

# Wasatch Christian Early Learning Center

Caring for the whole child:  
body, mind, and soul

## Parent Handbook



# Wasatch Christian Early Learning Center

585 39th Street Ogden, UT 84403 Phone: (801) 392-5784 Fax: (801) 392-5187

## **Welcome to the Wasatch Christian Early Learning Center!**

We are proud to welcome you into our family and honored to partner with you to care for your children. We strive to provide an atmosphere that will encourage and stimulate your child to grow socially, emotionally, in language development, physically in various fine and gross motor skills, spiritually and academically, as well as just having some fun!

We are working hard to make our center the “talk of the town.” It is our goal to have parents so pleased with our center that each of our classes has a waiting list! Several of our rooms already have waiting lists, which only comes as a result of happy parents who are excited about the place they leave their precious little ones each day.

Please take some time to read through this handbook and know that if you have any questions, we are just a phone call or email away! We look forward to continuing to get to know you and your family and hope you’ll stay in close contact regarding your experience at WCELC. We pray that we will be a blessing to you and are excited to walk with your child as he or she grows into a curious, courageous, and compassionate part of our community.

Sincerely,

Amanda Gagstein  
Director

## **About WCELC**

### **Our Mission:**

Our mission is to encourage your child to reach his or her full potential, develop character, be creative, be stimulated, and curious about learning.

Our elementary program, provides individualized attention for each child as we believe everyone is created unique and learns at his or her own rate, using different learning styles. If a child struggles on a concept, we come alongside him or her and provide help. If a child excels in his or her learning, then we present more challenging material.

Our infant to school age learning center focuses on developmentally appropriate practices based on play and on experiencing the world hands-on. We give your child foundational blocks to build upon as they grow and thrive.

### **A Happy Place For Children:**

Children learn by playing and working individually and in groups. Our staff plans for each child to “have fun” every day, while learning and developing basic skills. Children do NOT deserve to be yelled at or have their feelings hurt. In this center, each and every child is treated with respect, even during times of discipline. We exist to care for these children and aim to help each one feel special within their room, within the center, and we hope, within the whole city. Every child will feel safe, secure and loved at Wasatch Christian Early Learning Center. Teachers will be given needed training and instruction to ensure that they comply with this requirement.

Our purpose is to provide first quality child care services in a Christian environment with a developmentally appropriate curriculum, so that children will grow and develop while having fun. Our goal is for parents to spend each day worry-free, and for providers and staff to take pride in a job well done.

### **A Needs Based Curriculum:**

Taken from curriculum materials and many other resources, our program is noted for its timely and proper sequencing of developmental skills. Our teachers are oriented toward determining the skill level of each child in the following areas of development:

- **Physical (Large & Small Motor) Skills:** This includes running, jumping, hand to eye coordination and literally hundreds of other skills each child should develop as he or she grows.
- **Cognitive (Intellectual) Skills:** This includes the ability to think and reason, solve problems, develop and improve language and communication ability and hundreds of other skills having to do with the mind.
- **Social Skills:** This is the ability to function in society (or small groups) in a manner that's conducive to good relationships and resolves problems in acceptable ways when they arise.
- **Emotional Development:** This is learning about emotions: the why's, what's, how's, (etc.) of emotions and accepting them, then dealing with each in a healthy manner.

- **Spiritual Development:** This area of spiritual development is widely misunderstood, but in our center is the development of self-identity, self-image, self-concept, self-esteem, and our place in the world. It is vitally important that all children learn about their uniqueness and that of others within the context of a Christian worldview. We teach Bible stories, lessons, and concepts weekly in chapel and daily in each classroom. We teach the children a non-denominational view that God created us and that He made each one of us special through songs, bible stories, and even our discipline in the classroom.

We believe that each skill built becomes the foundation for new skills. With this in mind, teachers plan activities for children and observe their skill level. Then, knowing what each child is capable of, the teacher plans appropriate activities that will challenge the children to gain new skills. The learning activities will be, as Goldilocks might say, "not too hard, not too soft, but just right!" We do not want to cause frustration if children are not ready for a given skill, nor do we want to cause boredom because the skill learning activity is too easy. Both extremes lead to behavior problems in the classroom.

Our teachers plan appropriate activities for each group, based on levels of ability and interests. When we make all activities "not too hard, not too easy, but just right," the children are challenged to develop new skills and master each as they grow. And the best part? It is FUN! If you ask them what they did they'll often tell you "I played all day."

The early learning experience at WCELC is designed to help every child develop the academic and social skills needed for a smooth transition to elementary school. Our programs enable them to hone critical skills like self-awareness, listening and cooperation as a foundation for early literacy, math and other cognitive concepts.

