



Southgate Children's Academy

Where Love and Learning Grow Together

Parent Handbook

Effective January 2016



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Table of Contents

	<u>Page</u>
Welcome to SCA / Our Background and Philosophy	4
<u>Program Overview</u>	
• Program Description	4
- Infants	
- Toddler 1	
- Toddler 2	
- Preschool	
- Pre-Kindergarten	
• Our Environment	6
- Equal Opportunity Statement	
- Harassment Free Workplace	
- Violence	
- Substance Abuse	
• Enrolling Your Child	6
- Prior to Enrollment	
- Start Date	
- Enrollment/Orientation	
- Fees/Tuition	
- Your Child's Records	
• Day-to-Day Work Policies & Procedures	8
- Hours of Operation	
- Parking	
- Phone Calls	
- Confidential Information	
- Performance Evaluations	
- Open Door Policy	
- Holidays/In-Service Days	
- Inclement Weather Conditions	
- Emergency Drills	
• General Classroom Policies & Procedures	9
- Classroom Orientation for Families	
- Communication for Families	
- Family Participation	
- Family Concerns/Complaints	
- Child Attendance	
- Morning Goodbyes	
- Child Pick-Up	
- Emergency Contacts	
- Children's Allergies	
- Child Classroom Files	
- Child Photographs	
- Developmental Screenings	

- Lesson Plans	
- Sleeping	
- Eating	
- Birthdays & Parties	
- Diapering	
- Toilet Training	
- Personal Items	
- Clothing	
- Cleaning	
- Discipline	
- Playgrounds/Indoor Playrooms	
- TV Usage	
• Classroom Health & Safety	15
- Hand Washing	
- Illness Policy	
- First Aid	
- Accident Reports	
- Medication	
• The Kitchen	16
- General Rules & Regulations	
• Employee Code of Conduct	17
- Employee Responsibility	
- Dress Code	
• For Your Health & Safety	17
- Security	
- Smoking	
- Universal Precautions / Blood born Pathogens	
- First Aid/CPR Training	
- Suspected Child Abuse Reporting	
• Termination/Withdrawal of Enrollment	18
- Procedures for Withdrawal	
- Procedures for Termination	
- Return of Property	
<u>Summary of Licensing Regulations</u>	18

Welcome to Southgate Children's Academy!

Our mission is to provide the highest quality care for children ages 6 weeks to preschool. Our philosophy is that children learn best through play, both teacher-directed and child-directed. Our goal is to provide an environment where the children feel loved and nurtured, lasting friendships are encouraged, and where they can develop a life-long love for learning and growth. Our goal is joyful learning!

SCA is proud to be an independent, locally owned and operated school with an emphasis on the development of a strong sense of community. We strive to operate this one facility well, and are not driven by corporate or franchise policies. Parent involvement and feedback is very important to our success and is encouraged.

Please read this handbook carefully and familiarize yourself with SCA's structure, philosophies, goals, policies and procedures. Although we reserve the right to revise the handbook at any time, we will inform you promptly of any changes that could affect your family. Please also visit our website: www.SouthgateChild.com for more information and updates. Our management staff also sends regular communication via emails, so please make sure you are getting emails regularly after enrollment, and that we have accurate contact information on an ongoing basis.

Program Overview

. Program Description

Our classrooms are all curriculum-based and tailored to meet your child's behavioral, social, and developmental needs and goals. Lesson plans are custom developed monthly by our qualified and trained teachers and reviewed/approved by the Director of Education. Lesson plans incorporate language, vocabulary, art, music, writing, math and science, as well as time for free play and dramatic play.

Children are assigned to a specific classroom with one dedicated and loving full time teacher who will get to know your child and your family very well. Developmental screenings are completed periodically. Children are transitioned into the next level classroom based on physical, social, cognitive, emotional and behavioral milestones.

- Infants (6 weeks to 12/15 months)
 - The Infant Program accepts children beginning at age six weeks. The program is designed to enhance and stimulate your infant's cognitive development, gross and fine motor skills, and beginning communication skills. Our infant classrooms are set up to maintain a true four to one ratio. We feel this smaller environment provides less exposure to illnesses, reduces overstimulation and allows the infant to bond with one special teacher.
- Toddler 1 (12/15 months to 24 months)
 - The Toddler 1 Program has a six to one ratio. With this low ratio, the teacher is able to work closely with each child on a variety of skills. The program emphasizes the development of social skills, fine and gross motor skills, and cognitive skills. Children should be walking well and taking one nap per day to transition to Toddler 1. Our Toddler 1 children are also eating table food from our daily menu.
- Toddler 2 (24 months to 3 years)
 - The Toddler 2 Program continues with the same basics as the Toddler 1 Program, with an emphasis on the continued development of social and communication skills

and greater independence. Our older toddlers begin the process of preparing for preschool and potty training.

