



Community Child Care Services, Inc.

Family Handbook

Community Child Care Services, Inc.'s mission is to provide a safe, nurturing, and academically fertile environment in which children can blossom, regardless of the family's socio-economic level. As a 501c3 non-profit organization, we offer families income-based childcare and accept childcare certificates.

Hours of Operation

Monday – Friday

6:30AM – 6:00PM

www.Communitychildcarehville.org

Office: (615) 824-5060

Fax: (615) 824-0684

Executive Director, Christine Poppendorf

Facility Information:

For the safety of your children, there is a security system in place. The classrooms are divided by age and development. We care for children ages 6 weeks to 5 years old. All classrooms will have a schedule for meals, snacks, learning, and playtime. Each classroom has separate bathroom facilities for appropriate age groups. Breakfast and lunch will be served daily, as well as an additional snack in the afternoon. Any outside food must be pre-approved by a member of management.

Security:

Families will receive an entry code for access during childcare business hours. Outside doors will remain locked throughout the day and only used for emergency purposes. If someone is picking up other than an authorized person, please give notice to the Executive Director, management staff, or your classroom teacher. In addition to communicating to the teacher, please stop by the front desk to fill out the necessary forms to authorize the pick-up person. The person picking up will be required to show an ID at the time of arrival. Any family with a Parenting Plan must provide a copy to the Center to keep on file.

Staff:

Staff go through the orientation training process before working with children, which includes but is not limited to the following areas: prevention and control of infectious disease, prevention of sudden infant death syndrome, administration of medication, prevention and response to emergencies due to food and allergic reactions, safety, prevention of shaken baby syndrome and head trauma, handling and storage of hazardous materials, reporting child abuse and neglect, introduction to early care and education. All employees are required to go through a background check and be fingerprinted before working with children.

Our hiring process is designed to bring in employees with good character and excellent people skills, as well as a strong desire to work with children. Childcare workers must be 18 years of age, have a High School Diploma, pass a full background check performed by the State of TN and are supervised by the Executive Director and management staff. Our teaching program is planned and implemented by staff that has appropriate degrees and experience.

Communication:

Open communication is vital to your child's successful experience here at Community Child Care Services, Inc. We have an open-door policy and families are welcome to visit at any time. We welcome your comments, suggestions, and/or concerns. Several communication channels are established, and we encourage you to take advantage of these. Please feel free to speak to your child's teacher, drop by the Executive Directors' office, email, message through the Procure App or call the center. (Contact information located on the front of the Family Handbook.) In order to keep lines of communication open between staff and managers, we ask that families do not contact teachers on their personal cell phones or other social media applications.

Procure Connect App:

We know how important it is to stay up to date on your child's learning journey, which is why we offer you access to Procure Solutions' best-in-class app, Procure Connect.

Once you download the Procure Connect app on your smartphone, we will update you on your child's daily activities, milestones and more. We send you daily photos and/or videos of your child, as well as keep you in the loop on upcoming events and time-sensitive information.

The app also offers several "contactless" ways to check your child in and out. This helps us limit in-person interactions and unnecessary foot traffic in the school so we can better ensure the health and wellbeing of you, your children, and our staff.

You will get an email soon with all the instructions including a unique 4-digit pin and information to download the mobile app via email. For additional security, you will be notified via email when your child is signed in and out of the center.

Registration:

Community Child Care Services, Inc. registration process includes:

Tour of the Facility for a Pre-enrollment Orientation

Registration Fee - \$25

Current Immunization Record

Completed Child's Application

Physician statement for food related allergies

Allergy Action Plan for allergies requiring an epi-pen or rescue inhaler

Payment Policies:

Payments can be made by cash, check debit/credit card or through our secure website www.MyProcure.com.

Tuition is due on Monday of each week. If payment is not received by Tuesday evening, a \$10 late fee will be added to your account. If payment is not received by Wednesday, care will be suspended until payment is made. Advance payments are allowed. A 2-week written notice is required if you choose to remove your child from our care. Once notice has been given, the next 2 weeks payment are due regardless of the child being present or not.

There is a \$35 fee for any returned checks, declined debit/charge card payment or insufficient funds.

Full payment for the week is required even if your child does not attend and is required on weeks that the center is closed due to a holiday or weather.

Tuition costs are based on the number of people living in the household and total income of all persons 18 or older living in the household.

\$25.00 Non-Refundable Registration Fee is required at the time of enrollment.

A fee of \$1 per minute for late pick up after 6:00 pm.

Unpaid accounts will be placed with a collection agency and is subject to additional fees.

Video Surveillance Policy:

To ensure the safety and security of all children, staff, families, as well as the security of our childcare facility, Community Child Care Services, Inc. is equipped with 24-hour video surveillance systems in classrooms and outdoor play areas. These cameras are intended to promote the safety and security of people and property, and can assist Community Child Care Services, Inc. in reviewing an incident not seen by a teacher or management. The system also allows Community Child Care Services, Inc. to evaluate teachers to ensure they are providing the highest quality of care. The following are just some additional benefits of having security cameras installed in childcare centers: security cameras are an effective deterrent of crime; individuals tend to perform better when monitored by security cameras; and they can provide peace of mind to our families and staff.

