



**THE SANCTUARY CHILD LEARNING CENTER
PARENT HANDBOOK
2024/2025**

PARENT HANDBOOK

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1.0 MISSION STATEMENT

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. 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.

2.0 PROGRAM VALUES & PHILOSOPHIES

The term “daycare” is often used interchangeably with the service we provide. We, at The Sanctuary Child Learning Center, are so much more than that. As childcare professionals, we 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 understand how important it is to guide them yet let them develop a sense of themselves at their own pace.

Our early education childcare center provides a professional and nurturing home-away-from-home environment where you and your child will feel comfortable.

Our goals are simple:

- **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.

3.0 LICENSING and ACCREDITATION INFORMATION

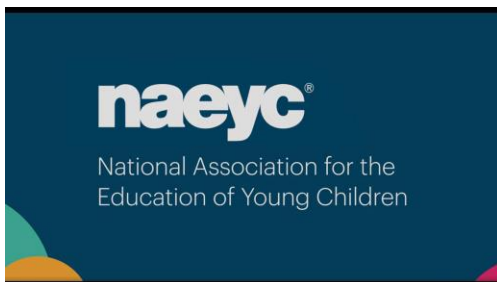
3.1 STATE LICENSING AUTHORITY

Bright from the Start: Georgia Department of Early Care and Learning
2 Martin Luther King Jr. Drive SE, 754 East Tower
Atlanta, Georgia 30334
404-656-5957
1-888-442-7735

3.2 NATIONAL ACCREDITATION



3.3 OTHER PROFESSIONAL AFFILIATIONS



4.0 ENROLLMENT POLICY

Enrollment at The Sanctuary Child Learning Center is open to children from 6 weeks- 5 years old.

Initial enrollment is contingent upon receipt of the completed enrollment application, signed Financial Agreement, payment of the application fee and registration fee, immunization records, any other records required by licensing regulations and signed Parent Handbook receipt.

If the enrolling child has an IEP, IFSP, 504 Plan or other Behavior Management Plan, these documents should be provided prior to enrollment to aide the enrolling child's transition into the program and so staff can be consistent in their expectations, communication, and interaction with the child. If the enrolling child will be receiving one on one care and/or therapist support in the child care facility, the parent(s), therapist(s) and child care team must have a meeting to review the services being provided, rules and procedures for outside therapists entering and working within the building and set expectations for regular progress review and communication.

Parents of Infants will be provided with an Infant Feeding/Sleeping Plan form to be completed prior to the child's first day of attendance. Parents of Toddlers and Preschoolers will also be provided with a "Getting to Know You" form to be completed prior to the child's first day of attendance. This form is so your child's caregivers can learn a little about their routine at home, their likes and dislikes, their temperament, and their family make-up.

Continued enrollment at SCLC is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of SCLC as outlined in this handbook including, but not limited to timely payment of all fees and tuition.

Parents are required to keep all enrollment paperwork up to date and must notify The Sanctuary Child Learning Center immediately, should any of the information collected at the time of enrollment or any time thereafter change. Parents are required to update the child's immunization record each time the child receives an immunization. See Policy 6.1 Pre-Enrollment for additional requirements related to Immunization Records. Failure to do so may result in the child(ren) being suspended until all paperwork is brought up to date or dismissal from the program and forfeiture of any deposit.

All enrollment paperwork is required per child care licensing regulations and the program can be cited for non-compliance if parents are late or missing required information. There is no "grace period" and licensing inspectors do not care if a parent missed an appointment, if they left the form at the doctor's office and have to go back to get it, or simply forgot and are just a few days late. The information **MUST** be up to date at all times, and we have no option but to suspend care until these items are up to date.

The Sanctuary Child Learning Center reserves the right to dismiss any parent or child at any time with or without cause.

4.1 NON-DISCRIMINATION STATEMENT

Enrollment shall be granted without regard to the enrolling child's race, color, creed, religion, national origin, gender, genetic information or disability; and without regard to the enrolling

child's parent's or guardian's race, color, creed, religion, age, gender, national origin, pregnancy, disability, genetic information, or veteran status.

