



**Family Handbook
2021/2022**

Welcome,

First, let me take this opportunity to welcome you to The Sanctuary Child Learning Center family. It is our desire to create a warm, loving, Christian environment where your child will grow physically, spiritually, emotionally and academically.

We have developed this handbook to help answer some of the questions that you may have about The Sanctuary Child Learning Center. Please read it in its entirety as it contains our policies, procedures and other important information you may need during your child's enrollment at The Sanctuary.

We also have a website with valuable information and additional resources. Please check it out at thesanctuarychildlearningcenter.com. Also be sure to "Like" The Sanctuary Child Learning Center on Facebook in order to see daily pictures and important information. We invite you to visit us at any time.

Thank you for choosing The Sanctuary Child Learning Center. We look forward to our time together.

*Lori M. Picklesimer
Executive Director
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ABOUT US

Philosophy

The term “daycare” is used interchangeably to mean a babysitting service. This is not the case at The Sanctuary Child Learning Center. We are so much more than that. We, as childcare professionals, understand the transformative role we play in your child’s life, we know that in those first few years children are developing relationships, forming personalities, and exploring their boundaries. We know how important it is to guide them, yet let them develop a sense of themselves at their own pace.

Our educational child care center provides a professional yet nurturing home-away-from-home environment where you and your child will feel comfortable.

Mission

Our core values are driven by a desire to nurture and develop meaningful relationships with all members of The Sanctuary Child Learning Center family, never forgetting that *CHILDREN* are at the center of why we are all gathered together. We want each child that attends our program to know that Jesus loves them. We pray that we can teach them scriptural morals and values, and that these truths will allow them to develop a strong character in a happy and secure environment.

Goals

Our goals at The Sanctuary Child Learning Center are

- **C ~ Care** deeply with every genuine interaction.
- **H ~ Happiness.** Creating happy memories in a joyful environment.
- **I ~ Integrity.** Being honest and respectful in all relationships.
- **L ~ Lead** by example. Set the example for others to follow.
- **D ~ Deliver** consistent and exceptional customer service.
- **R ~ Relationships.** Build meaningful relationships.
- **E ~ Excellence.** We are continuously improving and embracing change.
- **N ~ Nurture** each family member in a supportive and positive environment.

Certification

We are licensed by Bright from the Start and have been awarded the Quality Star Rating.

We are accredited by the National Accreditation Commission.

We are currently active members of the National Association of Child Care Professionals, Association for Early Learning Leaders, National Association for Education of Young Children, The Georgia Child Care Association and the National Child Care Association.

Hours of Operation

Child care services are provided from 6:30 AM to 6:00 PM Monday through Friday.

Holidays

We are closed for the following holidays:

September 6	Labor Day
November 25-26	Thanksgiving
December 24	Christmas Eve
December 31	New Years Eve
January 17	Martin Luther King, Jr. Day
March 17	St. Patrick's Day
May 30	Memorial Day
July 4	Independence Day (Observed)
July 28-29	Teacher Work Days

Admission & Enrollment

All admission and enrollment forms must be completed and the enrollment fee paid prior to your child's first day of attendance.

A registration fee of \$175 is due at the time of enrollment. This fee is non-refundable.

Based on availability our facility admits children from 6 weeks to 5 years of age.

Children are admitted without regard to race, culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

If your child has an identified special need, please complete the form included in the enrollment packet.

Inclusion

The Sanctuary Child Learning Center believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

Non-Discrimination

At The Sanctuary Child Learning Center equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

Staff Qualifications

Caregivers participate in an orientation class and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

All lead teachers and assistant teachers must possess the following:

- A clear nation-wide criminal background check
- CPR/First Aid certification
- Training in Fire Safety
- Health & Safety Training including Recognizing Child Abuse, Infectious Disease, and Positive Discipline
- All lead teachers must be credential and all teachers must also complete 20 hours of ongoing training per year.

Communication & Family Partnership

- To build a solid foundation, it is imperative to establish ongoing communication between our parents and the staff. We welcome your comments, concerns and suggestions. Throughout the year, we will hold a number of formal and informal opportunities for communication.
- Please get to know your child's teacher and visit the center whenever you can. Take time to discuss the day with your child, talk about the work he/she has accomplished, making sure he/she realizes that it is very important to you.
- We look forward to a great relationship with you and your child as part of The Sanctuary Child Learning Center. Please feel free to contact the director or administrative team regarding any need or concern about our program.
- We also have a website with valuable information including lunch menus, special events, staff information, etc. Please check it out at ***thesanctuarychildlearningcenter.com***
- We understand that parents are the most important people in a child's life and we encourage our parents to participate in activities throughout the year. We have an open-door policy and parents are always welcomed to have lunch, read a story, or help with an art project or special parties in the classroom.
- Monthly Newsletter.