Because we insist on protecting the privacy of all children, families, and staff, our surveillance system/security cameras are for internal purposes only. Security camera recordings will be periodically deleted by Community Child Care Services, Inc., as they are on a system with a limited amount of storage.

Meals:

Weekly menus are posted in each classroom, on the family board, and provided to families by request.

Formula and baby food are provided to infants 6 weeks to 12 months old. Infants will be hand-fed, no propping bottles or placing infants in cribs with bottles is permitted. All infants will be fed according to their own schedule.

All meals served will follow CACFP requirements.

Breakfast is served between 7:30am and 8:30am, lunch is served between 10:30am and 12:00pm, and snack between 2:00pm and 3:00pm.

Holidays:

Community Child Care Services, Inc. will be closed on the following days:

New Year's Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day After Thanksgiving Day

Christmas Eve

Christmas Day

New Year's Eve

There will be 2 days scheduled per year for staff development training. Families will receive a minimum of 30 days' notice for the Center closure for staff training.

Personal Items:

Children are welcome to come with comfort items that may be necessary for nap or feeding time if they are in accordance with the state guidelines. Community Child Care Services, Inc. follows safe sleep practices set forth by the state for infants under 1 year old.

Families are to provide diapers/pull-ups, and wipes.

We ask that older children not to bring their own toys, if they do, Community Child Care Services, Inc. will not be responsible for lost or damaged items.

Due to the concerns addressed by the FDA in 2019, Community Child Care Services, Inc. will not allow children to wear any type of teething necklaces, bracelets, or anklets, within our school unless medically necessary and accompanied by a doctor's note.

All items brought in should be labeled with the child's name.

Emergency Preparedness and Response Plan:

Community Child Care Services, Inc. will conduct monthly fire drills and quarterly disaster drills each year. Staff are trained in the areas of first aid and CPR, evacuation routes, accommodations of vulnerable persons, alternative locations in case of an emergency, shelter-in-place and lock-down procedures, and locations of emergency supplies. Our plan is always available to families in the front office area. Evacuation procedures are posted in each classroom.

Weather:

In the event of inclement weather, Community Child Care Services, Inc. will make every attempt to remain open during normal operating hours, however, the safety of our staff and children is the deciding factor to close in any emergency. It is at the discretion of the Executive Director to close early or open late due to inclement weather. Whenever possible, Community Child Care Services, Inc. will notify families of any closing or delayed opening by 5:00 AM the morning of, in the following ways: Message all families and staff through ProCare Connect application, Broadcast on Channel 5 Snow Watch and Facebook post.

We will make every attempt to remain open for working families; however, if we find it necessary to close, we will not credit or discount tuition fees.

Outdoor Play:

We strive for outdoor play as much as possible, weather permitting, so please plan accordingly. We ask that families dress children appropriately based on weather conditions and temperatures. All children should have appropriate footwear for outdoor play. If the temperature is below 32 degrees or the heat index is above 95 degrees, we will plan indoor activities. In the warmer months we ask that families provide appropriate footwear and sunscreen. In the colder months, we ask that families provide a warm coat, hat, and gloves.

Discipline:

Discipline will use positive guidance, redirection, and limit setting. Humiliating and frightening punishment is not tolerated. Peers are not allowed to administer any discipline.

We are required by law to immediately report suspected child abuse or neglect to Department of Human Services or law enforcement and require staff to read and sign the child abuse and neglect statement (defines child abuse/neglect, identifies reporting responsibilities and procedures).

Reasons for Removal:

We do not want to see children leave our care, but there are cases in which they may be asked to be removed, including but not limited to: non-payment, excessive late payments, noncompliance with policies, or excessive late pickups. The Executive Director reserves the right to dismiss a child for any reason deemed necessary for the health and safety of children and staff. If you decide to leave our care for any reason, a two-week notice is required. A withdrawal form must be filled out to finalize your end date.

Sick Children:

If a child appears sick or has symptoms that may be contagious, they will be separated from the other children and their families notified.

If a child is sent home with a temperature at or above 100.0 degrees or any contagious or excludable symptoms, in order to return, the child must be symptom free for 24 hours, without the aid of a fever reducer, regardless if accompanied by a doctor note.

Any confirmed cases of illnesses will be posted on the door of your child's classroom with a description of what families should look for and our recommendation for exclusion. We are required to report any contagious diseases to the Department of Health.

Community Child Care Services, Inc. reserves the right to enforce stricter policies and procedures on illnesses and exclusions of your child based on the circumstances.

On the next page, we list the recommendations for exclusions related to illness. Any symptoms shown that may pose a risk to other children or staff would require you to pick up your child within 1 hour.

