



# Ascension Early Child Care Center

*Rooted In Faith*



Therefore, as you received Christ Jesus the Lord, so walk in Him, rooted and built up in Him and established in the faith, just as you were taught, abounding in thanksgiving.

Col. 2:6-7

16935 W. 14 Mile Rd. Beverly Hills, MI 48025

Telephone: (248) 644-8890

Fax: (248) 644-1181

## Parent Handbook



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# Ascension Early Child Care Center

*Rooted In Faith*



16935 W. 14 Mile Rd. Beverly Hills, MI 48205

Katrina Stewart, Director

Chelsea Cook, Assistant Director

(248) 644-8890

Dear Parents,

On behalf of the Child Care Family at Ascension Early Child Care Center we would like to welcome you and thank you for choosing our program and staff to share in the daily life of your child.

Placing children in the care of others is not an easy decision and we are grateful for the opportunity to nurture your child's spiritual, emotional, social, intellectual and physical growth.

We take pride in our Center and the care provided to each of God's children and look forward to assisting with your child's daily growth and development throughout their stay.

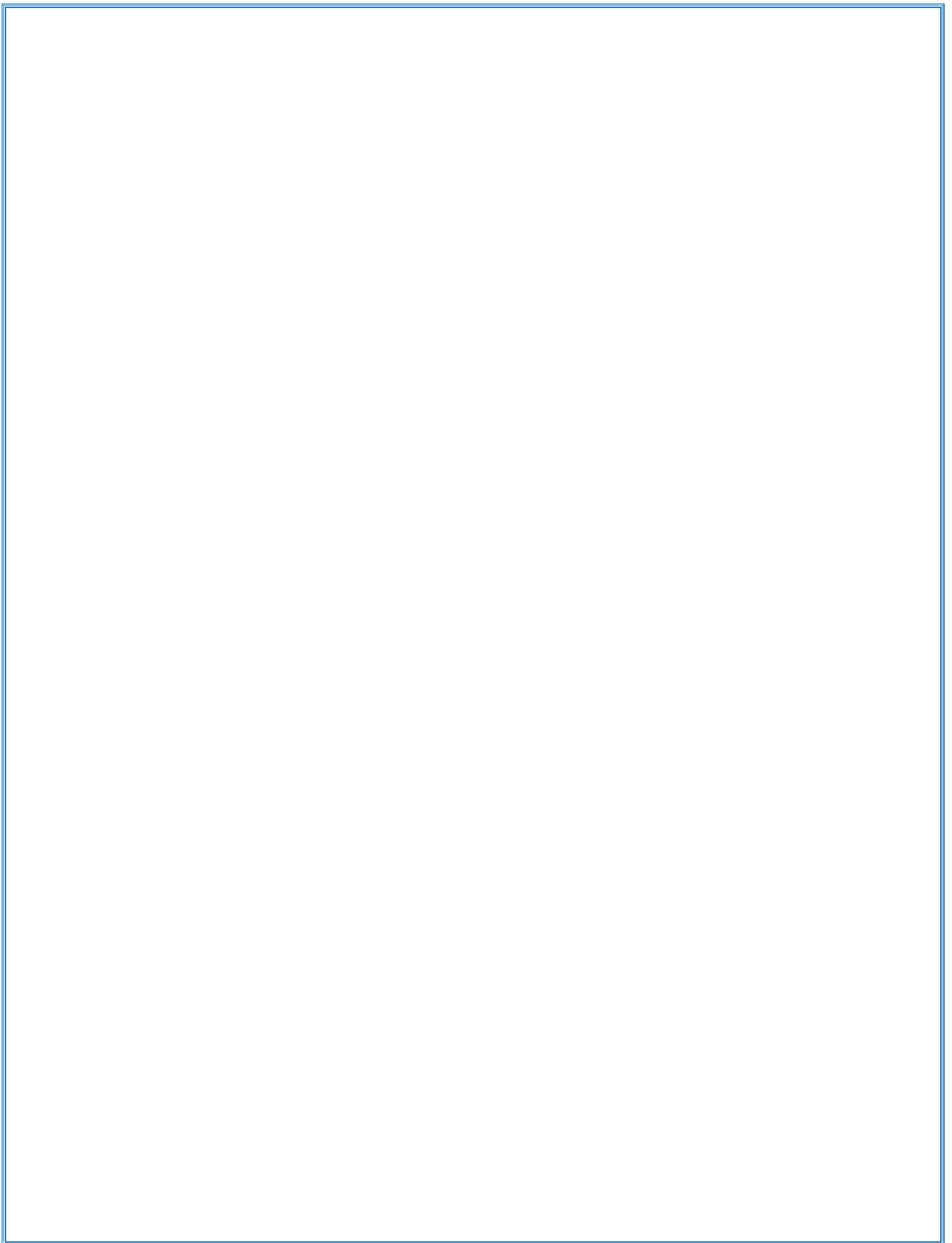
We are here to meet the needs of both you and your family and are committed to building a relationship that will benefit each one; therefore, please feel free to contact the Center at any time to discuss questions or concerns that may arise concerning your child – (248) 644-8890.