- **Preschool (3 & 4 years)**
 - Around the age of 3, toddlers transition to our Preschool Department. Children entering the Preschool must be potty trained. Emphasis is on more structure and an advanced learning environment, incorporating pre-reading and pre-writing skills.

- **Pre-Kindergarten (5 years)**
 - The Pre-K Program is for older children who are getting ready to enter Kindergarten. The children are introduced to the concepts they will be learning when they enter the elementary school system. Emphasis continues on pre-reading and writing skills, and the development of excellent social skills and key traits such as self control, responsibility and respect for others. The ratio for this class is ten to one, which allows for a variety of individualized learning through a balance of child and teacher directed activities.

SCA utilizes the Get Set for School Pre-K Curriculum, which has proven success in preparing pre-k students for kindergarten. The hands-on multisensory teaching tools make learning fun and easy, as the children sing, play, color and build their way to a lifetime of joyful learning. See GetSetforSchool.com for tutorial videos, at-home extension opportunities and more information about this approach to early learning.

SCA is licensed and accredited by the Department of Human Services (DHS) and complies with all guidelines established by DHS. We maintain standards for a 3-STAR rating, the highest rating possible. Our teachers are assessed onsite annually as a part of the 3-STAR rating requirement.

Extracurricular Activities

In addition to the classroom curriculum outlined above, the following enrichment classes are included in your tuition:

Music/Fitness – Children in the classrooms Toddler I and up participate in this program led by Music N Motion, which comes to SCA twice a month and incorporates music and educational physical fitness through the use of music, instruments and a variety of equipment such as parachutes, balls, ribbons and more.

Art and Activities – Children in the classrooms Toddler II and up participate in bi-weekly Art classes. The goals of the Art Program are to introduce the children to various art forms and to use art activities to enhance and re-enforce our monthly curriculum themes.

Spanish - All Toddler II classes and preschoolers participate in the weekly Spanish program. The goal of the program is to introduce the Spanish language by learning colors, months and days of the week, numbers, basic words and songs, and special themes and celebrations.

In addition to Music/Fitness, Art, and Spanish classes which are included in tuition, currently there are two additional optional activities available for an additional monthly fee. Fees are paid directly to the instructor with no commission to SCA.

Tumble Weeds Gymnastics - This class is taught by Ms. Erica, who comes onsite one time per week. It is a fun and creative approach to building physical fitness, coordination and positive self esteem. Children ages 2 1/2 and up are introduced to the basics of gymnastics in a non-competitive environment.

Dance and Creative Movement – This class is taught by Ms. Maggie and focuses on Dance fundamentals and creative movement. The class is offered one day each week for our Toddlers and up, offered in blocks of 5 week sessions.

A curriculum board is posted in the preschool hallway by the main office which outlines the monthly classroom curriculum and themes, and includes a schedule of all extracurricular classes. Forms to sign up for the optional classes are available on that board, as well as current pricing information.

• Our Environment

- Equal Opportunity Statement
 - Southgate Children’s Academy complies with the principles and laws of the state of Tennessee and the federal government, including applicable Executive Orders, pertaining to civil rights, equal opportunity and Affirmative Action. Southgate Children’s Academy policy prohibits discrimination on the basis of race, gender, religion, age, color, creed, national or ethnic origin, physical, mental or sensory disability, marital status, sexual orientation, and status as a Vietnam-era or disabled veteran in the recruitment and admission of students, the recruitment, employment and retention of faculty and staff, and the operation of all SCA programs, activities and services.
- Harassment Free Environment
 - SCA intends to provide an environment that is pleasant, healthy, comfortable and free from intimidation, hostility or other offenses, including sexual harassment. Harassment of any kind (verbal, physical, visual or any other disruptive activity by any individual) is prohibited and not tolerated.
 - What is Sexual Harassment?
 - According to the Equal Employment Opportunity Commission, unwelcome advances, requests for sexual favors and other verbal and physical conduct of a sexual nature constitute sexual harassment when 1) submission to such conduct is made explicitly or implicitly a term or condition of an individual’s employment; 2) submission to or rejection of such conduct by individuals is used as a basis for employment decisions affecting such individuals; or 3) such conduct has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile or offensive work environment.
- Violence
 - Our policy is to provide a safe environment for employees, children and families. We will not tolerate any acts or threats of violence in or about SCA’s facility.
- Substance Abuse
 - SCA is committed to providing a safe, productive and quality environment.
 - Employees must function at SCA free of illegal drugs, alcohol and other performance inhibiting substances. Infractions will not be tolerated.
 - Children will not be released to anyone, including a parent, who has been drinking or appears to be impaired and has no other driver. In such cases, an emergency contact will be called.

• Enrolling Your Child

- Prior to Enrollment
 - A completed enrollment packet must be submitted to the office, along with the registration fee and a current Tennessee Child Care Immunization Form.

