Monday as determined by the Director. A schedule of annual closings is posted on the check drop box. Additionally, the Center closes for four days per year for teacher training and has shorter operating hours on the 5<sup>th</sup> Friday of the month, when applicable. The Director will notify parents of these closure dates at least two months in advance so that parents can arrange alternative child care. The day care staff appreciates parent support as they further their professional development through attendance at early childhood training conferences, classes in CPR and First Aid certification, and other training opportunities.

**FACILITY:** We are proud to provide an environment that is child-oriented, developmentally appropriate, environmentally sensitive, aesthetically pleasing, health promoting, and functional. Our building is smoke-free and also is weapon-free. We employ custodial services to maintain a clean and safe environment.

**PROGRAM PHILOSOPHY:**

We believe that all aspects of children's development -- cognitive, social-emotional, physical, perceptual, and language -- are important and must be considered as interactive rather than parallel functions. Therefore, the McKendree UMC Day Care Center curriculum does not single out one area as its primary focus, but supports and encourages children's development in all areas through a child-centered, emergent and developmentally appropriate program. Our program is designed to support our core values and beliefs:

- We believe that each day should be filled with wonder and joy; meaningful interactions with others; and discovery.
- We believe children are born with a natural ability to learn and that it is through play that they develop skills to problem solve, investigate, and think critically.
- We believe each child's learning experience is extended and deepened by (not led by) responsive teachers.
- We believe that the environment (both indoors and outdoors) and the materials within should be carefully selected for their potential to enhance learning and discovery. We value open-ended materials and those that connect us to nature and inspire creativity.

(5)

- We believe that parents are children's first teachers and that through collaborative and respectful family relationships, children flourish.

We view children as active participants and learners. Therefore, children are given opportunities to direct their own play and learning through a variety of independent, group, active, and quiet activities. Process oriented experiences rather than product oriented experiences are stressed. Children learn through active and often messy play! Teachers and children document classroom projects as they develop over time. This documentation "tells the story" of the play and learning experiences children have at McKendree. We use the Tennessee Early Learning Standards as a framework for program and curriculum development.

We have been inspired by the amazing early education programs in Reggio Emilia, Italy (which many deem the best preschool programs in the world). The Reggio Emilia approach to education is committed to the creation of a learning environment that enhances and facilitates children's construction of their own powers of thinking through the combination of all the expressive, communicative and cognitive languages. We view the Reggio experience as a resource and inspiration to help teachers, parents, and children as they work together to further develop their own educational programs. Key aspects of the Reggio Emilia approach are based upon the following principles:

- The Image of the Child
- Emergent Curriculum
- Project Work
- Representational Development
- Teachers as Researchers
- Documentation
- The Environment as a Third Teacher

**MUSIC AND THE ARTS:** Because we value joy and wonder as an integral part of childhood, we have incorporated opportunities for children to express, grow and learn using music and art. Jes Cleland heads our Music U program. MU offers a weekly music class for our toddler and preschool aged children where they are exposed to high quality music education. We also have an Atelierista (Art Teacher) who provokes and observes children's creative processes and as they spend time in the studio.

**DISCIPLINE AND CLASSROOM GUIDANCE:** The goals of the classroom management philosophy used in the McKendree UMC Day Care are to teach children to evaluate and make choices, to take responsibility for their own actions, to recognize and express their feelings appropriately, and to be considerate and fair in solving problems with others. We recognize that the program must be stimulating, balanced, age-appropriate and developmentally appropriate with an atmosphere of mutual respect and caring. Positive teacher attitudes and expectations will encourage cooperation and prevent most behavior problems. We use a variety of resources from the Center on the Social and Emotional Foundations for Early Learning (CSEFEL) to bolster children's developing relationships and growing competence in social interactions

(6)

The following procedures are observed in the day care center to ensure the safety and welfare of all children and to help teachers in each classroom to be consistent in setting limits and using techniques that convey the values of respect, trust, honesty, and caring for others.

- establishing a climate of trust
- communicating positively and clearly
- setting clear and positive limits
- offering choices
- ignoring minor annoyances
- preventing inappropriate behavior with redirection & gentle reminders
- praising efforts and accomplishments
- using natural and logical consequences
- assisting with verbal problem solving and conflict resolution

When a child breaks a limit that cannot be dealt with using preventive techniques, logical or natural consequences or conflict resolution, he/she may be asked to leave the activity and have a very brief time out. The child will never be humiliated, isolated, or made to feel badly about him or herself. Additionally, discipline will never involve food, toileting, physical punishment, or rest.