Serving God's Children,

Katrina Stewart, Center Director – [stewartk@ascensionofchrist.org](mailto:stewartk@ascensionofchrist.org)

Chelsea Cook, Assistant Director – [cookc@ascensionofchrist.org](mailto:cookc@ascensionofchrist.org)

But Jesus said, "Let the little children come to me and do not hinder them, for to such belongs the kingdom of heaven". Matthew 19.14 ESV





## SPONSORSHIP

Our Child Care Center operates as a ministry of Ascension of Christ Lutheran Church under the supervision of the Child Care Committee. Day to day operations of the Center is under the direction of Mrs. Katrina Stewart

### We Invite You to Join Us in Worship

#### Sunday

9:00 am Adult Bible Study  
10:15 am Divine Service  
11:30 am Sunday School/Fellowship

#### Thursday

10:00 am Women of the Word Bible Study  
7:15 pm Choir Rehearsal

Church Office: (248) 644-8890  
Crystal Brown: [brownc@ascensionofchrist.org](mailto:brownc@ascensionofchrist.org)  
Office Fax: (248) 644-1181  
Pastor Grams – [pastorgrams@ascensionofchrist.org](mailto:pastorgrams@ascensionofchrist.org)  
[www.ascensionofchrist.org](http://www.ascensionofchrist.org)

#### Office Hours:

Monday	9:00 am – 4:00 pm
Tuesday	9:00 am – 4:00 pm
Wednesday	9:00 am – 4:00 pm
Thursday	9:00 am – 4:00 pm
Friday	9:00 am - 4:00 pm

## Our Purpose

The Center will focus on the relationship between family, church and school. We will always strive to work with families as they prepare their children to enter school. It is our hope that the firm foundation laid in the childcare program will help guide them to succeed in their future endeavors.

## Our Mission

The mission of our Center is to nurture children in the Christian faith so that they may know Jesus as their Savior, serve Jesus as the Lord of all Creation and share Jesus' Word and deeds with all those lives they touch.

## Our Program

Our Program is designed to:

- ◆ Provide opportunities to stimulate a child's interest and need for exploration while discovering and creating.
  - ◆ Foster independence, build self-confidence, encourage positive decision making and problem solving skills
  - ◆ Provide spiritual guidance through daily Jesus time, prayer, Christian music and Chapel attendance
- Provide opportunities for growth in all areas of academics gross

## Withdrawal

We reserve the right to request withdrawal for any of the following reasons:

- ✓ Delinquency of payments
- ✓ Non-cooperation on the part of the child/and or parent. If the problem persists after a conference between the parents, teacher and director, the director will make a decision as to whether the child remains in the program.
- ✓ Inability of child to adjust to the classroom environment, taking into consideration that each child has different needs. We operate our rooms at the licensing ratio requirements therefore we are unable to provide one on one care. If this is needed, a conference will be held between the director and the parents.
- ✓ Child requiring one-on-one care.

Parents must notify the center if they decide to withdraw from the program and give at least a two week written notice prior to withdrawal. Tuition payment is required for Withdrawals without two-week notice.