- Families are responsible for ensuring their child(ren)'s immunizations are current and that SCA has an updated record on file. Immunization requirements are established by the Department of Children's Services and the Department of Health. Parents/guardians neglecting this responsibility may be subject to child suspension until proper documentation is received.
- **Start Date**
 - The first day your child attends SCA is your official start date.
- **Enrollment/Orientation**
 - Our goal is to introduce our families to SCA and inform them of applicable policies and requirements.
 - Before your child's start date please schedule a time for the following: complete and ask questions regarding paperwork or policies, if needed; meet with your child's teacher; introduce your child to the teacher and classroom; and any follow-up activities as needed.
- **Fees/Tuition**
 - A non-refundable registration fee is due prior to enrollment. The payment of this fee assures placement for your child on the date mutually agreed upon.
 - Tuition payments are to be made in advance. SCA will accept payment on a weekly basis or may be paid in advance for any length of service. Tuition is due each week by 11:00am on Tuesday of that week. An annual supply fee is also due each September 1.
 - We provide the following payment options: payment by check, cash, money order, or automatic draft. There are designated collection boxes located at each entrance for your payment if you choose not to enroll in automatic draft. Automatic draft is set up to come out of your account every Monday, and is our preferred method of payment.
 - Tuition is due every week. If your child is absent, full tuition remains due, with no exceptions for holidays, teacher in-service training days (2 per year), vacation, illness, or SCA closure or change in operating hours due to weather or any other circumstances requiring closure or a change in SCA's operating hours.
 - If a payment is late, you will be charged a \$10 late fee for each week the tuition is overdue. If total charges (late fees + tuition) are not paid within two weeks after the due date, your child will not be admitted to SCA until full payment is made. If total charges are not paid within one month after the due date, your child's enrollment will be terminated.
 - There will be a redeposit fee added to the account for returned autodraft and checks returned that are able to be deposited again. For checks returned without an option to redeposit, a returned check fee will be added to the account. Cash or cashier's check will be required for payment if returned checks become a continuing issue.
 - All fees (including weekly tuition) are subject to periodic increases based on budget needs, cost of living and standard of living adjustments. We typically increase rates each January, and provide a minimum of four (4) weeks written notice.
 - Each child is eligible for one (1) free week of vacation after each year of consecutive attendance. Please notify us via email or in writing at least a week prior to the week the vacation time is to be used. The earned vacation credit is to be used during the following twelve months, and must be used when your child is going to be absent.
 - In 2016, families with more than one child enrolled will receive a 10% discount off the total tuition. In 2017, the multi-child discount will be reduced to 5%.
 - Our best referrals of other families come from our current and past happy families. If you refer a family who enrolls a child and that child stays for at least three (3) months, you will receive a one week tuition credit, to be used at the three (3) month mark.

- **Your Child's Records**
 - We maintain records for each child for documentation purposes and to comply with government record keeping and reporting requirements.
 - You are responsible for ensuring any personal information regarding your child is correct and current. Changes must be in writing and given to a member of management.

• **Day-to-Day Policies & Procedures**

- **Hours of Operation**
 - Southgate Children's Academy is open Monday thru Friday, 7:00 am to 6:00 pm.
 - Children may not be dropped off our opening time and must be picked up by closing each day. A late fee of \$1 per minute will be charged for each minute a child is left after the 6:00 pm closing time.

Secure Entry

Upon enrollment, each parent will be given a pre-programmed key fob that allows secure entry into our facility. The key fob is the property of SCA and must be returned if your child is dis-enrolled or graduates. There is a \$25 fee for lost or unreturned key fobs. Please do not give your key fob to anyone else for pick-up of your child. If someone other than an authorized parent is picking your child up, please follow the policies outlined in the Child Pick-Up Section below (advance written notice, proper identification required).

Please sign your child in and out each day, using the keypad by the main entrance and the code you will be assigned. We are required by licensing policies to keep a daily log of children signed in and out. If you drop off and pick up using the front entrance, there is a manual sign in and out sheet by the stairs.

- **Parking**
 - Please do not leave children or valuables unattended in the parking area. SCA will not be responsible for any issues related to leaving children or valuables unattended in vehicles.
 - Williamson County codes require emergency access to our school; please do not block the drive or entrances. Park only in designated spaces.
- **Phone Calls**
 - The school has telephone facilities for business purposes. Please feel free to call us at 615-377-0033 any time during the day to speak with a member of management, a teacher or your child.
- **Confidential Information**
 - All information at SCA is strictly confidential. Our employees should never discuss information regarding the children, families and other employees casually, either inside or outside of SCA. (This policy includes revealing the names of other children involved in incidents.)
 - A parent must sign a written release before any information can be shared with another agency.
 - Discussions of issues related to parent concerns or their individual child should be conducted during a conference to protect confidentiality.
 - Our employees are not allowed to discuss the business of the school. Any requests for information should be directed to management.