## **Our Team**

### **A Professional Staff:**

We provide a qualified Teacher and Assistant Teachers in each room if needed to meet State ratios for each age group. Our teachers and caregivers are carefully selected based on qualifications, references, experience, and personality. We require more of our lead teachers than of assistants. We try to help ensure their success as Early Childhood Teachers by clearly setting expectations and providing regular feedback on their performance. We carefully supervise each one to verify that our goals are being met with all children. We stress that every child needs differing amounts of direction and instruction, and that every child deserves (and gets) what he or she needs in this center.

### **Committed Owners:**

Dan and Claudia Cook have been passionate about Christian education and active in making it accessible in our community since 1995. They hope you will reach out to them with any concern you have or if you'd like to discuss ideas you may have for continuing to improve WCELC. Please feel free to email them at [daniel.wcelc@gmail.com](mailto:daniel.wcelc@gmail.com).

### **An Experienced, Competent Management Team:**

Our owners have a vision for child care centers that help every child reach the maximum of their potential at each stage of growth, while making sure they feel safe, secure, and loved. In addition to the regular inspections by the appropriate State of Utah Licensing authority, Board of Health and Fire Marshall, our center is regularly inspected by Mr. & Mrs. Cook to verify that our goals and program

are being properly carried out. In addition, Mr. & Mrs. Cook have three of their grandchildren at the center.

## **Our Facility**

### **An Excellent Facility:**

Designed for education, our building and playgrounds provide a comfortable and safe place for children to grow. Our big classrooms with wide windows welcome in the sunlight and expansive areas outside provide space for children to play freely. We have video monitoring in all classrooms and have just finished an extensive renovation including decor and changes to all classrooms and the corridor, updated lighting, energy upgrades, new roofing, new heating system etc.

Classroom doors are open as much as possible and teaching staff and managers frequently enter classrooms unannounced. Open spaces help ensure appropriate interactions between students and employees. What's more, we have monitored cameras in each room and maintain a locked building all day.

WCELC is a place where children can and do feel secure, a place where you can enroll your child(ren) and go to work with complete confidence that the best care and education is being provided!

### **Hours of Operation:**

The center is open Monday through Friday, 6:00 AM to 6:00 PM. This should allow adequate time to travel safely to and from work.

### **Closed For Holidays:**

To accommodate our parents as much as possible we are only closed the six major holidays:

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

We will be open all other days Monday through Friday, including the Friday after Thanksgiving, however we will close at 3:00pm on Christmas Eve and New Year's Eve. If the Holiday falls on a weekend day, we will be closed on either the preceding Friday or following Monday, unless otherwise posted well in advance. SPECIAL NOTE: Holidays are paid days; our rates were calculated for the entire year, then divided by 52 weeks, thus there are no adjustments in your charges for holidays.

### **Programs:**

We have designed our center programs to be extremely versatile. We realize that not all parents work a 9 to 5 schedule Monday through Friday. In an effort to accommodate as many schedules as possible, we provide:

- Full Time Full Day care ages Infant through Kindergarten
- Full Day Kindergarten
- First Grade
- Second Grade
- Third Grade
- Fourth Grade
- Before and After School homework and recreation program
- Full Day activities for school age children during school closures and vacations

We make every effort to accommodate your work schedule. All enrollments are on a space-reserved basis.

## **Closing Time & Late Pickup:**

The center closes at 6:00 PM exactly. If you do not pick your child up by this time, we charge a Late Pickup Fee of \$10.00 for every fifteen minutes or part thereof that you are late, with no maximum. Our staff will try to contact you first, and then your emergency contacts as listed on your enrollment forms, if you are late and have not contacted us. If you realize that you are going to be late, please call the center immediately.

Our staff will remain in the center until 7:00 PM, in a situation where we do not hear from you and are unable to contact anyone on your emergency contact list. At 7:00 PM we will contact the Police Department, who will bring Social Services people to take charge of the child until you can be located. It is vital that you contact us if you are going to be late for any reason.

Our closing staff will verify that all children have been picked up prior to locking and leaving the building. They will check to verify that all children have been signed out on the computer and on the teacher's attendance sheets. They will also inspect every room to be certain that all children have left.

## **Getting Involved**

### **Admission and Registration:**

The center accepts children ages 6 weeks through entry into 8<sup>th</sup> grade or age 12.

Each family must fill out an application packet for each child as required by State Licensing regulations prior to enrollment in the center. We will accept children of any race or origin, religion or background, provided we have the ability to meet the needs of the child. We will not accept any child for attendance in the center until the paperwork is complete and on file in the center (physical exams are due within 30 days).