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- ◆ and fine motor skills and personal relationships.

### Enrollment Policy

Enrollment in our program requires compliance with all policies and procedures set forth in this handbook.

Our Center accepts children of any race, national and ethnic origin. All children are entitled to all rights, privileges, programs and activities generally accorded or made available to children at our Center. We do not discriminate in the administration of our policies, admissions or programs administered through our Center. We are licensed by the State of Michigan to accept and serve children ages 6 weeks through 6 years of age.

We ask that all children be enrolled for consistent days and hours. All schedules must be arranged in advance with the Program Director. Changes to any schedule must also be made through the Director.

Children requiring flexible schedules will be accepted at the Center based on availability and advanced notice. Variable work schedules, scheduling changes and vacation requests are to be provided to the Director's office at least 2 weeks in advance.

### Required Enrollment Documentation

The State of Michigan requires that all children have a valid Health Appraisal form on file and they be immunized against vaccine preventable diseases in order to attend Ascension Early Child Care Center. A Health Appraisal Form is provided in the Enrollment Packet for this purpose. It must be signed and dated by your child's physician. This form must be on file within 30 days of start date. A copy of the current immunization record must be received by the center on or before the first day of attendance. The Child Care Office maintains records of necessary forms. Parents will be notified when a new form needs to be provided. An information website for child care is available at [www.michigan.gov/childcare](http://www.michigan.gov/childcare).

### Tuition Policy

Annual Enrollment Fee \$100 (individual) \$150 (Family) will be charged at time of enrollment. Re enrollment begins January of each year.

TUITION IS BASED ON ENROLLED DAYS, REGARDLESS OF ATTENDANCE. Staff is scheduled according to the number of children enrolled each day.

All tuition payments are made via Tuition Express. One month's (30 days) advanced notice will be given prior to a change in tuition rates.

- ◆ Each family is entitled to a tuition-free vacation as noted in our Vacation Policy.
- ◆ Closings due to building problems will be tuition free
- ◆ SNOW DAYS are charged at one half of the regular daily rate.

Our Center is open year-round 7:00 a.m. - 6:00 p.m., Monday through Friday. Annual Closure and Holiday Calendars are determined at the beginning of the year.

### *Payment Procedures and Tuition Fees*

- ✓ We only take online payments. Payments can be made by credit card or ACH from a checking/savings account.
- ✓ Credit Card payments will assess a 2% processing fee.
- ✓ Siblings receive a 10% discount on the lesser tuition.
- ✓ Late payments and declined payments will be assessed a \$20 late fee per transaction and risk expulsion from the program.
- ✓ Please contact the Office Administration to make special payment arrangements.

### *Custody Orders*

The center will honor all court orders. One parent may not limit the other from picking-up a child in our care. The center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the center director within 48 hours of issuance.

### *Vacation and Holiday Policy*

Ascension Early Child Care Center is closed on the following holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Regular tuition is expected as our teachers are paid for these days.

**Tuition is not charged for the July Break, Day after Thanksgiving and the week between Christmas Eve and New Year's Eve.**

Tuition free vacation time is guaranteed after 90 days of enrollment. "One Week" is equal to the number of days you are enrolled per week. Enrolled families will receive two (2) weeks of vacation time at the beginning of the year (January 1<sup>st</sup> Families enrolled after June 1, 2018 will receive one week of vacation time. All Vacation Requests must be submitted (2) two weeks in advance electronically for processing. The Vacation Request form is

located at <http://ascensionofchrist.org/>. (Full payment for enrolled days will be charged if the Center is not properly notified). For 2018 only, families currently enrolled as if January 1st will receive three (3) additional days of vacation

### *Sick Policy*

If your child becomes ill, you may use a vacation day as a sick day. You will receive “one day” credit towards your account. The Center must be notified by email at [brownc@ascensionofchrist.org](mailto:brownc@ascensionofchrist.org) by 11 am on the day of the illness. Credit will be processed in the next billing cycle. Email confirmation will be sent with vacation time balance.

If your child is absent for an entire week due to an illness, hospitalization or other medical necessities, your account will be credited for one week’s tuition. The credit will be applied to your account upon your child’s return to the center with documentation from a physician.