- **Open Door Policy**
 - We have an open door policy that encourages you to share your ideas and suggestions. Our open door policy is to allow you to visit the school when you wish. You may stop by to visit your child at any time during the day.

- **Holidays/In-Service Days**
 - The following holidays will be observed:
 - New Year's Day, President's Day (teacher in-service), Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day (teacher in-service), Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve and Christmas Day. The Holiday Calendar is also available on our website.
 - SCA provides two teacher in-service days annually. On these days, teachers will report for training but SCA will be closed to children. Tuition will remain the same for weeks with holidays and in-service days.

- **Inclement Weather Conditions**
 - SCA serves working families; therefore we rarely close due to weather and environmental conditions. However, please also keep in mind that our staff members live in various parts of the middle Tennessee area. We always make decisions regarding changes in operating hours with the safety of our families and staff in mind, and must maintain required teacher to child ratios at all times.
 - Any adjustments in normal operating hours will be posted via an announcement on our website (www.SouthgateChild.com), our Facebook page and via an email message. You may also receive a text message or call from your teacher or management, especially in the event of a power outage that prevents us being able to access our email system or website access. We also utilize a text alert app called REMIND. Information on signing up for this text alert system is included in your enrollment packet, or you can see the management staff.
 - Typically if the weather is worsening during the day and there is a direct hazard, we will close early. Again, changes will be determined and communicated as the day progresses.

- **Emergency Drills**
 - All emergency procedures and evacuation plans will be posted in each room. For complete details regarding our emergency plans, please ask your teacher.

• **General Classroom Policies & Procedures**

- **Classroom Orientation for Families**
 - SCA teachers will provide an orientation packet for the parents/guardians of new enrollees or transitioning children. This information should include the classroom's basic routines, procedures, goals, rules, etc.
 - The following items need to be labeled and brought for your child:
 - Infants – diapers, wipes, extra supply of formula/milk for emergency situations, any food that is needed (SCA will provide food from our menu if given permission and when developmentally appropriate) and extra clothing.
 - Toddlers – diapers, wipes and a minimum of two changes of seasonally appropriate clothing.
 - Preschoolers – a minimum of two changes of seasonally appropriate clothing.
 - Teachers will provide families with a list of any items that need to be provided from home in addition to the above lists.

- **Communications for Families**
 - Infant & Toddler Families

- You will receive a daily report for your child. The report will contain information on items such as diapering, eating, sleeping, activities, and items needed.
 - **Preschool Families**
 - You will receive a daily report. The report will inform you of what the class has been doing, what they will be doing and other important information.
 - Each classroom has a folder area for the children in that room. This will be used for communication purposes with the families. (daily reports, newsletters, accident reports, art, notes, etc.) Please check your child's folder each day.
 - You will receive regular email communication from the management staff. Please also call or come by the office any time you have a question or concern.
- **Family Participation**
- SCA has an active parents association known as SCAPA (Southgate Children's Academy Parents Association.)
 - We encourage and expect family involvement to enhance the quality of your child's experience at the facility by:
 - serving on at least one committee through the parent association;
 - attending scheduled parent meetings; and
 - actively participating in fund-raising efforts sponsored by the parent association.
- **Family Concerns/Complaints**
- We encourage families to provide ongoing feedback so we may meet and exceed your needs and expectations. If a parent ever has a concern, please feel free to speak with your teacher, your department head, or a director. Conferences are always welcomed as well. Annually, we send out a formal customer feedback survey and appreciate your participation. Feedback enables us to continually improve and ensure we are meeting your needs.
- **Child Attendance**
- Southgate Children's Academy will not be responsible for any child until the child is personally delivered to a staff member inside SCA and the staff member acknowledges and accepts the child for the day.
 - Southgate Children's Academy requests that all children are dropped off by 9:00 am, when our active learning time and activities begin, and to reinforce consistent routines. We believe the children have a better day when there is a predictable routine and schedule. Please call if you are going to be late or absent. If you are going to arrive after 10:00 am you must call so your child will be included in the daily lunch count.
 - Due to lunch and nap schedules, we strongly discourage drop offs after 11 am (unless you have made prior arrangements with management due to special circumstances). This rule does not apply to children in the infant department.
- **Child Pick-Up**
- Children will be released only to parents/guardians, those who are listed on the emergency card as being authorized to pick-up the child or those authorized by the parent/guardian through a hand-written, signed note. Children will not be released to siblings under the age of 18 years.
 - If someone other than the parent/guardian is picking up the child, the parent must either call the office and speak directly with one of the directors, speak with a director in person, or hand deliver or email a written, signed note. If we do not have confirmation regarding the change in pick-up, the child will not be released.
 - Anyone other than the parent/guardian must present a photo ID, which will be copied in the office, for release of the child. This policy includes those listed on the emergency contact list or pick-up list.
 - For safety reasons, SCA staff will not release children to any person, parent or otherwise, whose behavior may place the child in immediate risk. This policy includes

intoxication of any kind. If it is believed that the person picking up a child is intoxicated, a staff member will call the alternate parent or another emergency contact.