Additionally, The Sanctuary Child Learning Center does not tolerate hate, prejudice, bias, or discrimination against any person by any person anywhere throughout our programs. Any person displaying hateful, prejudicial, biased, or discriminatory behavior towards anyone will be immediately removed from the program. Please refer to Policy 7.1 Parent Right to Immediate Access for information related to disenrollment of children whose parents are not permitted on agency property.

4.2 APPLICATION/REGISTRATION PROCESS

Parents can apply for enrollment by completing the Enrollment Application and paying the \$50 Application Fee. The Application Fee is Non-Refundable.

At the time of application, parents and/or guardians can schedule a tour of the program. Parents and/or guardians must provide a government issued photo ID at the time of entry into the facility for their scheduled tour. Only the child's parents and/or guardians will be allowed access to the facility for the tour. At all times while in the facility for the tour, the parents and/or guardians MUST remain under the direct supervision of the staff person conducting the tour and may not be left alone in any part of the facility. Video and/or photographs, or video calling are not permitted during the facility tour to protect the rights of privacy of the children in attendance and for building security purposes.

4.3 PROGRAMS OFFERED

We offer a faith-based, full-day program that operates year-round for Infants – Pre-Kindergarten.

4.4 CLASS ASSIGNMENTS

Children are assigned to a care group/class based on their chronological age to meet licensing regulations for staff to child ratios and supervision. Children will not be prohibited from being assigned to a classroom based on a developmental delay, disability, or medical condition. Reasonable accommodation(s) will be provided in the chronological age-appropriate group/room as required by law. Please refer to Policy 12.0 Child Development and Behavior for additional policy language.

4.5 CHANGE OF REQUESTED START DATE

Once the Financial Agreement is signed parents who wish to change their child's first day of enrollment must submit a request to do so a minimum of two weeks in advance of the requested change which can be found/requested on the Child Pilot App. Changes to start dates may jeopardize your placement in the center.

The Center Director will notify the parents in writing if the new start date is available. Program enrollment is carefully planned to maintain ratios and supervision requirements in each classroom and to account for children's birthdays that may require them to be moved to a new group/classroom and therefore, any change to the child's enrollment may not be immediately available. A schedule change will not be considered to be final until a new Financial Agreement is signed. If the requested start date is not available parents may choose to continue with the

current schedule or they can begin tuition payments to hold the space until such time they are ready to start.

4.6 DISMISSAL FROM PROGRAM

The Sanctuary Child Learning Center reserves the right to dismiss any child at any time, with or without cause and without notice.

Parents will be refunded any unused tuition within two weeks of the dismissal. A center check will be mailed to the address indicated in the child's file. Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the parent/guardians' physical address and email address(es) indicated in the child's file within one week of the dismissal. Any balances remaining after the 30-day period will be referred to the agency's legal counsel for collection.

Following dismissal from the program the Center Director or other administrator will gather the child's belongings and plan to get these items to the parents/guardians as the circumstances warrant. This may include scheduling a time for the parent/guardian to pick up the items or mailing of the items to the parent/guardian.

The parents and child, following their last day of enrollment, are not permitted to re-enter center property without prior permission of the Center Director. A dismissed child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to center property following the last day of enrollment at The Sanctuary Child Learning Center. Appointments are made at the discretion of the Center Director and are not a right of the dismissed child or parent.

Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to anyone affiliated with the center by calling, writing, or any other means, will be prosecuted to the fullest extent of the law, by The Sanctuary Child Learning Center.

4.7 WITHDRAW FROM PROGRAM

A two-week written notice is required when withdrawing a child for any reason. If proper notice is given, any unused tuition will be refunded within thirty calendar days of the withdrawal. If the required notice is not given, the unused tuition will be forfeited as payment for the required notice period.

The parents and child, following their last day of enrollment, are not permitted to re-enter center property without prior permission of the Center Director. A withdrawn child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to center property following the last day of enrollment at The Sanctuary Child Learning Center. Appointments are made at the discretion of the Center Director and are not a right of the withdrawn child or parent.

5.0 TUITION POLICY

Tuition is charged for the child's enrollment in our program. Tuition rates are subject to change annually. The tuition rate for a child's specific age and group/classroom assignment will be stated on the Financial Agreement. Each child enrolled will have their own Financial Agreement.