### *Arrival Policy*

No child may be dropped off at the door. Parents are responsible for assisting their child/children to their classroom and into the care of a staff member. Please do not leave your child in a classroom without a staff member present.

Upon arrival, please be sure to:

- ✓ Sign-In on the hallway kiosk and classroom tablet.
- ✓ Discuss concerns or special instructions with Staff.

### *Departure Policy*

The security of your child is important to our entire staff. To ensure the safety of your child, we will dismiss only to parents, guardians or designated representatives noted on your Emergency Card. In the event that it is necessary for someone other than those noted to pick-up, a phone call or note from you is required. Please be sure that your designated person knows that he/she will be required to present picture identification before your child will be released to them. NO EXCEPTIONS WILL BE MADE TO THESE POLICIES. Our staff reserves the right to request picture identification at any time. Please be sure to make arrangements for someone to pick up your child by 6:00p.m. If you think that you will be

unable to arrive on time, be sure to notify the Center regarding any special arrangements.

At pick-up time, please be sure to:

- ✓ Sign-out on the hallway kiosk and classroom tablet.
- ✓ Discuss any concerns or questions with Staff.
- ✓ ID maybe required if pick up person is unknown to Staff.

### Late Pickup

Your child looks forward to your arrival at the end of the day. Please make every effort to pick your son or daughter up on time. If you know you can't arrive on time, please arrange to have your child picked up by another adult who has been authorized on your Enrollment Agreement. If a later pick up is unavoidable and you are unable to reach your designated emergency contact, please notify us immediately.

A late pick up fee of \$10 is charged after 6:05 pm. An additional \$15.00 is charged at 6:15 pm. After 6:30 pm, there is a \$40 fee charged to payment method on file.

If your child is not picked up by 6:05 pm and we have not been contacted, the center will take the following actions:

- ◆ Attempt to contact you or your emergency contact person.
- ◆ If we can't reach you or the emergency contact person within thirty (30) minutes after closing, the Director or Closing Staff will determine whether and when a child protective agency or Beverly Hills Police should be notified.
- ◆ If this action is taken, disenrollment maybe determined by the Director.

### Withdrawals

We reserve the right to request withdrawal for any of the following reasons:

- ✓ Delinquency of payments
- ✓ Non-cooperation on the part of the child/and or parent. If the problem persists after a conference between the parents, teacher and director,

the director will make a decision as to whether the child remains in the program.

- ✓ Inability of child to adjust to the classroom environment, taking into consideration that each child has different needs. We operate our rooms at the licensing ratio requirements therefore we are unable to provide one on one care. If this is needed, a conference will be held between the director and the parents.
- ✓ Child requiring one-on-one care.

Parents must notify the center if they decide to withdraw from the program and give at least a two week written notice prior to withdrawal. Tuition payment is required for Withdrawals without two-week notice.

### *Temporary & Permanent Withdrawals*

We make every attempt to accommodate schedules for all families enrolled in our program. Occasionally, we are asked to provide a temporary withdrawal from the Center.

#### *Summer Withdrawal*

A spot for your child will be held if you choose to withdraw your child for the summer months provided:

- ✓ A \$75.00 re-enrollment fee is paid prior to the child's last day.
- ✓ A Summer Enrollment Form must be completed and returned thirty (30) days prior to the temporary withdrawal.
- ✓ Schedule changes upon return to the Center may be allowed as space permits.

#### *Other Withdrawals*

A child's spot can be held if a parent chooses to temporarily withdraw for a period of time 2 weeks but not to exceed 10 weeks provided:

- ✓ A \$75.00 re-enrollment fee is paid prior to the child's last day.
- ✓ A Temporary Withdrawal Form must be completed and returned fourteen (14) days prior to the withdrawal.

- ✓ Schedule changes upon return to the Center may be allowed as space permits.

Return space for any withdrawal lasting more than 10 weeks (individually and/or combined with a summer withdrawal) cannot be guaranteed.

A two (2) week notice is required for any permanent withdrawal from our Center. This consideration allows us to remain consistent in our state required staffing ratios and to avoid over-charges to our families as we bill one week in advance.