- **Late Pick-Ups**

- SCA closes at 6:00pm and the time-clock computer will determine this time.
- If you are late picking up your child, the fee will be \$1.00 per minute after closing. (We understand that there are occasional emergencies and will always take those into account.) Families will be charged on their accounts. Payments are to be made to SCA with the next tuition payment.
- If you are late picking up your child and no contact has not been made to the school regarding the late pick-up, all efforts will be made immediately to contact the parents/legal guardians. If parents cannot be reached, we will begin to contact your emergency contacts.

- **Emergency Contacts**

- Each child must have an emergency contact form on file in the office.
- Each classroom will have a Child Information Card that lists the emergency contact for the children in that classroom.
- It is your responsibility to update any emergency information as soon as possible. This must be done with a signed note turned in to management.

- **Children's Allergies**

- All children's allergies and/or dietary needs will be posted in each classroom, the kitchen, and the office in a place that is easily seen and noticeable. Please make sure your child's information is accurate and updated with our office staff and your teacher.

- **Child Photographs**

- By enrolling at Southgate Children's Academy, you give our staff permission to take pictures of your child.
- These pictures are the property of SCA and may be used for classroom purposes, decorative purposes or advertising purposes.

- **Developmental Screenings**

- SCA will complete updated developmental screenings on each child, with parent permission. After these screenings are completed, an optional conference can be scheduled with your teacher.

- **Lesson Plans**

- All teachers are responsible for creating and implementing a monthly lesson plan and newsletter. Each new lesson plan and newsletter will be posted in the classroom and a copy sent home with your child.

- **Sleeping**

- SCA provides all linens for naptime. We send the sheet and blanket your child has used that week, home with you each Friday (or applicable day if part time), for laundering at home. Please launder and return the linens the following Monday (or the next day your child is attending). We will wash soiled linens, along with any other washable item that has been "mouthed" or needs to be laundered, as needed at SCA during the week. If your child has a special blanket or stuffed animal they normally sleep with, you may send it for rest/nap time. Please make sure it is clearly labeled.
- SCA will not put a child to sleep with a bottle or "sippy" cup.
- Each infant will have his/her own crib, labeled with the child's name.
- Each infant room has a designated evacuation crib.
- Due to an increase risk of SIDS, the only thing that will be allowed in your child's crib is a sheet on the mattress and a light blanket.

- Infants must be placed on their backs when sleeping. There is NO exception to this rule, unless there is a medical reason. Exceptions require a doctor's release on file.
- Infants will be allowed to sleep according to their own time schedule.
- Each toddler and preschool child will have his/her own mat.
- Toddlers and preschool children will have a nap/rest period from 12:00 – 3:00.

– Eating

- Our menus will be posted on a weekly basis on the office door and the SCA website.
- If your child is on a special diet, it is your responsibility to inform management of any changes as they occur. We will try to make substitutions in the regular menu for your child. In certain cases, we may require you to provide any or all special meals.
- We provide delicious and nutritious meals/snacks for the children. No outside food or drink is allowed at SCA to replace the meal or snack being served. Exceptions to this rule are allergies/special diets, birthdays/parties, and for infants. Details are explained in each of those separate sections.
- For Infants:
 - Formula and cereal must be prepared and provided by the parent/guardian. The staff is not allowed to prepare these items when brought from home.
 - We are not allowed to save opened containers of baby food for later use. It must only be used once. After a bottle is removed from the refrigerator and heated, it can only be used for up to 1 hour.
 - We cannot accept previously opened containers of baby food. If you buy the larger jars that are meant for multiple feedings, please bring the day's portion in a separate sealed container.
 - All bottles must be individually labeled with your child's name and promptly refrigerated.
- For Older Children:
 - Any child present at a meal or snack will be served.
 - You are responsible for feeding your child if he/she will arrive at SCA after a meal/snack time. No exceptions will be made. Do not bring your child in after a meal/snack with their own food. You must feed them before arriving at SCA.

– Biting Policy

According to the American Academy of Pediatrics, "there are many ways your child can show anger, but biting is one way that is not acceptable. Toddlers who are still learning to talk may bite to express their excitement or frustration, but it should be addressed immediately." In our infant and toddler I departments, our policy is to tell the biting child that biting hurts and we don't bite, while offering comfort and attention to a child who has been bitten. Every effort is made to prevent bites from happening. In our Toddler department, if a child has bitten other children twice in one day, the parent will be contacted to pick the child up. Please cooperate with us by reinforcing at home that biting hurts and is not okay. In our preschool department, after a 90 day transition period to the new department, the parents will be called to pick up any child who bites another child or teacher.