Email: We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates. We also encourage parents to email us with any questions, concerns or suggestions.

Conferences: Family & teacher conferences will occur twice a year in the preschool department. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concern.

CURRICULA & LEARNING

Learning Environment

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible daily routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

Copies of daily schedules are posted in each classroom and provided in the monthly newsletter.

Transition

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

Transition from home to center: Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you.

Transition between learning programs: Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability.

Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it.

Rest Time

Infants sleep according to their own schedule and are put to sleep on their backs.

After lunch, all children less than 5 years of age participate in a quiet rest time. Children are not required to sleep and may be given quiet activities.

Bed rolls are required and are available for purchase in the office for \$30.

Toilet Training

The most important factor in making the toilet training experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet training is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

Parties

Special holiday parties will be given by the center. Individual birthday parties may be celebrated, provided that the teacher has been notified and all schedules have been decided upon. Parties should be kept short and simple. Cake/cupcakes/cookie cake are all appropriate and is the parents' responsibility. Balloons are not allowed in the center due to the choking hazard. Birthday refreshments will be served in addition to the regular scheduled snack. {Invitations to outside parties can be given out at school, provided that each child in that particular class is included.}

Field Trips

Due to the young age and overall safety of our children, we do not plan or participate in field trips off site.

GUIDANCE

General Procedure

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

Acts of Aggression and Fighting

Children are guided to treat each other and adults with self-control and kindness. When a child becomes physically aggressive, we intervene immediately to protect all of the children.

Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child.

Notification of Behavioral Issues to Families

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

Guidelines for Guiding Behavior

- Discipline at the Sanctuary Child Learning and Development Center will always be directed from a loving Christian atmosphere in a positive manner. By teaching right from wrong, establishing routines, setting limits and stating the rules our staff will help your child develop self-discipline and self-control over their own actions.
- At NO TIME will physical or verbal abuse be used. No child will be denied food, bathroom privileges or rest periods as a means of discipline. Our staff is instructed that all recurring discipline problems must be brought to the attention of the director. At which time the director will discuss the problem with you.

Policy on Parent Code of Conduct

We require the parents/guardians of enrolled children to behave in an ethical manner consistent with our Core Value Philosophy at all times. Our goal is to provide a home away from home atmosphere for all of the Sanctuary families as well as a caring, nurturing and educational environment in which your child can grow, learn and develop. Achieving this environment will be accomplished through teamwork and is not only the responsibility of the employees but is the responsibility of each and every parent/adult who enters the center. Anyone who violates the Parent Code of Conduct may be asked to remain off property or be dismissed from the center. Violations of the Parent Code of Conduct may include but not be limited to the following:

- **Use of Inappropriate Language:** Cursing or use of other inappropriate language is not permitted. Such language is considered offensive and will not be tolerated. Inappropriate language used towards children, staff or administration will not be tolerated and may be cause for dismissal from the center.
- **Threats:** Threats of any kind will not be tolerated. This includes but is not limited to emotional, physical, verbal and sexual threats made towards administration, staff, children and other parents while on premises. Parents/guardians are responsible to maintain appropriate behavior at all times.
- **Inappropriate Acts of Discipline used at the center:** As per our Policy on Discipline, we believe in a positive approach to guiding children's behavior. Acts of corporal punishment will not be tolerated. Parents are welcome to discuss any behavior issues with their child's teacher or administration and to seek advice and guidance regarding age appropriate and effective disciplinary procedures. Parents are also prohibited from verbally, emotionally, and physically addressing/disciplining a child that is not their own. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, the parent should direct their concern to the classroom teacher and/or Center Director. Furthermore, it is inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or director's attention. Teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you, as all enrolled children and families are protected by our Confidentiality Policy. Please also be assured that we will not discuss anything about your child with another parent or adult visiting the center.
- **Smoking:** For the health of all members of the Sanctuary Child Learning Center, smoking is prohibited in the building and on the property.
- **Arrival and Pick-Up Procedures:** Parents are required to follow all policies on safety at all times. These policies and procedures are designed to ensure the safety and wellbeing of all of the members of the Sanctuary Child Learning Center. Please pay special attention to the policy on Authorized and Unauthorized Pick-up Procedures. Anyone authorized to be in the center is given coded access and must use this coded access to gain entrance to the building. All visitors without coded access **MUST** ring the doorbell, be let in by Center Administration and present their photo identification for security purposes. This includes authorized emergency pick-ups. By being polite and holding the door for someone, you may be allowing an unauthorized person to enter the building. In the event that this happens, please immediately inform the Center Director or other member of the administrative team.

- Social Media: Parents and guardians are prohibited from posting on any social forum, photographs or videos of any child other than their own. Parents are also prohibited from filming a photo or video of any child other than their own.