We can store and administer medication at the center only with a parent/guardian and health professional's written consent. Medication will be stored in an area that is not accessible to children. Medication must be in its original container with the child's name on it.

Updated Health and Safety Procedures for Community Child Care Services, Inc. due to a pandemic:

In the event of a pandemic, procedures will be followed based on CDC guidelines.

CCCS will ask that the same parent/guardian or designated person drop off and pick up the child every day, if possible.

Parents/Guardians will be allowed to walk their children into the school but will be restricted from entering classrooms. Social distancing should still be practiced when possible.

All children and staff will be required to immediately wash their hands upon entry to classrooms.

Staff will be intensely trained on proper handwashing procedures and closely monitored by management to ensure these procedures are being followed.

Please bring in a freshly laundered and sanitized sheet, blanket, and washable backpack. All items should be labeled with your child's first and last name. These items will remain at the school and will be laundered and sanitized weekly. These items will not be sent home.

Children are required to have two labeled changes of clothing on hand and children will be required to change clothes if there are secretions on it. Clothes will be washed at the school unless families request the clothing be sent home when soiled. While Community Child Care Services, Inc. makes every effort to ensure children's items are maintained and accounted for, occasionally, items get misplaced; CCCS is not responsible for lost items.

CCCS will avoid, if at all possible, the mixing of children, such as staggering playground times and keeping groups separate at the end of the school day instead of combining.

At nap time, staff will ensure that children's naptime cots and cribs are spaced out as much as possible, ideally 6 feet apart or separated by a solid barrier. Children will be placed head to toe in order to further reduce the potential for viral spread.

Parents/guardians will be asked to take their child's temperature before coming to the facility to ensure it is not above 100.0 without fever reducing medication. Upon their arrival, the parent/guardian will notify management of the child's daily temperature. Management will visually observe the children for signs of illness such as runny nose with cough, cough without runny nose, shortness of breath, flushed cheeks, excessive sweating, etc.

If a fever or any other excludable symptoms listed in the family handbook are observed during the school day, the child will be isolated immediately, and emergency contacts will have 1 hour to pick up the child. Please make sure your contact information is up to date if we need to contact you.

Recommendations for Temporary Exclusion from a Childcare Setting:

Condition that prevents the child from participating comfortably in activities or results in a need for care that is greater than staff members can provide without compromising the health and safety of other children.

Any child with respiratory symptoms (cough, runny nose, or sore throat) and fever of 100.0 or greater should be excluded from their childcare program. The child can return 24 hours after the fever associated with these symptoms has resolved (without the use of fever-reducing medicine).

When the child appears to be severely ill, is not responsive, irritable, persistently crying, having difficulty breathing, or having a quickly spreading rash.

Fever (temperature above 100.0 by any method) and behavior change or other signs and symptoms (e.g., sore throat, rash, vomiting, or diarrhea). For infants less than 2 months of age, an unexplained fever should be evaluated by a health professional. For these infants younger than 2 months of age, get urgent medical advice for temperature above 100.0°F, whether or not other symptoms are present.

Diarrhea—Exclusion is required for all diapered children whose stool is not contained in the diaper and toilet-trained children if the diarrhea is causing "accidents," and for children whose stool frequency exceeds 2 stools above normal per 24-hours for that child while the child is in the program or whose stool contains more than a drop of blood or mucus. Diarrhea is defined by stool which is occurring more frequently and/or is less formed in consistency than usual in the child, and not associated with changes of diet.

Vomiting within 24 hours unless the vomiting is determined to be caused by a non-communicable/non-infectious condition and the child is not in danger of dehydration.

Abdominal pain that continues for more than 2 hours or intermittent abdominal pain associated with fever or other signs or symptoms.

Mouth sores with drooling that the child cannot control unless the child's primary health care provider or local health department authority states that the child is noninfectious.

Rash with fever or behavioral changes, until a primary care provider has determined that the illness is not a communicable disease.

Skin sores that are weeping fluid and are on an exposed body surface that cannot be covered with a waterproof dressing.

Other conditions with specific diagnoses as follow:

Streptococcal pharyngitis (i.e., strep throat or other streptococcal infection), until the child has had two doses of a course of an appropriate antibiotic 12 hours apart.

Head lice, until no nits or lice are present.

Scabies and ringworm, until after first treatment.

Chickenpox (varicella), until all lesions have dried or crusted (usually 6 days after onset of rash) and no new lesions have showed for at least 24 hours.

Rubella, until 7 days after the rash appears.

Pertussis, until 5 days of appropriate antibiotic treatment (21 days if untreated).

Mumps, until 5 days after onset of parotid gland swelling.

Measles, until 4 days after onset of rash.

Hepatitis A virus infection, until 1 week after onset of illness or jaundice or as directed by the health department.

If you have questions about infectious diseases or immunizations, contact the Department of Health or your physician. Sumner County Health Department: (615) 824-0552.