- Parties and Birthdays:

- Families are welcome to celebrate a child's birthday at SCA.
- We ask families who are having parties away from SCA to mail invitations if not everyone in the class is invited. But, if everyone in a class is invited, you may pass out the invitations at the school.
- If you choose to provide treats for a party, it must come from a store or restaurant and be pre-packaged. Due to allergies, please do not bring anything with nuts or peanut butter. Please also check with your teacher about other allergies in the room that are applicable. These precautions are required for the health and safety of all children.

- Diapering:

- Staff will follow the 8-step diapering procedure as required by licensing standards.
- Diapers will be checked at least every 2 hours. If a child is not wet it will be marked on the daily report that your child was dry.

- Parents/guardians are responsible for keeping a supply of diapers, wipes and clean clothing (all labeled) at SCA.
 - Children in diapers must wear clothing to cover the diaper. Pants, shorts, bloomers (if in a dress) are appropriate. Diapers must not be exposed.
 - SCA cannot wash any soiled clothing, per health department regulations. (This includes rinsing item out.) The clothes will be placed in a sealed plastic bag to take home.
- Toilet Training
- Toilet training will be coordinated with the parents/guardians. In accordance with licensing regulations, toilet training will not begin until after an initial four week adjustment period from the date the child's first day in the classroom.
 - SCA does not allow "pull-ups" to be used and we do not use "training chairs".
 - Teachers responsible for toilet training have guidelines available for review.
 - To begin the process, the parents/guardians will enter into a signed contract with the child's teacher. If the contract is broken during the training time (such as putting the child back in diapers), the training will stop until a new agreement has been signed.
 - Children's hands will be washed after toileting.
 - Parents/guardians will be responsible for keeping a supply of clean labeled clothing at SCA. This policy includes all items a child wears such as socks, shoes, pants, etc.
 - Soiled or wet clothing will be changed immediately. As stated in previous section, SCA cannot wash any soiled clothing per health department regulations. (This includes rinsing item out.) The clothes will be placed in a sealed plastic bag to take home or disposed of if the teacher is authorized by the parent(s) to dispose of the clothing item.
- Personal Items
- Children's individual items, such as combs, towels, brushes, etc. will be labeled and used only by the owner.
 - Pacifiers are allowed for infants according to parental instructions. Pacifiers are allowed for newly transitioned Toddler 1 children at nap time only. Pacifiers are not allowed in Toddler 2 or preschool rooms. SCA believes they hinder speech development and are unsanitary in an older group setting.
 - Families are asked not to send personal toys with your child. We have many toys at SCA that are especially made for many pairs of hands each day.
 - On occasion, a teacher may ask families to share items or have a show-and-tell. In these instances, please feel free to bring items from home.
 - In all instances, please remember that SCA is not responsible for personal items that are lost or damaged.
- Clothing
- Dress your child in washable, sturdy play clothes for school. They should be comfortable and suitable for the weather. We have a "hands-on" active approach to everything and children are messy by nature.
 - Children in diapers must wear clothing to cover the diaper. Pants, shorts, bloomers (if in a dress) are appropriate. Diapers must not be exposed.
 - Tennis shoes are great! We discourage wearing boots or open toed sandals. We do NOT allow "flip flop" type shoes, because they are unsafe on the playgrounds. Per fire department regulations, children are required to wear shoes at all times, including during nap time.
 - All children must have an extra set of clearly labeled clothing (shirt, pants, socks, shoes, underwear, etc.) at the facility at all times. It is also suggested that you keep an extra jacket or sweater here since the temperature can change throughout the day. We suggest placing the items in a large "Ziploc" type bag and writing your child's name on the outside for easy identification and storage. SCA is not responsible for finding

alternative clothing for your child, although we do keep a limited supply of extra clothing on hand in our laundry room.

- Cleaning

- Any item that is toxic or labeled “keep out of reach of children” must be kept in a childproof area. (lock box, child safety lock on drawer, closed cabinet out of reach, etc.) Please do not leave such items on counters or in children’s bags.
- Each classroom will have a sanitizing solution that is labeled with the name of the solution and the date it was mixed. This solution will be used to sanitize and clean tables, counters, changing areas, mats and other cleaning.
- Each classroom will be swept, cleaned and sanitized daily. All toys will be sanitized daily. Any toy that has been “mouthed” will be either sanitized immediately or put aside to be sanitized at the end of the day.
- Diapering areas will be cleaned and sanitized after each diaper change.
- Our facility is professionally cleaned each night.