All custodial parents and/or legal guardians are required to sign a Financial Agreement prior to enrollment of their child in The Sanctuary Child Learning Center. Parents are required to indicate to whom all billing information and correspondence are to be addressed.

Cash, check, e-check, money order, or credit card are accepted forms of payment. The Sanctuary Child Learning Center accepts all major credit cards. Receipts will be given for tuition payments made by cash or credit card. All cash payments **MUST** be handed directly to one of the Administrative Team in the office. There will be a \$35 fee charged for checks returned by the bank. Returned Tuition checks will not be re-deposited. Parents will be responsible for re-issuing a second check. If at any future time the bank returns a parent's check, all future tuition payments must be made by cash, certified check, money order or credit card. Payments may be made through the Child Pilot App. You can schedule payments, set up auto pay or pay at your convenience.

Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at The Sanctuary Child Learning Center, however, if you anticipate difficulty with paying on time, please discuss the matter with the Center Director immediately. If alternative arrangements for payment are approved, the Center Director will notify you.

5.1 REGISTRATION FEE

The Sanctuary Child Learning Center charges an Annual Registration Fee of \$175 when confirming enrollment and signing a Financial Agreement for each academic year. The Registration Fee is non-refundable.

5.2 PAYMENT SCHEDULE

Payments are due on the first of each month and considered late if not received by the 15th.

5.3 LATE PAYMENT FEES

After the 15th of each month a late fee of \$50 will be added to your account. Tuition not paid by the last day of the month will result in dismissal from the program.

5.4 OTHER FEES

Pre-K graduating class will be required to pay a \$25 cap/gown fee in the spring prior to graduation.

5.5 SUBSIDIZED TUITION PROGRAMS

The Sanctuary Child Learning Center does accept CAPS and Child Care Aware subsidies.

Parents of a subsidized child must complete all required paperwork on time to continue enrollment at The Sanctuary Child Learning Center. Parents receiving subsidies are also required to sign a Financial Agreement, agreeing to be personally responsible for the payment of the full tuition fee, in the event they become ineligible to receive child care subsidies. The subsidy approval document and any co-pay information provided by the subsidy agency will be attached to the Financial Agreement. Parents receiving subsidies are required to provide updated eligibility information in a timely manner and are required to notify The Sanctuary Child Learning Center immediately of any changes/updates to their eligibility or co-pay amount.

5.6 ABSENCES AND CLOSURES

Tuition represents your child's enrollment in our program and the spot they occupy in the assigned classroom, not their attendance. There is no tuition credited for absences, vacations, scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather or acts of God.

Should your child experience a serious illness or medical condition, or your family experiences an unexpected emergency that would disrupt your child's attendance in the program for more than two weeks, please contact the Program Director to discuss continued enrollment and tuition payment arrangements.

Should events beyond The Sanctuary Child Learning Center's control, including, but not limited to, any fire, act of God, hurricane, tornado, flood, extreme inclement weather, explosion, war, governmental action, act of terrorism, risk of infectious disease, epidemic, pandemic, shortage or disruption of necessary supplies or utilities occur, The Sanctuary Child Learning Center has the discretion to close and/or modify its curriculum, schedules, length of school day, length of school year, means of learning, teaching methods and use of distance learning. The parent/guardian's financial obligations under the Financial Agreement will remain in full force and effect until such time as The Sanctuary Child Learning Center notifies the parent of a change or cancellation. Should The Sanctuary Child Learning Center close, the duties and obligations under the Financial Agreement shall be suspended immediately without notice until such time as the program, in its sole and reasonable discretion, may safely reopen. If the program cannot reopen due to a force majeure event, it is the sole discretion of The Sanctuary Child Learning Center whether to refund any portion of paid tuition.

For closures that last beyond 4 weeks, a fee of [25%] of the monthly tuition will be due to hold your child's enrollment in the school. For an extended closure parents can choose to disenroll their child and would not be charged the enrollment holding fee, however, their child would not be guaranteed re-enrollment once the program reopens. Parents that choose to disenroll and re-enroll their child when the program is able to re-open would be given priority and may be placed on our waiting list.