There is an annual Registration/Supply Fee of \$50.00 per child (maximum of \$100.00 per family) that must be paid before we will accept your child for attendance in the center. Families that have children two years and younger must pay the registration fee along with the first weeks tuition payment (credited to your account) to hold a space. The Registration Fee is due each year upon enrollment, and proceeds are used to replenish non-consumable supplies and equipment in the classrooms. Should you withdraw your child from enrollment for any reason, you may re-enroll by paying a Re-Registration Fee, but you lose your reserved space. Enrollments during the months of June, July, and August will be considered to be enrolled for the new school year, and will not be

charged the annual Registration Fee during September of the 1<sup>st</sup> year of enrollment, but will be charged the annual Registration Fee in subsequent years.

If you would like your child on the waiting list for the infant room, there is a \$100 fee that will be credited to your account upon enrollment.

## **Parent Referral Program:**

Please tell your friends and co-workers about our center! This is the most cost effective method of reaching out to new families for enrollment in our center, and helps us maintain our enrollment at financially stable levels!

As a way of saying thank you for your recommendation, we will give you a credit on your account for every child we enroll as a result of your referral. If you would like to pass along the contact information for friends, neighbors, or coworkers, we will even contact them! See the current credit rates below, and speak to the office for an updated list:

Kindergarten - 4th Grade - \$300  
Preschool and Pre-K (3-5 years) - \$100  
Butterflies (3 years) - \$100  
Rollie Pollies and Dragonflies (12 - 24 mo) - \$150  
Bumblebees (6 wk - 11 mo) - \$100  
Before/After School Care - \$100

## **Privacy Act and Confidentiality:**

We are required to obtain information about you and your children. All information provided to us by you is maintained in confidential files. Access to these files and this information is restricted to those on our staff with a "need to know" as required in the performance of their job duties. No information will be released to any other persons or organizations for any reason without your written authorization. There may be instances, however, when we are required to provide certain information to governmental agencies, for example when child abuse is suspected, or when a legal subpoena is presented for purposes of investigation or legal procedures. If you have questions about our Privacy Policies, please contact the director.

## **Changing Programs & Financial Agreements:**

We make every effort to accept your child on the schedule that best accommodates your work schedule and care needs. We do use Financial Agreements to help us with the budgeting process, and charges are made in accordance with the agreement you sign. Should you need to change your child's schedule, you must:

1. Notify the Center Director in the office, then
2. Fill out a new Financial Agreement (Changes may be made and initialed on your existing Agreement)

You may begin your new schedule as soon as we have the new Financial Agreement on file. Please remember that your Financial Agreement is a reservation of space for your child, which includes the amount you are to be charged for that space. Our budgeting and planning process begins with the amount of space reserved; we will charge you exactly as agreed to in your Financial Agreement.

Your Financial Agreement will remain in effect until you cancel it with a new agreement or with a Withdrawal Form. These forms may not be retroactive, but will be effective as of the date we receive them. *One week's notice is required for Withdrawal, for any reason.*

## **Pre-entrance Health Exam & Immunizations:**

Each child enrolled in the school shall receive a health exam prior to admission and every 12 months after admission. This requirement is met by having a parent complete a Health History & Immunization Record form provided by our office. If you are transferring from another center, you may bring an original health form from your old center, as long as it is less than one year old. You are required to get a new examination and form each year. All children must be immunized as required by the State Board of Health. Documentation of immunizations must be provided to the center to be included in your child's files.

## **Fees, Vacations, Attendance:**

Your fee for the space you have reserved for your child has been included in your Financial Agreement. Please make note of this amount. We are meeting your needs by accepting your child on the schedule that you request. Your contribution to the smooth operation of the center is to pay fees that you agreed to every week, on time. The cost of overhead and operation (labor, food, etc.) do not change when one, two or even 10 children are absent yet we must still meet all our obligations in a timely manner in order to keep the center operating smoothly. We cannot, for example, tell the staff that we haven't received all of our payments from parents, so your paycheck will not be issued until we do!

We charge all families who use the center for the space reserved rather than the days attended. This is a standard policy throughout the childcare industry. However, we do try to help you financially with a vacation allowance. Vacations are times that your child may be gone for a full week's schedule. This may be 5 days in one week, or 5 consecutive days over two weeks. In this situation, we reserve your child's space for one week at no charge. Vacations are earned at the rate of 1 week per every 6 months of enrollment, or 2 weeks per year for those that are enrolled during the summer as well. A "week" is equal to the number of days your child is enrolled per week. (See your Financial Agreement for further details concerning vacations.)

You have reserved a space for your child each day and week while your Financial Agreement is in effect. We honor that by not permitting another child to take that space. However, there will be times that your child will be absent. We need to know about that as soon as you know. (Such as illness) Please contact us either in person or by phone to report planned absences and illness as soon as you become aware of them. This helps with staff scheduling.