### *Naps & Rest Policy*

Each child attending our Center is encouraged to participate in nap and/or rest time. Cots and cribs are provided. Parents will need to supply a crib sheet, small blanket, and pillow. A snuggly friend can be provided yet not required. All personal items should be labeled with your child's name. Bedding and personal items will be sent home for laundering weekly or as needed and should be returned at the time of your child's next scheduled visit to the Center.

Infant families can provide a sleep sack. Licensing regulations do not permit the use of blankets in our infant cribs until after the age of 12 months at which time can transition to cots. Each child is assigned his/her own crib, to be used only by that child during the entire stay in the Infant Room.

### *Food Policy*

It is the policy of our Center that families of children in the Infant Room provide all formula, breast milk and food products per State of Michigan Licensing requirements. All food products and bottles must be labeled with name, date and contents. All opened or unopened food products must be returned to families at the end of each day. NO bottles may remain on site overnight at the Center per state requirements.

Parents will provide all meals for children attending the Center.

### *Accident & Injury Policy*

In the event of a serious accident or injury, 911 will be called immediately. A staff member will attend to the injured child until rescue personnel arrive.

Immediately following 911 notifications, a parent/guardian will be contacted. A staff member will remain with your child until parents arrive and will accompany your child to the emergency center if needed.

### *Minor Injury Policy*

Soap and water will be used to clean wounds or scratches and bandages will be applied for your child's protection. Ice packs will be applied to bumps and/or bruises if necessary. Staff will notify you following the incident via Accident/Illness Report, which will be available for your review and signature upon pick up.

Each staff member has been certified in Infant, Child & Adult CPR, First Aid, Blood Borne Pathogens and the use of child and adult Automated External Defibrillator (AED). They have also received clearances from the State of Michigan and Department of Human Services.

### *Severe Weather Policy*

Both the travel safety and the physical safety of our families and staff are of the utmost importance. Additionally, licensing requires proper staffing in order to open the Center each day. "AoC Lutheran Child Care" is the specific designation to look for on the local television stations. Extreme cold temperatures will be addressed on a case by case basis. "Snow Days" will be charged at 50% of the current tuition rate.

### *Emergency Evacuation Policy & Procedures*

All staff members are familiar with our Emergency Evacuation Procedures which are practiced as a group on a regular basis.

- Fire Drills: Four fire drills per year – Quarterly
- Tornado Drills: Two tornado drills per year – April & October
- Lock Down Drills: Two times per year – Spring & Fall

### *Room Transition Policy*

As your child meets his/her necessary developmental milestones required to proceed to the next class level, you will receive a Transitional Packet.

The Transition Packet will include an introduction to the new classroom, your new teacher's information, a Family Note and a Transition Schedule Agreement.

## Health Care Policies

### Immunizations

All children must be immunized or have a plan of action from a physician of their immunization completion date.

### Hand Washing

Children's hand washing is done before and after meals, snacks and following all bathroom breaks. Adult caregivers wash their hands prior to and following meeting the needs of each child. Disposable gloves are utilized by the staff during diaper changes, applications of topical creams, etc. to prevent cross contamination.

### Cleaning & Sanitizing

Toys and equipment are washed and sanitized using the three step process, floors are scrubbed and carpets vacuumed, tables and countertops are cleaned and sanitized using the three step process, and rest rooms are cleaned and sanitized on a daily basis. Changing tables are sanitized following each use using the three-step process. Throughout the day, these sanitation and sterilization procedures are followed as the need arises. Avoiding the spread of germs, bacteria, illness and infection is a high priority for everyone at the center. Universal precautions are used daily.

### Illnesses

Children may become sick during the day or show signs or symptoms of illness prior to arrival. If you keep your child home, please notify the Center by 9 am.

If your child becomes ill while at the center and we think it's better for him or her to be home rather than in contact with other children, we'll call and ask you to pick your child up no more than one hour later.

If your child experiences an illness that requires medical attention, please provide a medical release before returning to care. We ask that your child remain out of care until they are free of symptoms for twenty-four (24) hours without fever reducer.