5.7 REFUND POLICY

If a written two week notice of withdrawal is given, we will refund any unpaid tuition within 30 calendar days of withdrawal.

6.0 DROP OFF AND PICK UP PROCEDURES

Upon arrival at The Sanctuary Child Learning Center the parents or the adult dropping the child off must sign the child into care on the Child Pilot App or at the sign-in kiosk located inside the front door of each of the buildings. Children may not be dropped off by a person under the age of 18 unless they are the child's parent. Parents/Guardians or other adults dropping off a child that require special assistance should contact the Program Director to discuss reasonable accommodations.

There is a drop off cut off time of 10:00 in the Main Building. (Infant Care Building does not have a cut off time.) Parents who know in advance that a child will be late are required to notify the center by 9:00 so as to maintain the appropriate number of employees to ensure ratios are met and that lunch accommodations are made.

Children are required to be escorted by their parent or the adult dropping them off, to their designated classroom. Children are required to be supervised at all times while in the child care facility. Child(ren) cannot be allowed to wander around the program, go to the bathroom alone or enter any classroom other than the classroom in which they are being dropped off. Parents are required to help children put away their belongings and outerwear and get settled for the day.

The Sanctuary Child Learning Center discourages parents from sneaking out of the center. Some children exhibit separation anxiety when it is time for their parent(s) to leave. The Sanctuary Child Learning Center believes it is best for parents to tell their child clearly and directly that after all of the child's things are put away, the parent will kiss, hug, and say goodbye to the child. This will prepare the child for their departure. The employee present in the classroom will comfort and assist the child if they are anxious. Parents are asked to leave after saying goodbye. The longer the parent of an anxious child drags out the departure, the more anxiety the child is likely to feel. Developing a consistent drop-off routine is key in helping children who may experience separation anxiety. The routine will help the child understand, anticipate, and know what is and will happen. The employees of The Sanctuary Child Learning Center are available to discuss other options if the child does not settle into the arrival routine after a reasonable period of time.

Parents are required to notify in writing the child's teacher or Center Director of any special instructions or needs for the child's day. Parents must present the special instructions in the Child Pilot app or verbally discuss them with either the classroom teacher or Center Director. These special instructions include but are not limited to: Early Pick Up, Alternative Pick Up Person, health issues over the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day. Parents are required to follow the Medication Policy if a child must receive medication during the course of the day.

6.1 NOTIFICATION OF ABSENCE

Parents are required to inform the center by 9:00 if a child will not be at the center on a scheduled day. This will enable the center to maintain appropriate ratios and help the classroom teacher effectively plan for the day.

If your child is ill, we request that you notify the Center Director not only of the absence, but also of the nature of the illness. This enables us to keep track of any illnesses which may occur

at our school. This information will only be shared with staff on a “need to know” basis. If your child has a communicable disease, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. The Sanctuary Child Learning Center will take all measures necessary to protect your child’s confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child’s absence from the program.

6.2 CENTER’S RIGHT TO REFUSE ADMISSION

The Sanctuary Child Learning Center reserves the right to refuse admission to any child at any time with or without cause.

Possible reasons for the refusal of admission include but are not limited to:

1. Administration deems the child too ill to attend.
2. Domestic situations that present a safety risk to the child, staff or other children enrolled at The Sanctuary Child Learning Center if the child were to be present at the center.
3. Failure to maintain accurate, up to date records.
4. Failure to complete and return required documentation in a timely fashion.
5. Non-payment of tuition or any other required fee on time.
6. The need to maintain compliance with Licensing Regulations.

Parents or another authorized adult are required to sign their child out of care on the Child Pilot App or the Kiosk located by the entrance door. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to signing out their child and are required to directly exit the building once they have signed their child out of care.

Parents must take home all papers in the child’s cubby or school bag each day.

Parents or persons designated to act “in loco parentis” are required to sign for receipt of any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you, however, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

6.3 LATE PICK-UP:

A child is considered late after 6:00. A fee of \$25 will be added to your account at 6:15 and every 15 minutes until picked up. If we are unable to reach parents or emergency contacts by 6:30 we will notify Child Protective Services.