## **Special Needs Children:**

We will consider accepting children with special needs on a case-by-case basis. We will not discriminate against any child having any special need, but must comply with State Licensing regulations that require us to have trained staff members to provide for the needs of every child in the center. We are also prohibited from accepting a child who might cause an injury to other children by their behavior. In situations that require a teacher with special training to work with the needs of a child we will estimate the cost of providing a special ratio. If the parent is willing to pay those costs and we have the space that would be required without displacing other children, we will accept that child on a trial basis for enrollment in the center. The trial period will last 90 days, but may be terminated sooner if problems arise that are not worked out for any reason.

We do not provide any staff persons with special needs training as a matter of routine. Where ADA or other legislation regulating disabilities require reasonable accommodation, we will gladly comply with those rules including the requirement for reasonable accommodation.

## **Safety**

### **Signing In & Out:**

You are required to sign your child(ren) in and out as you come and go, using the computer located at the front entrance AND THEN take your child to the classroom and teacher assigned. Our director and management staff can check this computer at any given time to get a list of the children who are in the center and the classrooms to which they are assigned. Failing to sign in could result in an incorrect count of the children in a classroom, and could result in a classroom being over ratio. As a backup, the teachers are required to sign each child in and out on attendance sheets located in the classroom. In this manner, we know exactly where each and every child is at all times.

Our staff will NOT release a child to any person authorized to pick up a child, including a parent, who is obviously under the influence alcohol or drugs. This sometimes results in a parent becoming angry, but take a minute to realize that this is for the protection of the children. The solution is simple: do not arrive at the center to pick up your child if you are over or near the legal limit for impaired driving. Wait until you are able to drive safely, or call someone else to get your child.

### **Open Visitation & Restricted Admittance to Non-parents:**

You or any parent or other relative may visit or observe any place in the center at any time while your child is present. However, we do not permit just anyone to enter or wander around during hours of operation. All visitors (except parents/guardians) are required to sign in/out at the front office and need to check in with the Director before proceeding. They must be observed by a staff member at all times. Anyone without a legitimate need to be in our building with your children will be denied entry to the building and grounds. We encourage you to visit your child's classroom from time to time to observe the teacher and your child. You may observe through the open door, or if you would like to be in the room itself, it is courteous to call before, if possible, to inform the teacher. Please remember, however, preschoolers are rarely themselves when mom or dad is in their classroom.

### **Building Security:**

Our playground and indoor space is protected with a security lock system that requires a code for entry. Otherwise, entry can be gained only by calling the school number posted and having someone open the door from the inside. PIN numbers are issued to parents upon enrollment, and are deactivated when enrollment is ended. This system is controlled from the office. In the event of anyone attempting to enter our space or attempting to remove a child from the Center without authorization to do so, the Wasatch Christian Early Learning Center staff will immediately contact the local police authority.

### **Supervision of Children:**

All children are supervised at all times. Our teachers are not permitted to leave any child unattended at any time. We will permit children who are at least 3 years of age and who, in the opinion of the teachers, are capable of doing so responsibly, use the rest room. WCELC has set standards for use

of cell phones in classrooms specifically to avoid possible injury or "misplacement" of any child while a teacher is distracted. You are always welcome to call your child's teacher through our main telephone number.

### **Release of Your Child:**

For your child's safety, he or she will be released only to a parent or a person named by the parent. Please be sure that any person bringing or picking up your child checks in with the office at the time of his/her arrival or departure. Our staff is required to check IDs of any person they do not know by sight. Please do not be angry with us for taking this safety precaution - It is for the safety and wellbeing of your child!

### **Dropping Off & Picking Up Your Child:**

No child may at any time be dropped off or picked up outside in the parking lot or at curbside. This is an extremely dangerous practice from several perspectives: your child could be injured by the driver of another car who doesn't see a child crossing the drive, or our staff, not being aware that your child has arrived, would not realize he/she had left the building without being observed. We do not accept responsibility for caring for any child until you, the parent, have properly signed your child into his/her classroom (or the common room where all children enter early in the morning). We want to be sure that there are no loopholes in our operation of the center that would permit a child to be lost, injured or even frightened by anything he/she experiences during the day. This policy closes one of those possible loopholes.

### **Reporting Child Abuse:**

Existing law requires that anyone in a childcare center that "has reasonable cause to know or suspect" that a child is being subjected to abuse or neglect must report that possible abuse to authorities. We will, of course, meet the requirements of this law. Our procedure is for any teaching staff person who thinks there may be abuse to bring this to the attention of the Center Director. If the Center Director agrees that there is reasonable cause to know or suspect abuse or neglect, the teacher will contact the local law enforcement agency to report the suspected abuse or neglect.