### Medication Administration

For the administration of any medications, the Child Care Center follows protocols set by the state of Michigan in the Licensing Rules book.

- ◆ A signed Medication Authorization Form (available from the Center) must be on file for each medication administered to your child.
- ◆ Signed Medication Forms are required for sunscreen, diaper creams, all topical ointments, over-the-counter teething medication and Tylenol. All non-prescription medications require an annual parental authorization form. Applications are not recorded for topical creams and ointments.
- ◆ All signed forms are to include the child's name, name of medication, dosage required and time of administration/application.
- ◆ All medications must be in their original containers and clearly marked with your child's name and complete directions.
- ◆ All medications are to be given directly to a staff member. NO MEDICATIONS ARE TO BE LEFT IN BACKPACKS, BASKETS, COATS OR DIAPER BAGS UNDER ANY CIRCUMSTANCES.
- ◆ Medications are only administered by an adult caregiver and witnessed and recorded by a second caregiver. There are always two caregivers present when medications are administered. Both caregivers will initial the Medication Form.
- ◆ If your child is unable to participate in outside activities, they must be kept home until they are well enough to go outside. Children go outside daily unless severe weather prevents us from doing so.

### Allergy Awareness Policy

## Purpose

The purpose for creating an allergy policy is to have a clear plan for handling all allergies with the overall goal in mind.

## Overall Goal

The overall goal of the allergy policy is to help the family and Child Care Center work together to assist the child with becoming independent in living with an allergy without stigmatizing the child.

## Procedures

### Parents

1. Parents would need to indicate his/her child's allergy on the child's Health Appraisal form and on the "Notice of Allergy" form. The "Notice of Allergy" form may be obtained from either Child Care office. Both the Health Appraisal and the Notice of Allergy form should be signed by the child's doctor.
2. Parents need to fill out a Medication Permission form and have it filed with the office. NO prescription medication can be given unless the label appears on the medication and is prescribed by a physician. EpiPens must be provided to Ascension of Christ to be kept in the classroom. Other emergency medication would be provided in the same manner.
3. Parents need to keep their child's teacher and the director informed of any changes or concerns regarding the child's allergy.
4. Parents who have a child in class, where a child with a life threatening allergy is present, would need to send in snacks that do not contain the allergic ingredients. Parents need to refrain from bringing in things containing the allergic material (e.g. dogs, cats, hamster, etc.).
5. Parents need to work closely with the staff to achieve the overall goal of helping the child become independent in identifying allergic situations that he/she need to avoid.
6. The parents of a child with a food allergy must provide alternative snacks to school.

### Staff

1. All staff members are made aware of all allergies and the symptoms that exist in the classrooms.
2. All staff members are instructed on how to implement any medical interventions that may be necessary for the child (EpiPen).

3. All staff members are careful to properly clean all counters, tables and areas where food that can cause allergic reactions are present (e.g. milk, eggs, peanuts, tree nuts, nut oils, fish, etc.). This cleaning should take place before class, before snack and lunch, after snack and lunch and at the end of the day at a minimum as it does normally even if no allergies are present in the classroom.
4. The child's teacher is responsible to check the lunch or snack that each child brings in on a daily basis.
5. All staff members are responsible to assist the children in the class in learning about allergies that exist in the classroom.
6. All staff members will assist in helping a student with an allergy to understand why they are not permitted to eat that food, pet that animal, smell that plant, etc.
7. All staff members will need to work closely with the parents in achieving the overall goal of helping the child become independent in identifying allergic situations that they need to avoid.