A child's services will be terminated should the child be picked-up late on three occasions in one school year regardless of the reasons for the late pick-up. It is the parent's responsibility to ensure that someone (either a parent or Emergency/Alternate pick-up person) is available to pick up the child on time.

6.4 PERSONS APPEARING TO BE IMPAIRED BY DRUGS/ALCOHOL AT PICK-UP

The staff of The Sanctuary Child Learning Center will contact local police and/or the other custodial parent should a parent appear to the staff of The Sanctuary Child Learning Center to be under the influence of drugs and/or alcohol when at the center to pick up their child. The parent's right to immediate access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, The Sanctuary Child Learning Center staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.

Any other authorized person who attempts to pick-up a child and appears to the staff of The Sanctuary Child Learning Center to be under the influence of drugs and/or alcohol or pose a danger to the child for any other reason such as not having the appropriate car seat(s) in their vehicle, will be denied access to the child. The staff of The Sanctuary Child Learning Center will contact the child's parents and let them know they need to pick up their child or arrange for another authorized person to pick up. The offending authorized person may be banned from entering upon agency property and removed from the pick-up list at the sole discretion of The Sanctuary Child Learning Center. Local police, and Child Protective Services may be notified as well if the circumstances warrant notification.

6.5 EMERGENCY/ALTERNATE PICK-UP FORMS

At enrollment, parents will be presented with an Emergency/Alternate Pick-up form. Parents are encouraged to include on this form any, and all persons who, in the course of events, may at one time be asked to pick-up their child from The Sanctuary Child Learning Center. In an emergency situation the child's parents will be called first. If they can not be reached staff will call the people listed on this form until someone can be reached.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list. Failure of the parent/guardian to make such arrangements will result in dismissal from the program.

Parents do not need to be listed on the Emergency Contact Form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick up their child. Step-parents would need to be added to the Emergency Contact Form as they are not considered to have custodial rights to their stepchildren.

Parents will be asked to determine which persons (if any) on the Emergency/Alternate Pick-up form have the right to act "In Loco Parentis." In Loco Parentis status affords the pick-up person the right to discuss confidential information about the child's day including but not limited to, incident/accident reports, and behavior issues. In the absence of this designation the people on the Emergency/Alternate Pick-Up Form are only afforded the right to pick up the child. Staff are not permitted to discuss the child's day with them.

The people on the Emergency/Alternate pick-up form will be required to provide a government issued photo ID, prior to the agency releasing the child. There will be no exceptions to this rule.

All changes and/or additions to the Emergency/Alternate Pick-up form must be made in writing, be dated, and signed. Only custodial parents have the right to make changes or additions to this form.

The Sanctuary Child Learning Center reserves the right to refuse/ban any person listed on the Emergency/Alternate Contact Form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein.

6.6 DRIVING/PARKING ON AGENCY PROPERTY

Parents and authorized pick-up people are required to park in the center's parking lot when dropping off and picking up children from the program. Parents must turn off their cars in the parking lot and may not leave them running for any reason. Parents or authorized pick up people **MAY NOT** at any time leave other children under the age of 8 in their cars in the parking lot when dropping off or picking up their child from the program. We ask that you park in a marked parking space.

Confrontational interactions with any other parent, staff person or guest in the parking lot or on center property will not be tolerated and may result in the persons engaged in the confrontation to be prohibited from entering upon agency property in the future. Again, refer to the Parent's Right to Immediate Access Policy 9.1.

7.0 CHILD HEALTH

This policy outlines in general terms the health requirements for daily attendance at The Sanctuary Child Learning Center. If at any time a child has a serious health or medical issue of which caregivers should be aware to protect the safety of their child, parents are encouraged to speak with Program Director to discuss what information the program needs and with whom that information will be shared. To maintain compliance with licensing regulations and local, state, and federal law, our staff may be limited in the administration of certain medications, performance of medical procedures and or treatments. The Sanctuary Child Learning Center will work directly with parents/guardians, the child's treating physician and our staff to meet the child's needs in accordance with licensing regulations, local, state, and federal laws.