### **Sexual Abuse Policy:**

Wasatch Christian Early Learning Center prohibits and does not tolerate sexual abuse in the workplace or in any organization related activity. The organization provides procedures for employees, volunteers, family members, board members, patients, victims of sexual abuse, or others to report sexual abuse and disciplinary penalties for those who commit such acts. No employee, volunteer, patient or third party, no matter his or her title or position has the authority to commit or allow sexual abuse.

WCELC has a Zero-Tolerance policy for any sexual abuse committed by an employee, volunteer or third party. Upon completion of the investigation, disciplinary action up to and including termination of employment and criminal prosecution may ensue. Sexual abuse is inappropriate sexual contact of criminal nature or interaction for gratification of the adult who is a caregiver and responsible for the child's care. Sexual abuse includes sexual molestation, sexual assault, sexual exploitation, or sexual injury, but does not include sexual harassment.

Any incidents of sexual abuse reasonably believed to have occurred will be reportable to appropriate

law enforcement agencies and regulatory agencies.

Physical and behavioral evidence or signs that someone is being sexually abused are listed below.

Physical evidence of abuse:

- Difficulty in walking
- Torn, stained or bloody underwear
- Pain or itching in genital area
- Bruises or bleeding of the external genitalia
- Sexually transmitted diseases

Behavior signs of sexual abuse:

- Reluctance to be left alone with a particular person
- Wearing lots of clothing especially in bed
- Fear of touch
- Nightmares or fear of night
- Apprehension when sex is brought up

Reporting Procedure:

If you are aware of or suspect sexual abuse taking place, you must immediately report it to the director of WCELC.

If the suspected abuse is to an adult, you should report the abuse to your local or state Adult Protective Services (APS) Agency. If it is a child who is the victim then you should report the suspected abuse to your local or state Child Abuse Agency. Appropriate family members should be notified of alleged instances of sexual abuse.

WCELC shall report the alleged sexual abuse incident to their insurance agent.

Anti-retaliation:

WCELC prohibits retaliation made against any employee, volunteer or parent who reports a good faith complaint of sexual abuse or who participates in any related investigation. Making false accusations of sexual abuse in bad faith can have serious consequences for those who are wrongly accused.

WCELC prohibits making false and/or malicious sexual abuse allegations, as well as deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action, up to and including termination.

Investigation and Follow-up:

WCELC will take all allegations of sexual abuse seriously and will promptly and thoroughly investigate whether sexual abuse has taken place. WCELC will use an outside third party to conduct an investigation.

WCELC will cooperate fully with any investigation conducted by law enforcement or other regulatory agencies. It is our objective to conduct a fair and impartial investigation. WCELC provides notice that they have the option of placing the accused on a leave of absence.

WCELC will make every reasonable effort to keep the matters involved in the allegation as confidential as possible while still allowing for a prompt and thorough investigation.

## **Illness—Communicable Disease Policy:**

When your child becomes ill during the school day, you will be notified at once. Our policy is to monitor any child who exhibits symptoms of illness, including an elevated temperature. Upon instruction from you, on a case by case basis, we will administer over-the-counter and prescription medications, as required by Utah Statute R430-100-17. If your child's temperature reaches 100 degrees, you will be contacted by phone and asked to remove your child from the center. If you are unable to leave work, you must arrange for another person to come within the hour. If your child is ill prior to arriving at the center, please try to make arrangements for his or her care at home or with a baby-sitter. We may deny admittance to any child who exhibits signs of illness out of consideration for the staff and other children in the Center. Should your child have a runny nose or other minor physical problem, please use your own discretion in sending him (her) to school.

We do everything we can to prevent all children from being exposed to various illnesses by other children who are sick, and we sanitize all surfaces, toys and equipment regularly. Also, in an effort to control the spread of communicable disease, prompt notice will be given to you when we suspect that your child has been exposed to any communicable disease here at the center. Needless to say, it is extremely important that we have current work and home phone numbers on file at all times.

## **Medications During School Hours:**

We do administer medicine to your child when you instruct us to do so IF you follow the legal requirements set by the State. You must fill out a Medication Request form for each drug each week that you want your child to have medicine. The medication must be in the original container with the prescription label intact or the original over-the-counter container. Over the counter medications may be given if we have a written instruction from you on file, i.e. "give Mary two child's Tylenol tablets as requested by parent". Medicines are stored in storage containers in the refrigerator, separate from all food products and away from children. Keep in mind that we will not administer medicine in dosages other than those prescribed by your doctor or by the label on the medicine bottle. We will not administer medicine from *unmarked containers*. We will not administer medicine without your specific instruction as to times and dates and amounts.