– Discipline

- Discipline is used to teach a child. It is done through love, consistency and firmness.
- Discipline methods will be implemented through positive guidance to help children develop self-control and assume responsibility for their actions.
- SCA strictly prohibits any form of corporal punishment.
- SCA does not allow yelling, threatening, shaming or humiliating children. A soft, yet firm voice will be used when discussing a problem with a child. We always explain and discuss a child’s behavior through positive reinforcement.
- If a problem continues and progress towards acceptable behavior is not being achieved, a conference may be held with the teacher, management and/or parents/guardians. Should this approach fail, we reserve the right to dismiss any child/family from SCA who shows a lack of consideration for others and their safety, and when we believe continued enrollment is not in the best interest of the child and/or classmates.
- Acceptable discipline techniques include:
 - From birth through one year, redirect children to other activities or toys.
 - Provide natural and logical consequences. (For example, if a child is throwing blocks they will “lose their turn” in the block area for a specified time.)
 - If the child can communicate, encourage using words to resolve conflicts.
 - Model the behavior you want to see from the child. (For example, if you want a child to use manners then you should be saying thank you, etc.)
 - Limit a child’s choices of activities if inappropriate behavior is becoming a problem.
 - Separation of children may be effective in the case of two or more children having a problem playing together.
 - SCA uses positive reinforcement and redirection and as a last resort will ask a child to “take a rest”.

– Playgrounds/Indoor Playrooms

- The playgrounds/indoor playrooms are extensions of the classroom.
- The children will go outside every day for approximately one hour, except in cases of severe weather. Please dress your child according to the weather by always assuming we will go outside. (Warm weather dress or cold weather dress – such as hats, gloves, boots, etc.)
- In accordance with licensing requirements, each child is required to participate in indoor and/or outdoor physical activity. If you do not wish for your child to participate in our daily activities due to illness or a different reason, please do not send your child to school that day.
- We strongly suggest you provide sunscreen for your child during times when children are wearing clothes that expose more of their skin. (Shorts, short sleeves, water days

in summer, etc.) You must sign a release form for sunscreen to be used. Make sure the sunscreen is labeled with the child's first and last name.

- Children are very active and we must be mindful of their safety at all times. For this reason we must insist that children (even older siblings) are not allowed on the playground unsupervised.
- Please make sure all gates and doors are closed when entering or exiting the playground or playrooms.
- Please do not use the gate on the Preschool playground for entering or exiting. It is intended for emergency use only. Parents picking up must enter and exit the building.

• Classroom Health & Safety

– Hand Washing

- Hand washing is a primary health care issue. It is our first line of defense against illness. A sign will be posted over each sink with the instructions for proper hand washing. Please follow these instructions.
- It is our job to teach proper hand washing to the children, and to ensure they wash hands before and after eating, before and after sand or water play, upon arrival, after wiping a nose or any other contact that could lead to a contagious illness or after toileting.
- Any child who has upper body control must wash their hands with soap and running water at the above listed times. Infants will have their hands wiped by their teacher with a wipe.

– Illness Policy

- If a child is sent home due to an illness, a health care referral form will be used. The child may not return the following day (24 hours), unless seen by a doctor and the health referral form is signed as not being contagious.
- Children are required to be picked up within 60 minutes of notification. If this pickup does not happen, the emergency contact will be called.
- If the parents/guardians cannot be reached after 30 minutes of trying, the emergency contact will be called.
- Exclusion Policy
 - Fever – defined as having a temperature of 100°F or higher.
 - Diarrhea – runny, watery or bloody stools occurring 2 or more times within an hour.
 - Vomiting
 - Unexplainable Body Rash
 - Sore Throat – if accompanied by a fever.
 - Severe Coughing/Wheezing – child gets red or blue in the face or makes high-pitched whooping sound after coughing.
 - Eye-Discharge – thick mucus or pus draining from the eye, or pink eye.
 - Yellowish Skin or Eyes
 - Child is irritable, continuously crying, or requiring more attention than teacher can provide without risking the health and safety of other children in care.
- This policy will be posted in all classrooms in an easily seen place.
- This policy will be enforced. There will be no exceptions to this policy.
- Please notify the management immediately if a child is diagnosed with a contagious illness so proper notification can be given to other families to watch for symptoms.
- We reserve the right to determine when a child will be sent home due to suspected illness.
- SCA is not liable for any accident or illness occurring while the child is at SCA, unless it can be proven that the accident or illness was a direct result of gross negligence by SCA or any of its employees.

- **First Aid**
 - First Aid kits are located in both playrooms. Each classroom will have a small supply of bandages and disposable gloves.
 - Always wear disposable gloves when treating an injury where you may be exposed to blood or bodily fluids.
 - In the event of an emergency the following will occur:
 - 1. The child's health/condition will be quickly assessed.
 - 2. 911 or other appropriate emergency help will be called as needed.
 - 3. First aid and/or CPR will be administered, if necessary.
 - 4. Parents/guardians or the emergency contact will be notified.

- **Accident Reports**
 - In the case of an accident, an "Accident Report" will be filled out, and the parent will be asked to sign the form at pick-up. A signed copy will go to the office to be put in the child's file. If you wish to have a copy, one will be provided to you.
 - If there is a physical hazard anywhere within the school's premises, management should be notified immediately so the proper measures can be taken to correct the problem.