#### Classroom

1. For airborne allergies (Dr.'s note required), every possible measure will be taken to rid the breathable air of any allergic material to the best of the Center's ability.
2. For sting or bite allergies (Dr.'s note required), every possible measure will be taken to keep the child away from any situation that may cause a reaction.
3. For food allergies (Dr.'s note required), the food product will be kept out of the classroom while the child is in attendance, only if the allergy is life-threatening (e.g. milk may still be served in a classroom where children are allergic to milk as long as none have a life-threatening allergy). Life-threatening allergies will warrant the total removal of that food from the classroom while a child with that allergy is enrolled in that classroom.
4. A list of foods that may cause allergic reactions to children within the center will be made available to parents to minimize exposure.
5. Classroom space will be cleaned thoroughly before and after all snacks and lunches in order to clear any allergic food products from the tables, counters, etc. Food areas will be cleaned with the appropriate mix of bleach and water (1 Tbsp. bleach to 1-gallon water) that they are normally cleaned with each day (note #3 of Procedures: Staff). Special care will be given whenever any food

- allergy product is served, whether the allergic child is in the classroom at the time or not.
6. Students who have life-threatening allergies should sit in a designated area each day with a variety of other students. This helps ensure the eating area can be given special attention prior to each snack and lunch.
  7. All medications for allergic reactions should accompany the teacher on the playground.

### Students

1. Students should be informed of any allergies that exist in the class so that they can help in maintaining a safe environment for any child with allergies.
2. Students should be taught to love, respect and enjoy each child in the class regardless of a child's allergy status.
3. Students will not trade food or utensils during any eating time.

### Communication

1. Parents and staff are notified of any allergies through classroom communications.
2. The Allergy Awareness Policy is included in the Parent Handbook provided for each family in the program.
3. The Director is responsible for reviewing the Allergy Awareness Policy and the procedures regarding the policy with the staff during meetings and/or in-service/clock-training.
4. Parents and staff members must communicate openly about any concerns with the classroom environment and their child's safety and well-being.

### Emergency

In the event that a child has any type of allergic reaction, the following actions should be taken:

1. The child's teacher/caregiver should stay with the child. Another adult should notify the parents immediately, and then notify the Director/Church Office.
2. Medication may be given to a child only if a doctor has prescribed it and parents have filled out the "Medication Permission" form. **WITHOUT A COMPLETED FORM, NO MEDICATION WILL BE GIVEN TO ANY CHILD UNLESS EMERGENCY PROFESSIONALS DEEM IT NECESSARY.**

3. 911 will be called if the child has a life-threatening allergic reaction, if the child's condition is progressively worsening or if the situation warrants emergency medical technicians.
4. Staff members are CPR and First Aide certified.

### Pest Management Plan

The following is our policy/procedure for controlling pests (ants, bees, wasps, spiders and/or mice). We will use products that are listed as having the lowest effective toxicity level possible. We will inform you by email (or a note if you do not accept email) and with a written notice in the center at least 48 hours in advance of any treatment. If your child is absent, we will inform you by phone. We will tell you what products, the active ingredients, how the product will be applied and to what location within the center. Whenever possible the treatment will be applied on a Friday evening after 6 pm. Please contact the national pesticide hotline at 1-800-858-7378 or go to the [www.npic.orst.edu](http://www.npic.orst.edu) for more information on specific pesticides.

### Rationale

The rationale for creating such a policy is to safely and effectively achieve the overall goal. It is imperative that each child learns to avoid those things which they are allergic to whether it is foods, animals, insects, plants, etc.

The rationale behind not having a total ban on food products that children are allergic to is that:

1. It creates a false sense of security for parents, staff and students. (Food Allergy Network, 1999)
2. A ban on food products can pit parents against parents. (FAN, 1999)
3. Children want to be treated as normal by their peers. (FAN, 1999)
4. A ban on food products does not teach the child to live with the allergy, which is most important. (FAN, 1999)
5. It is not consistent with the overall goal of this Allergy Policy (see Overall Goal)

### Discipline Policy

Good communication between teacher, child and parent helps to make the total area of discipline a positive, loving, beneficial experience. We use

positive methods of discipline which encourage self-direction and good self-esteem in a firm, consistent manner.

The administration of discipline is meant not only to teach but also to help children learn acceptable behavior and proper ways to express their feelings. We work diligently to provide one on one attention when dealing with children's behavior.

In this positive guidance atmosphere, most inappropriate behaviors are avoided. Part of what children learn in their early years is how to get along with others and what behaviors are appropriate in different situations. We take a proactive and preventive approach to guidance that reinforces appropriate behaviors rather than focusing on inappropriate behaviors. To do this, our teachers are trained to use various techniques including redirection, praise and distraction.