You must fill out the form, and then give it and the medicine to the staff member in charge in the office when you drop off your child. We cannot be responsible for knowing about medicine requests if you place the medicine in the refrigerator or in your child's room yourself.

We will not supply any type of medication to any child. If you wish for our staff to administer OTC meds to your child, they **must** be in original containers, and labeled with your child's name.

## **Classroom Dynamics**

### **Classroom Rules:**

We have adopted several general rules intended to create and maintain a pleasant and safe environment within the center and on the property. These are rules which we expect you to have a working knowledge of, and assist our staff with by requiring your child(ren) to comply with them while they are in your company as you come and go each day.

- Treat others as you wish to be treated
- Respect the feelings of others
- Respect personal space

- Walk, but don't run
- Respect furniture and equipment by using it properly
  - Climbing or sitting on tables could damage them
  - Chairs are used for sitting, not standing on, not jumping off of
  - Play with toys, not blinds, light switches, outlets or doors
  - Use toys in a manner that prolongs their life
- Indoor voices are used indoors
- Respect your teachers
- Be a good listener
- Help others

## **Discipline Policy:**

Our program will insure that age-appropriate, constructive disciplinary practices are used for your child. This care will allow the child time to look over his or her behavior. We will encourage children to choose alternatives in place of improper behavior. To ensure a safe and successful program, discipline is a must.

The following steps will be used for behavior modification:

- The child will be corrected and ask to change the behavior.
- The child will be redirected from the situation.
- The child will be placed in "time out."
- Parents will be contacted if behavior is not corrected.
- The child will not be subject to discipline which is severe or humiliating.
- Discipline shall not be associated with food, rest, or toilet use.
- Spanking or any other form of physical punishment is prohibited.

We will first attempt to redirect a child's actions or behavior into acceptable standards. If this is not working for a given period of time, brief, supervised separation from group activities is generally used in instances where a teacher may need to discipline a child. In accordance with State law, we do not use corporal punishment in any form or under any circumstances.

Should we be unsuccessful in helping your child behave according to acceptable standards, we will ask you to come for a conference with the teacher and Director. The staff of the school will notify you of any unusual behavior or changes noticed in your child. You can help us by letting us know of unusual and/or upsetting incidents that happen in your child's life, so that we can better understand how to deal with different behavior. We aim to be Partners with Parents!

## **Parent-Teacher Conferences:**

Each Kindergarten and grade school teacher schedules Parent-Teacher conferences during the fall, and again in spring. Conferences with your child's teacher or the Center Director are available at any time upon request. During these conferences, we discuss the developmental progress being made by your child, and, working with you, set goals for the weeks that lie ahead. We encourage you to direct pointed questions to the teachers. However, you are encouraged to bring suggestions and concerns regarding your child to our attention at any time. If we know about the things that are going on at home, we can better deal with your child in the center. With your help, together we can set goals for your child that you support.

## **Diapering & Toilet Training:**

We follow procedures established by the Board of Health and by our health consultant for diapering children. Our caregivers use disposable latex gloves (which are discarded after every change), and wash their hands after every change. The change table surface is sanitized after every change. You are required to provide all supplies for your child's diapering needs, including rash ointment, wipes, and diapers. We label your supplies and use your supplies for your child only. As your child exhibits an interest in learning to use the "big potty," our staff will work with the child to assist in the development of toilet skills. This process needs to be consistent from center to home and home to center to avoid lots of frustration on the part of parent and staff.

## **Meals & Snacks:**

A breakfast snack will be offered daily to all children in attendance prior to 8:30 AM. No breakfast foods or snacks will be served to any child arriving after 8:30 AM. Morning snack is served at or near 10:15 AM. A hot lunch will be provided to all children. An afternoon snack will be served after rest time. Menus are posted each week. Please refer to these menus for information about foods being served.

We will not serve foods or drinks other than those provided from our own kitchen. Should your child require a special diet, for medical reasons, we will discuss your requirements with you to be certain that we can accommodate your needs. If we cannot, you will be required to provide food for meals and snacks, otherwise we will not be able to accept your child for enrollment in the center.

Special treats, such as birthday cake or ice cream, if provided for all children present in the room, are OK! We need to know about this in advance, so that we can plan for it. You may make these plans with your child's teacher, but a "For Your Info" message to the Director is always nice.

## **Classroom Assignments & Promotions:**

Your child will be placed in the classroom that is the best fit for his or her level of development at the time of enrollment. Our goal is to help your child reach his or her maximum potential at each age and stage of development. Our staff persons are skilled in measuring the progress of each child and making judgments as to when a child is ready to move to the classroom that will provide the best learning experiences for his or her continued development and learning. Teachers and managers work together so that the right decisions are being made regarding your child.