- **Medication**
 - All medication must be kept in the designated storage location at all times. Please give it to your child's teacher for proper storage or to a member of management. Medication is given only when the following conditions are met:
 - The parent/guardian completes the medication form (located in the office) and signs daily for permission to administer the medication.
 - The medication is in the original container, labeled with the child's name, time to be administered and dosage. A medication dropper or measuring cup must also be provided.
 - The medication forms are in the main office. Medication will not be given if the expiration date on the bottle has passed.
 - If your child requires an EPI pen for allergic reaction, we must have a note from your doctor detailing circumstances requiring use.
 - SCA does not keep non-prescription medication of any kind for children. We will not administer fever reducers to any child for any reason.

• The Kitchen

- **General Rules & Regulations**
 - The rules and regulations are based on licensing and health department regulations. Each one must be strictly followed.
 - Upon entering the kitchen you must wash your hands regardless of your destination. Hand washing is to take place in the hand sink by the door only.
 - Any chemicals are to be stored in the appropriately labeled place.
 - Any spills or dirty areas must be wiped up immediately. This includes spills in the refrigerator and/or freezer.
 - Diapers are not allowed in the kitchen trash.
 - Do not enter the kitchen during normal lunch, snack or food preparation times unless it is absolutely necessary.
 - SCA will provide and serve a morning snack, lunch and afternoon snack in quantities that reflect the developmental stage of the children. Our weekly menus are posted on the main office door, and on our website.

. Employee Code of Conduct

– Employee Responsibility

- Our employees are expected to act in a manner that reflects our philosophy and represents the values we wish to instill in children:
 - Respect for people and things.
 - Sensitivity to others.
 - Appreciation of differences.
 - Respect for learning.
 - The importance of communication in conflict resolution.
 - Correction of inappropriate behaviors.

– Dress Code

- Each employee is expected to dress appropriately and professionally for the job. When an employee's dress is questionable or offensive, please notify a member of management so it can be appropriately handled.

. For Your Health & Safety

– Security

- Keep all cash and valuables properly secured. SCA recommends that money, purses, etc. be locked in your vehicle. SCA is not responsible for any theft or vandalism to personal property.
- When leaving, the closing staff will make sure all entrances are properly locked, including exterior doors in the classrooms.
- The key fob assigned to you should not be shared with anyone else.
- Cameras (with recording capabilities) are installed at various points in the school for security purposes in monitoring our entrances, parking lots and playgrounds. They are only accessible to management.

– Smoking

- Smoking is strictly prohibited on SCA property. The No Smoking policy applies to all employees, parents and visitors while on SCA property.

– Universal Precautions/Blood born Pathogens

- SCA complies with applicable occupational safety regulations concerning exposure to blood or other potentially infectious materials. Universal Precautions require that you consider all persons, all blood and most bodily fluids to be potential carriers of infectious disease.

– First Aid/CPR Training

- All employees are required to participate in First Aid and CPR training conducted by a professional.

– Suspected Child Abuse Reporting

- Individuals working with children are required by law to report suspected cases of child abuse or neglect to the appropriate authorities.
- All employees will be required to participate in training on recognizing child abuse and proper reporting methods.

. Termination/Withdrawal of Enrollment

– Procedures for Withdrawal

- A written thirty (30) day notice is required for withdrawal of a child, as outlined in our Financial Agreement. If notice is not properly given, your account will continue to be charged through the thirty days and payment in full will be due whether or not your child attends.

Procedures for Termination

- SCA has the right to terminate a child's enrollment for any reason determined reasonable by the management or ownership of SCA, and in the best interest of the child, our teaching staff and other children. Some children may require more one on one attention and supervision than can adequately be provided in a childcare setting. Continued disruptive behavioral issues that affect other children's quality of care and safety, and which are not showing improvement, may require disenrollment.
- Disenrollment will be a last resort. Every effort will be made to prevent this step from being taken, including consultations with staff, other professionals, parents/guardians, etc.
- We will try to give the consideration of a one week notice upon disenrollment.

– Return of Property

- All families are expected to return all SCA property. This includes manuals, handbooks, classroom materials such as library books, etc.
- If you owe the school money or are responsible for any lost or damaged property, the appropriate amount will be billed to you.

Summary of Licensing Requirements for Child Care Centers

A summary of the licensing standards required by the Tennessee Department of Human Services (DHS) is available on our website: www.SouthgateChild.com. Paper copies are also available in the office. Detailed licensure requirements are available on the DHS website: tn.gov/humanservices/article/child-care-rules-and-regulations.

Once again, welcome and we are delighted you have given us the privilege of caring for your child. We welcome your feedback and collaboration in the education process, and look forward to developing a rewarding, meaningful and productive relationship with your child and family.