TUITION AND FEES

<i>Monthly Tuition</i>	<i>12-Month School Year August - July</i>	<i>10-Month School Year August - May</i>
Infant Care	\$975	\$995
Toddlers –PreK	\$870	\$890

All tuition payments are due on 1st of the month. Accounts that remain unpaid as of the 15th will be subject to dismissal until the account is paid. For your convenience, we accept all major credit cards. We can also set up automatic payment options.

New/Annual Registration Fee

A new enrollment registration fee of \$175 is due at the time of enrollment. This fee is non-refundable and must be paid prior to your child’s first day of attendance. An annual registration fee of \$125 is due by August 1st of each year.

Late Pick-up Fees

A late pick-up fee will be imposed for children held after their scheduled pick-up time. This charge will be assessed at a rate of \$10.00 for each ten-minute period, or portion thereof beyond the scheduled pick-up time. This fee will be charged even if you have notified us that you will be late. The late pick-up fee will be billed to you on the following day and must be paid within two business days. Try to make alternate arrangements if you cannot be at the Center in time to pick up your child. This will save you a late fee and ensure our staff a timely departure. Chronic lateness is not acceptable, regardless of fees and could result in termination of services.

Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee up to the maximum amount allowed by law. This charge may be collected electronically. Two or more returned checks or rejected transactions will result in your account being placed on “cash only” status.

ATTENDANCE & WITHDRAWAL

Absence

If your child is going to be absent or arrive after 10:00 AM, please call us at (912) 692-1523. We will be concerned about your child if we do not hear from you.

Withdrawals

A written notice, 2 weeks in advance, is required by the center when a child is being withdrawn. Failure to notify will result in additional fees.

Closing Due to Extreme Weather

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, and loss of water) prevent us from opening on time or at all, notification to the families will be announced on WBMQ, WJCL, WSAV, and WTOG. We will also post to our social media pages and via an email blast.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

DROP-OFF AND PICK-UP

General Procedure

We open at 6:30 AM. Please do not drop-off your child prior to the opening. There is no drop off after 10 am without a doctor's note or prior approval from the office. Parents are expected to accompany their children into the center and electronically sign them in for the day.

We close at 6:00 PM. Please allow enough time to arrive, sign your child out, and leave by closing time.

In the event of inclement weather, you may pull under the breezeway located between the main childcare building and the church social hall/offices.

Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 2 hours we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally

impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

PERSONAL BELONGINGS

What to Bring

INFANT/TODDLER INFORMATION

- Parents of infants need to supply labeled, pre-made bottles. All bottles and tops should be labeled with your child's name and the date. It is also recommended that you leave an "emergency" supply of formula with us at all times.
- Parents can either bring diapers on a weekly or monthly basis. Either way, please be sure that you supply enough to meet your child's needs.
- Please make sure to fill out the Feeding Plan and make changes as your child grows. Additional forms are available from the teachers.
- When your baby begins eating cereal and baby food, you may bring in a box or jars of food to last a week. The teachers will let you know when your supply is low. Please be sure that all these items are marked clearly with your child's name. Food is not provided in the Infant Building.
- Please leave at least two changes of clothes in your child's cubby to ensure that your child is kept in unsoiled clothing. Please be sure to label all items of clothing you send.
- Daily Sheets are sent home daily to keep you informed of diapering and feeding schedules and to make you aware of items needed.

PRE-SCHOOL INFORMATION (Two Year Olds through 4 Year Olds)

All children need a spare set of weather appropriate clothing that should be left in the cubby at all times. Younger children who are potty training will need additional sets of clothing in their cubby. Also, it is important to check the calendar for your child's classroom daily as some activities may require special clothing (certain colors, bathing suits, etc.) Please be sure that these items are marked with your child's name.

You will need to provide a bedroll for nap. We will provide the mat and we have bedrolls for sale in the office. This will be sent home on Fridays to be laundered and returned on Mondays.

All pre-school classes have a class schedule designed around our curriculum. "Class" time

begins at 9:00 with circle and center times, music, art and free play. For your child to get the most out of this learning experience, it is important for your child to be here by 9:00. Please check your child's classroom schedule for more information.

At the beginning of the school year, and throughout the year as needed, your child will need supplies based off the list given by each teacher.

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items.

Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a classroom activity.

Food Prepared for or at the Center

Food prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service.

Prepared food that is brought into the program to be shared among children is commercially prepared OR prepared in a kitchen that is inspected by local health officials. Menus periodically include foods representative of a variety of cultures. Parents may provide alternate provisions for children with allergies or special nutritional needs.