## **Toys, Clothing, Personal Items:**

Due to potential heartbreak resulting from lost or broken toys and personal items, we ask that you not permit your child to bring toys, etc., from home, except on show and tell days. It is difficult to keep center toys separate from personal toys, and usage can be extra heavy in the center setting. We do have show and tell times, when your child may bring something to describe to others. Please label these items with your child's name. Masking tape usually lasts the day. Keep in mind that while we will do our best to help your child keep track of his or her things, we are not responsible for lost or stolen articles.

Your child should not bring money into the center. If our teachers become aware that your child has some money, they will place that money in a sealed envelope in the office until you arrive at the end of the day. Children should be dressed in clothing suitable for play. Clothing may be soiled or damaged despite our best efforts to prevent it, so keep this in mind when selecting your child's

clothing each day.

### **Extra Clothing / Labeling:**

We need an extra set of clothing on hand for your child in case of any type of accident. Lunchtime spills are not infrequent, and it is nice for your child to be able to change clothes if those he/she wears that day get wet or messy. Please be sure to bring a fresh set of extras into the center the day after we use the "old" set. Please label your child's clothing and blankets, etc., before bringing them to the center. We frequently have given away perfectly good items because we were unable to identify the owner. Your child's extra clothing will be kept in his or her cubby. In selecting what to bring to meet this requirement, keep in mind that clothing sometimes gets lost, despite our best efforts to keep track of it. We are not responsible for lost or stolen clothing. We will accept responsibility for damaged clothing ONLY if our staff is negligent in causing or permitting the clothing to be damaged. If your child falls, for example, while playing, and puts a hole in the knee of his or her slacks, this is something that happens during the normal course of play, and not because of negligence, so we would not pay to replace the slacks.

### **Dressing For Play:**

Young children are suited best to loose, comfortable clothing consistent with the season. You should have proper accessories available at all times, i.e., boots, and snowsuit for winter, etc. Open toed shoes, such as sandals, do not work very well for playing and could result in an injury to your child. Dress shoes may take severe abuse under normal play circumstances within the center, resulting in scuff marks or worse. We recommend that your child wear "sneakers" or other comfortable play shoes everyday.

### **Inclement / Hot Weather:**

During inclement weather (raining or temperature above or below safe levels), children do not use our outdoor playground. We make every effort to provide active games that are suitable for indoors, to help relieve the need for running and activity as opposed to quiet sitting activities. We are fortunate that our weather is good, and there are very few days that we must remain inside.

We do allow the children to play outside during hot weather, although time outdoors is limited by safety concerns. Children who do not have permission to use the sunscreen that we provide and do not have their own will not be allowed to go outside without sunscreen being applied.

### **Naps for Pre-Kinder and Younger:**

Each class naps (or rests, in the case of older children) from one to two hours. Cots or mats must be covered with a sheet, as required by licensing regulations. We require that you provide a sheet for your child's cot. These small size sheets are available at Target, and many similar stores, and are inexpensive. Label your child's sheet with his or her name with a laundry-marking pen. Your child may (but is not required to) bring a labeled (name) blanket and pillow and, if you so choose, a stuffed animal to sleep with. These may be left at school during the week, but must be taken home for laundering every weekend.

### **School Parties:**

Birthday treats are always a welcome change and allows your child to share his/her special occasion

with others. Please inform the teacher ahead of time to schedule a party. We have Fall Festival (at Halloween time), Thanksgiving, Christmas and Valentine parties—each on the last school day before the Holiday. Children may bring a costume for Fall Festival, but frightful masks, witchcraft and occult themes are prohibited. Exact details are given in the newsletters or bulletin boards.

## **TV & Videos:**

We do not permit the use of television in the center. Educational or instructional videos may be used from time to time, but we do not permit our staff to “entertain” children by “plugging them into a TV.” No more than once a week, but ideally just on special occasions, will an entertainment video be shown. Content of videos must be suitable to young children. We will not permit any video with any rating other than “G” to be shown, though “PG” may be shown to the older kids. Videos are generally only viewed for 30 – 45 minutes a week.

## **Field Trips:**

We believe that experiencing life outside the center is as important as learning to work inside. Therefore, trips may be planned for your child, especially during summer camp. Generally the school assumes the fees for trips. However, we may ask you to help pay for trips.

Field trip permission forms are included in your enrollment packet of forms, so that we do not have to go through the process of getting permission forms for every trip. However, we will not take your child on any trip without providing you with written notification of that trip prior to the day of the trip. If you arrive with your child after your child’s class has departed on a field trip, your child will be placed in another class until his or her class returns to the center.