**TOILET TRAINING:** Teachers will work closely with parents to develop an individual potty training plan for each child. Most children are not ready to begin toilet training until well after their second birthday. We feel strongly that children are more successful in potty training when they have sufficient language to express their needs and are given ample opportunities to practice these new skills. We will praise success and ignore accidents.

**PARENT INVOLVEMENT:** The involvement of parents in the day care program is critical to the success and quality of our center. The development of positive and supportive relationships with parents and communication concerning the individual child's development and program policies and information are critical. In addition to the vitally important day-to-day contacts with parents, a variety of parent involvement activities are planned throughout the year including:

1. **Parent Meetings** -- Parent meetings are held several times each year at lunchtime. This is an opportunity for parents and staff to get to know each other better, to make announcements, to solicit parent suggestions and feedback, and to discuss the program. Additionally, guest speakers are often invited to address issues of interest to parents. At least twice per year we hold Parent Advisory Committee meeting during which parent representatives from the Board are present. All parents are invited to attend these PAC meetings.

2. **Parent Conference** -- Parent conferences are regularly scheduled at least once per year and are also scheduled at a mutually agreed upon time by parent request. Teachers share information related to the child's development and programming needs as well as gathering information and feedback from parents. Together parents and teachers make plans and set goals for meeting each child's individual needs.

3. **Parent Visits** -- Parents are always welcome to visit the center. A mother's room is also available for nursing moms. Parents are encouraged to participate on field trips, celebrations, and special classroom activities.

(7)

4. Bulletin Boards - In each classroom there is a special parent information board for posting announcements and program information. Additionally, we display documentation of children's work and play in the classrooms, lobby and hallways.

5. Newsletters - Each month a center newsletter is distributed to families and includes program announcements, upcoming calendars and other information of interest to families.

6. Parent Talents -- We invite parents to share with us their various gifts and talents. If parents would like to become involved in classroom activities, please check with the teachers. Additionally, we welcome and appreciate donations of paper, collage materials, dress-up clothes, books, old magazines and other items that we may have a use for in the classroom.

7. Board Representation -- Three center parents will be appointed annually to serve on the Day Care Management Committee. Appointment is made from day care parents who express an interest in serving on this policy-making board.

8. Parent Concerns and Complaints -- As a child care center we are a community of children, parents, and staff, all interacting and sharing our lives together. In a community, people work closely together and hopefully interactions are positive, helpful, kind, and understanding. Yet it is to be expected that from time to time people will experience some conflict, some concerns, and some difficulties. We recognize that parenting is one of the most difficult and intense activities any adult can undertake. We want you as parents to share your thoughts, hopes, and dreams for your children. We know that you want what is best for your child and that your job is to advocate and protect your child. We, as a staff, will make mistakes, create misunderstandings and occasionally miscommunicate. When these mistakes occur, we want you to tell us. As a staff it is our hope to offer your family the best child care services possible. In order to meet our goal, we need your input, your suggestions, your questions and concerns.

When you have a concern, please remember . . .

- Teachers really want to please parents. They really want to make you happy and have you be very satisfied with the care your child is receiving.
- Talk to teachers directly whenever possible. If you feel comfortable, ask your child's teacher first about any concern. Teachers prefer that you talk with them directly, but they do understand if you would prefer to talk with the director.
- Realize that if you have a concern about a teacher, the director will need to investigate and probably talk to the teacher directly about your concern. The director will deal in a straightforward manner with the teacher so she can improve her performance and correct any mistakes.
- Teachers will not "take it out on your child" after you have made a complaint. We would not hire anyone at our center who would react in such an inappropriate manner. The reverse is more likely true. After expressing a concern, your child's teacher will be more conscientious about your issue and will provide better care.
- Don't allow concerns to build up. As concerns occur, share them with the staff.
- Talking in person or on the phone is preferable to writing your concern. Setting up a time to talk to the director or teacher allows for more give-and-take and gives the staff an opportunity to respond.
- Expect follow-up from the director or teacher to make sure your concern has been addressed.
- Sometimes we cannot make a change you may request due to other restrictions, but we ALWAYS want to hear your suggestions. We promise to consider them seriously and to respond to you in a timely manner.