Food Allergies

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

Infant Feedings

Infant feedings follow these procedures:

- Bottle-fed infants are fed while being held or sitting up.
- Infants are fed "on demand" to the extent possible (at least every 4 hours and usually not more than every two).
- Breastfeeding is supported by providing a place for nursing mothers to feed their babies. Expressed breast milk may be brought from home if frozen or kept cold during transit. Fresh breast milk must be used within 48 hours. Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with the child's name and the date the milk was expressed. Frozen breast milk must be dated and may be kept in the freezer for up to 3 months.
- Formula bottles must be pre-made. You may bring a container of formula for back-up purposes only.
- Solid foods will only be introduced when provided by the family.

Toddler Feedings

- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
- Round, firm foods that pose a choking hazard for children less than 4 years of age are not permitted. These foods include: hot dogs, whole grapes, peanuts, popcorn, and hard candy. **Please note that we are a peanut-free facility.**

HEALTH

Immunizations

All children are required to have an up-to-date immunization record prior to acceptance to the center. The State of Georgia requires all shot records be furnished on Form 3231. The State of Georgia also requires Form 3300 for all children ages 3 and older. No exceptions can be made to this policy.

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Fever of 101 or higher
- Diarrhea –uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and;
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

Head Lice

- Children with head lice will not be allowed to return to the center until they have been treated and no further head lice or nits are detected during a health check.

Allergy Notification

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the main area and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Medications

All medications should be handed to a member of the administration team with a completed **Administration of Medication Form** with specific instructions for administration. Medications should never be left in the child's cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.

- **Prescription medications** require a complete **Administration of Medication Form** signed by a parent or guardian. The medication must include your child's name, dosage, current date, frequency, specific time to be given and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.
Medication will not be given on an 'as needed' basis.
- **Non-prescription medications** require a completed **Administration of Medication Form** signed by the parent or guardian. Non-prescription medication should not be administered for more than a 3-day period unless a written order by the physician is received.
- If you would like your child to wear either sunscreen or insect repellent, please sign the release form provided by your child's teacher. If you prefer to use your own, please complete the release form and indicate your choice. Please make sure to label them with your child's name.

Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness

SAFETY

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, weather, and other sensory activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

Backless shoes and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 99°F or less than 37°F degrees.

Severe Weather, Thunder, Lightning, Wind

Immediately upon the threat of the severe weather all children will be taken inside. If there are severe winds, children will be taken to the Worship Center away from windows. Staff will be required to take roll and make sure all children are accounted for.

Hurricane Watch/Warning

In case of a hurricane watch we will stay in touch with the national hurricane center, by way of the weather channel on TV and radio, for current information. Should there be a hurricane warning posted, parents are expected to pick up their child immediately as the center will need to close. If for any reason we are caught here at the facility and unable to leave, all children will be taken to the Worship Center away from all windows. After the move is completed, staff will take roll to make sure all children are accounted for. Staff will be instructed to stay calm and assure children they will be safe until parents can get to them.

Tornado Watch/Warning

Children outside will be instructed to return to their rooms immediately upon the threat of severe weather, children will be taken to an interior hallway or room away from windows. We will continue to stay in touch with the local channels for all weather updates.

Loss of Power, Structural Damage

Emergency lighting will be used for short term power loss. Please keep in mind that the center's phones DO NOT work if we lose power to our building. If the local power company determines the power loss will be for an extended amount of time, parents will be called from our cell phones and asked to pick up their child.

If there is a fire or suspected fire, smell of smoke or acrid odor of electrical wire, our fire drill evacuation plan will be executed immediately and the fire department will be called. When all children are in a safe area roll will be taken to make sure all children are accounted for.

Injuries

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). If the injury produces any type of swelling or needs medical attention, you will be contacted immediately.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact.

Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter to learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Smoking

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on the center's premises.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

EMERGENCIES

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within 10 minutes, the family and the police will be notified.

Fire Safety

Our center is fully equipped with emergency lighting, evacuation cribs, fire exits, and fire extinguishers. Our fire evacuation plan is reviewed with the children and staff on a monthly basis.

Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

Media Relations

In any emergency the Director will be the designated spokesperson communicating to any media outlets. Staff will direct all questions and information to the Director. No child information will be shared without prior consent of the parents.

CENTER POLICIES

Our center policies are reviewed quarterly and updated annually or more frequently and are available for review upon request. To view the center policies, please contact the center director.

Family Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to the center prior to enrollment.

The handbook may be updated from time-to-time, and notice will be provided as updates are completed.

Thank you for your cooperation, and we look forward to getting to know you and your family.

I have received the Sanctuary Child Learning Center Family Handbook, and I have reviewed the family handbook with a member of the Sanctuary staff. It is my responsibility to understand and familiarize myself the Family Handbook and to ask center management any questions I may have regarding any policy, procedure or information contained in the Sanctuary Child Learning Center Family Handbook.

Recipient Signature

Date

Center Staff Signature

Date