## **Transportation:**

We have a school bus that can be driven by particular drivers with a valid driver’s licenses and approval by our insurance company based on motor vehicle department license record checks. No child will be transported without being properly secured in a booster seat & seat belt (or child seat, if under 40 lbs.). At 80 pounds or 57 inches tall, booster seats are no longer required. Should a child become disruptive during a trip, the driver will stop the vehicle at a safe place beside the road, and then deal with the situation. The vehicle will also be stopped immediately if a child removes his or her seat belt.

In case of our vehicle being involved in an accident, the driver will contact 911 first, and then contact the Director. Emergency medical permission forms and emergency contact forms are taken on every trip, to facilitate contacting parents. Our vehicles are equipped with cell phones that enable the Center Director to communicate with the drivers.

# **Extenuating Circumstances**

## **Delinquent Accounts / Late Payment Fees:**

You have agreed to the due dates (day of week) for your payments to be received by the center. These dates will be enforced, with the late payment charge being added to any account that is overdue for each week’s payment that is not on time to offset our cost of processing. All payments received are applied to the oldest week for which payment is due. The Late Payment Fee is charged

for if your payment is late. Specifically, your child will be dis-enrolled if you fall one week behind in your payments for the space you are reserving, unless you make specific arrangements with the Director. If you are having financial difficulty, please let us know. We are committed to doing everything we can to help you. We like to work with those who will communicate with us about the problem. If we are unable to secure payment, we will submit the debt to a collections agency or file the appropriate legal documents to bring suit in the County Court having jurisdiction, in which case we will be entitled to legal fees to cover collection costs in addition to the amount due. We also report all bad debts (accounts left unpaid after 30 days) to the Credit Bureaus.

### **Dis-enrollment By Center:**

The Center reserves the right to dis-enroll any child whose account is not paid in accordance with your Financial Agreement, or for reasons of incompatibility between the center management and a parent. The owners, managers and staff of the center will not tolerate verbal abuse or threatening demeanor directed toward them from anyone. Such actions on the part of any parent will be cause for immediate dis-enrollment of the child(ren) of the parent involved. See your Financial Agreement for specific details and reasons for dis-enrollment.

### **Emergency Situations:**

Wasatch Christian Early Learning Center maintains a fire alarm system, which is monitored 24 hours per day. In addition, the center has disaster drills twice a year and has posted evacuation plans in case of an emergency. In the case of severe weather, Wasatch Christian Early Learning Center's teachers have been instructed in procedures that should be followed. Most staff are trained in FIRST AID and CPR in within 30 days of beginning employment in our center. We will immediately notify the local law enforcement agency and request assistance for any and all non-medical emergencies. For medical emergencies, please see the next section.

### **In Case of Injury:**

We have a set plan of action to cover injuries, should one occur to a child in the center. First, we provide First Aid, as necessary, to the child, while a second staff member takes other children to another location. (If there is no question about being able to move an injured child, the child is moved while other children stay put.) The Director supervises the care being provided to the child, to be certain that we are doing everything that should be done, and doing it correctly. As soon as possible, once the situation is under control, the Director will contact you to let you know what has happened and what we are doing. Should the injury be serious, we will contact 911 for immediate professional assistance. The rule of thumb is "better safe than sorry", so it may be possible that emergency assistance is requested but not needed in the end. Please don't be upset with us for being cautious in any such case.

If your child suffers a minor cut or bump on the head, we will provide First Aid, then contact you to inform you of the situation. We want you to be aware of these situations and have an opportunity to make your own decision about having your child see your doctor. Our staff is not qualified to render medical opinions; the decision to see or not see your physician is yours alone to make. The staff person in charge of your child's group completes accident reports when an injury occurs. You will be given a copy of this report. We maintain an accident log, and review it to find patterns, such as an excessive number of accidents occurring in the same group, etc.

WCELC is not responsible for any medical or first aid cost in relation to injuries or other medical

conditions such as seizures, allergic reactions, etc. This is strictly the responsibility of the parent.

## **Looking Ahead**

We are fully licensed under State of Utah regulations. We operate our center in compliance with all licensing standards & rules by choice because we want our school to be the best there is in Ogden! We welcome your suggestions, comments, and complaints. Each will be heard and implemented where possible or resolved as needed to maintain our happy environment for our kids, our clients, our staff and our owners.

We are a team. You are the head of that team, but we have a tremendous influence over your child during the that that he or she is in the center. For the sake of each child, please stay in close communication with your Director. We are committed to resolving any problems that may arise and are grateful for any input you have.

We care about each child as an individual, not as a commodity to generate money. We aim for this center to stand above the rest, for you to notice that there is something wonderfully different about us. We do not simply want to meet your expectations, but exceed them. We believe that open, honest communication is the key to making this happen!