Please note that biting, hitting, spitting or bullying will not be tolerated and will result in the immediate removal of your child from the group. Parents will be notified if their child bites or is bitten. If a behavior such as biting, spitting, hitting or bullying persists, a child may be suspended or possibly removed from the program at the discretion of the Director.

### *Biting Policy*

It is the responsibility of Ascension Early Child Care Center to ensure the safety of each child in our program. We are also aware that it is not unusual for some young children to go through a biting phase. When biting occurs, we follow these guidelines:

- Appropriate coping and/or prevention techniques will be used at all times, the objective being to correct the child's behavior.
- Each biting incident will be evaluated by the caregiver. Parent / Guardian will be notified. Each incident requires an incident report. If biting continues, a conference with the parent/guardian will be requested so that a plan of action can be developed to correct the child's behavior. This plan will provide consistency for your child while at the Center and at home.

- If these efforts fail to change the biting behavior, a temporary suspension may be necessary. It is possible that the plan of action may include removal of your child from class for a period of time lasting from one (1) day to two (2) weeks.
- If your child is removed for a period of more than one (1) month your child's space will not be guaranteed.

### Toilet Training Policy

Our staff is here to assist your family with toilet training as your child begins this important process. We are here to work together towards accomplishing this milestone in your child's life.

We realize this process is different for each child, therefore we choose to introduce this suggestion to your child in our Older Toddler classrooms.

Some children adjust quickly and are well on their way to a diaper free existence, both at the Center and at home, within a few weeks.

For others, it takes a bit longer. It is very important during this training period that both families and staff share the same goal. To do otherwise will cause confusion and frustration for your child. Staff at the Center can assist you with tips and suggestions to make this transition an easy one for all involved.

We encourage you to ask questions and discuss in detail, with your child's caregivers, any issue that may arise throughout this process. Without your assistance, we will be unable to reach this important milestone in your child's life.

### Security Policy

In order to ensure a safe and secure environment for our students and staff, child care doors locked at all times. Access Swipe Cards will provide authorized users' access through the designated entrance to the Child Care Center. Swipe cards are assigned to each parent and are for use by the parents only. All other visitors, including those visitors pre-authorized to pick up children, must ring the doorbell for entry. Parents must sign an Access Swipe Card Agreement upon enrollment to receive their assigned swipe cards.

There is a \$15 replacement fee for Access Swipe Cards.

All parents must check their children in and out every day using the Pro Care program on the check in laptop.

Visitors must check in with the Director Office or Church Office before entering a classroom.

### *Family Involvement*

Parents and guardians are always welcome at the center. We support an open door policy for you to visit your child's classroom at any time. Your participation and involvement are important to us as we work as partners to provide the best care and education possible for your child.

### *Communication with Parents/Guardians*

We desire to work in partnership with you and communicate openly. You may speak with the director directly at (248) 644-8890 or email at [stewartk@ascensionofchrist.com](mailto:stewartk@ascensionofchrist.com). The teachers, assistants and caregivers are willing to discuss your child's progress, concerns or problems. We ask that we all try to speak privately, not in front of the children or other parents. Some information shared could be of a confidential nature and we would like to respect everyone's privacy. All parents will receive daily written communication of their child's day.

Our partnership is appreciated when children have difficulties in any area of development or in adjustment to the program or discipline. When this time occurs, prayerfully, we will speak to you openly and honestly about the

situation. We ask for your ideas and feedback into what methods may work best with your child in order to better understand and meet your child's needs. If we feel special assessments are necessary, recommendations of outside sources will be provided. Our hope is that a positive plan can be developed between school and home in order to work through any situations that may occur. We will always try to be available to your family whenever you need us.



## **Parent Acknowledgement**

I have read and fully understand the guidelines and procedures set forth in the Ascension Early Child Care Center. I have a copy of this handbook for future references.

Parent or Guardian Full Name \_\_\_\_\_  
Please Print

Child's Name \_\_\_\_\_  
Please Print

Parent Signature \_\_\_\_\_  
Date

Center Director \_\_\_\_\_  
Date