**HEALTH POLICIES:** The McKendree Church Day Care Center provides care for healthy children. If a child becomes ill while at the center, a parent or authorized pick-up person will be notified to pick the child up immediately.

Upon arrival each mornings, teachers will check children for any of the following symptoms:

- severe coughing
- breathing trouble
- infected skin spots or rashes
- pink-eye
- yellowish skin or eyes
- fever (101+)
- unusual behavior

Children who exhibit these symptoms will not be accepted into the program unless the parent provides a written statement from the child's physician indicating that the child's condition is not contagious.

If a child develops these symptoms while at the program, the parent will be called to pick the child up immediately:

- sore throat or trouble swallowing
- significant loss of appetite
- headache or stiff neck
- vomiting
- diarrhea (2 or more loose stools in a short period of time)
- fever (defined as 101 and above)

Children who have been ill may return to the center when they are no longer contagious, when they feel well, and when their needs for care can be met within a group. To return, children must be fever-free (less than 101 without the aide of fever reducing medication) for at least 24 hours unless their physician diagnoses their condition as non-contagious and releases them to group care. Children who have had diarrhea must have ceased having loose stools evidenced by a firm stool. Our goal is to maintain the health of all children and staff and to meet children's needs in a group; children who are ill may need more individualized care than we can consistently provide in a group setting. We will post notice of contagious medical conditions children may have been exposed to.

**MEDICAL RECORDS:** Parents are responsible for providing the director with an updated Tennessee Department of Health, Certificate of Immunization signed by the child's physician. All children attending McKendree are required to be immunized as required by Tennessee Code Annotated 49-6-5001. Only medical exemptions will be honored. An updated immunization form must be kept on file in the director's office.

**ILLNESS PREVENTION:** Teachers and children practice procedures that prevent the spread of contagious diseases and illnesses. Frequent and thorough hand-washing is the number one way to minimize the spread of germs and staff are conscientious to wash their hands (and the hands of young children) throughout the day. Additionally, we routinely disinfect surfaces and toys. Our goal is to maintain a healthy environment for all children and staff.

**ALLERGY POLICY:** We recognize that food allergies can cause serious, life-threatening conditions for some children. To keep all our children safe, McKendree UMC Day Care aims to eliminate the potential for contact with those foods that have been determined to cause allergic reactions in children, especially

for the children in our care who have known food allergies. Additionally, we respect the wishes of families regarding food and beverage preferences.

- Peanut-Free Policy:

In order to maintain a safe environment for students with severe peanut allergies, food products must not contain peanuts. McKendree UMC Day Care makes every reasonable effort to purchase peanut free products for school snacks and special meals. Parents are asked to refrain from providing peanut products for lunches for their children. Classroom celebrations must also abide by our peanut free policy. Under no circumstances should peanuts of any sort, or products containing peanuts, be brought to the center.

- Severe Allergies:

Families whose children have severe allergies (as defined as having the potential for anaphylaxis that must be treated by epinephrine in the form of an “Epi-Pen” or a disease related to food allergies) are responsible for providing all snacks and meals for their child daily. Parents will be asked to provide at least 2 non-perishable snacks each day in their child’s cubby. No center foods (including birthday celebration foods) will be served to the child. McKendree will make every effort to inform families of children with severe allergies in advance of celebrations involving food so that alternate “treats” can be provided, by the family, for the child.

- Allergy Action Plan:

All food allergies and health related food issues will require a doctor’s signed Allergy Action Plan. This plan will have step-by-step instructions should a child develop an allergic reaction. In addition to directions for the use of an Epi-Pen, instructions for other responses, if needed (such as administration of an oral antihistamine or use of an emergency inhaler) should be included in the Allergy Action Plan. Parents are responsible for providing all medications needed for emergency treatment and will follow center policy as per the storage of these items. Additionally, the Allergy Action Plan will be labeled with the child’s name and a current photograph. The Epi-Pen and corresponding plan will be transported with the child to the gym, roof, etc.

- Milk Preferences and Milk Allergies:

Parents will bring the child’s approved milk daily in a cold thermos and cup labeled with the child’s name and stored in the child’s cubby. The child must never drink milk from the same type of cup served to the other children. If milk is forgotten, the child will be served water.

**MEDICATIONS:**

McKendree United Methodist Church Day Care does not store or dispense medication for and to children. Medication includes any substance that is marked “keep out of the reach of children” as well as over the counter and prescription medicines. Parents may come to the center at any time to personally give children their medication; however, no medication may be stored at the center. The

Only exception to the policy regarding the storing and dispensing of medication applies to children with life-threatening medical conditions such as asthma, diabetes, severe allergic conditions, seizure disorders, etc. In those cases, medication will be stored in a centrally located and locked medication cabinet in the kitchen, and approval for storing and administering of these medications, under this exception, must be granted by the director. Additionally, we will accept sunscreen and non-prescription diaper ointments and powder if the following guidelines are followed: Each child's name must be on the ointment, powder or sunscreen and

the container must be stored in a locked area in the classroom. Parents are responsible for hand-delivering the ointment, powder or sunscreen to the caregiver so that it may be stored properly. A standing permission form must be signed before we can apply sunscreen. Diaper products such as ointments also require a permission form which may grant permission for up to a week. IF THERE ARE ANY QUESTIONS ABOUT MEDICATION OR ITEMS MARKED "KEEP OUT OF THE REACH OF CHILDREN", PLEASE SEE THE DIRECTOR.

**EMERGENCIES:** Parents must provide the director with updated contact information; if work or home phone numbers change, inform the director. In the event of an emergency, parents will be called immediately. If parents or those authorized to act in their behalf can not be reached, the signed emergency medical release form will be used to secure the necessary medical treatment at Baptist Hospital.

**DISASTER PLAN:** The center has policies and procedures in place in the event of a disaster/emergency. A copy of the detailed Disaster Plan is available for parents to review.

**SECURITY:** McKendree Day Care has made every effort to provide a safe environment for children. The entrance to the atrium and Pre-K are locked; parents are given an access code. These are the only entrances into the center and staff are comfortable in questioning any person on the premises who is unknown. The basement garage is accessed during day care hours via a secured gate and is camera monitored.

**PARKING:** Parallel parking is available for drop-off and pick-up in the front of our building on Commerce Street. Additionally, we have a secured parking garage under the building which is available for parents between the hours of 7:00 a.m. and 6:00 p.m. The director will issue you a security code for the garage upon request. Evening and weekend parking is NOT available for day care families.

**SPECIAL EVENTS AND CELEBRATIONS:** Throughout the year we invite parents to join us in celebrating holidays, special events such as "Week of the Young Child" and children's birthdays. Teachers will make announcements of upcoming events. Parents are requested to talk with teachers prior to birthday parties; together we will plan a celebration that acknowledges each child's special day.

**FOOD/MEALS:** Parents of toddler and preschool children are expected to send a wholesome packed lunch to the center each day. Lunches must meet nutrition guidelines established by USDA. The director will provide parents with specific information about these requirements. Refrigeration for lunches is not available; several items are available on the market that keep lunches cool. We are not able to warm food; please pack hot foods in a thermos. The center will provide milk for lunch. Additionally, a nutritious morning and afternoon snack will be served to the toddler and

preschool aged children. Every effort will be made to avoid foods that are high in sugar and salt. Fresh fruits, fruit juices, milk and whole grain products will be served. A monthly snack menu is posted on the center news bulletin board in the preschool hallway (across from the kitchen) and on the parent boards in the young toddler classrooms.

Parents of infants are responsible for supplying the center with all foods. Bottles (labeled with the child's name) should be prepared in advance and stored in the classroom refrigerator. We will gladly store frozen breast milk as well. We are unable to accept baby food jars that have been previously opened. Parents may wish to bring a weekly supply of jarred or boxed foods to be kept in each child's food basket. All food must be labeled with the baby's name. When children are ready for "finger foods" parents may request a list of suggestions from the infant teachers. We will encourage children to feed themselves at around twelve months.

**PERSONAL BELONGINGS:** Parents are asked not to send toys, money, or food (other than the packed lunch) to the center with their child. Check with your child's preschool classroom to see if they have a scheduled "show and share day" when toys from home are welcome. Loveys for nap and/or security items are welcome for children and will be stored in children's cubbies when not being used. Parents of infants may wish to bring crib toys for their child. All items belonging to children should be labeled with a child's name.

**We welcome you and your family to our program and are pleased that you have chosen us to help care for your child. Should you have any questions about these policies and procedures, please contact the director.**