In general, children are expected to be healthy each day they attend. The Sanctuary Child Learning Center cleans and sanitizes surfaces and toys throughout every day. However, children share everything including their germs despite the best efforts of staff to teach children to keep their hands off their face, to cover their coughs and sneezes, and to wash their hands frequently throughout the day. Children will catch and share everything in the child care setting. If you send your child to care when they are ill, you continue the cycle of others getting sick. Parents are required to have back up plans for alternate care for their child should they be too ill to attend. The Sanctuary Child Learning Center does not provide Sick Child Care.

7.1 PRE-ENROLLMENT REQUIREMENTS

Each child is required to complete a pre-enrollment packet of information. This packet is to be completed in the Child Pilot App prior to the child's first day of attendance. All children are required to have a complete up to date immunization record on file at The Sanctuary Child Learning Center. This is per state licensing regulations. If you have chosen for a legally protected reason to not immunize your child, please ask the Program Director for an immunization waiver form. Immunizations may be waived for certain legally protected reasons. Please discuss this with the Program Director to determine whether you have the right to be enrolled and not have your child immunized. Parents are required to have a waiver on file in place of an immunization record, so that the center can maintain compliance with licensing regulations. The waiver form may require additional documentation depending on the legally protected reason for not immunizing your child.

Parents should be aware that there may be unimmunized and under immunized children in attendance at The Sanctuary Child Learning Center. The Sanctuary Child Learning Center cannot and does not discriminate against children who have legally protected reasons for not receiving the AAP recommended immunizations. Unimmunized and under immunized children do not present a significant health risk to other children. It is a violation of the child and family's right of privacy for The Sanctuary Child Learning Center to disclose who may be unimmunized or under immunized. The Sanctuary Child Learning Center will not disclose the number of unimmunized or under immunized children enrolled and will not disclose which classrooms unimmunized or under immunized children may be assigned.

7.2 SEVERE ALLERGIES/LIFE THREATENING MEDICAL CONDITIONS

For the safety of your child, parents are required to provide a signed copy of the "Food Allergy Emergency Plan" form, detailing any allergies, food or otherwise, their child may have at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child's physician and parent(s) or legal guardian(s), and must be updated every six months, or more frequently, if needed. In addition to this form, parents must provide a copy of any additional physician's orders and procedural guidelines relating to exposure prevention and treatment of the child's allergy. This form can be found in the Child Pilot App.

Parents must also execute a "Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies" form. This form releases The Sanctuary Child Learning Center from liability for administering treatment to children with severe allergies and taking other necessary actions set forth in the "Authorization for Emergency Care for Children with Severe Allergies" form, provided The Sanctuary Child Learning Center exercises reasonable care in taking such actions.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy detailed herein.

The Sanctuary Child Learning Center cannot guarantee that a child with a severe allergy will not encounter the allergen while at the program. The Sanctuary Child Learning Center will work with all staff and inform parents of any life-threatening allergies and develop classroom and/or program-wide policies related to the specific allergen to prevent, as reasonably as possible, the

child from coming into contact with their allergen. Parents may be asked to allow the program to post in appropriate and visible locations the child's photograph, name, and allergen after considering several factors including the commonality of the allergen in everyday life, if the reaction can be triggered by air, contact or ingestion, severity of the child's reaction and any other medical considerations.

7.3 ILLNESS AND COMMUNICABLE DISEASES

The Sanctuary Child Learning Center follows all health/communicable disease policies as outlined in the American Academy of Pediatrics Model Health Policies and Procedures Manual. A copy of this manual is on file with the Center Director and is available upon request for review.

Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached but cannot pick their child up within the required period of time, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent/guardian is reached. If a parent/guardian cannot be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. For most communicable diseases, children will be excluded from the program for the contagious period as stated by the AAP or until they present as well enough to attend whichever is later. Many times, children are past the contagious period for an illness, but they are still lethargic and feel and look terrible. Parents will often present doctor's notes saying their child is not contagious and that the symptoms the child is displaying are "teething" or "allergies," but the child feels terrible, looks terrible and is sleepy, cranky, uncomfortable, and just wants their parent. The Sanctuary Child Learning Center reserves the right to exclude a child from care if they present as such and a doctor's note will only be considered a recommendation.

Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. For example, if your child is sent home at 10:30 am on Tuesday they cannot return at 10:30 am on Wednesday. The soonest they can return to the program would be Thursday at their normal arrival time. A fever is defined as a temperature reading on a thermometer of at least 101 degrees Fahrenheit or more as taken with a temporal thermometer.

Children are required to be excluded from the program for loose bowels or diarrhea occurring three or more times in a 24-hour period. Children may return to the program when normal bowel movements resume.

If your child will be absent due to illness, we request that you notify the Program Director. This enables our staff to keep track of any illnesses which may occur at our school. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the Program Director, so we may notify the

parents that a specific communicable disease is present. Only the communicable disease information will be shared, not your child's name. The Sanctuary Child Learning Center will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

7.4 DISPENSING MEDICATION

The Sanctuary Child Learning Center will only dispense over the counter and/or prescription medication that is in original, labeled containers, and is accompanied by a doctor's note with explicit dosage and administration instructions that match the instructions on the medication's label. The Sanctuary Child Learning Center will only give medication to the child for whom the doctor's note is written and for whom the medication container is labeled. One doctor's note per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the doctor's note must identify the dates that the medication is to be given.

Parents are required to complete a Medication Form each day that medication is to be dispensed. Medication Forms can be found in the Child Pilot App and in the Program Director's office. Medication Forms, doctor's notes and medication are to be turned into the Program Director.

The Sanctuary Child Learning Center will dispense over the counter, fever reducing/pain medication (ex. Children's Tylenol, Children's Motrin) on an as needed basis, with a doctor's note detailing the recommended reasons for administration and appropriate dosage. Parents are required to supply an unopened bottle of the fever reducing/pain medication clearly labeled with their child's name. (One note and bottle of fever reducing/pain medication is required per child.) Prior to administering fever reducing/pain medication, staff will contact a parent or person listed on emergency contact form, if a parent cannot be reached, to inform them of our need to administer the medication. Staff will also inform the parent or emergency contact person if it is necessary for the child to be picked up due to illness. Refer to the policy listed above regarding picking up ill children.

Parents are responsible for ensuring that all prescription medication is properly labeled by a pharmacist and replaced prior to the expiration date.

7.5 FOOD/MEALS

The Sanctuary Child Learning Center provides morning snack, lunch and afternoon snack. The Sanctuary Child Learning Center does not serve or provide breakfast in the morning. Parents are required to feed their child a nutritious and filling breakfast prior to arriving at The Sanctuary Child Learning Center. Due to ratios and supervision in the morning we do not allow children to sit in classrooms and eat in the morning after 8:00 a.m.

All age groups:

If you prefer to send your child's snacks and meals, all food items must be labeled with your child's name. The Sanctuary Child Learning Center does not permit children to share or exchange food items.

For the safety of your child, parents are required to provide notification, in the form of a doctor's note, of any allergies (food or otherwise), with instructions for treatment should a child have an allergic reaction.

Parents are required to provide written notification of any food/dietary restrictions. (i.e., lactose intolerance, vegetarian diets, wheat free/gluten free diets)

The Sanctuary Child Learning Center never uses food as a punishment. Children will never be denied participation in lunch or snack time as a disciplinary action. Children will never be forced to eat, be required to sit longer than the appropriate lunch time in order to finish food before moving to the next activity or have food items restricted or limited due to behavior. Staff will work with reluctant or slow eaters and will document for parents if there is a developmental concern related to a child's lack of eating or behavior related to meal time or foods.

Infants:

Children enrolled in the infant classrooms must have all food items for consumption prepared and labeled each day the child is in attendance. This includes formula/breastmilk bottles, baby food, snacks, and juice bottles. Be sure to prepare one more bottle than you think your child will consume in a day to assure that your child will not run out. Prepared bottles must be stored in the designated refrigerator and will be warmed in a water bath prior to feeding. No bottles will be microwaved. All bottles must be taken home by the parents each night to be washed.

Children will not be fed directly from baby food jars, nor will the staff use previously opened baby food. Staff will mix baby cereal just prior to feeding. All unused food remaining after feeding will be discarded.

Parents are required to complete an Infant Feeding Plan for their child every two months, or as the child's feeding requirements change. Staff will input feeding information in the Child Pilot App for each child detailing for the parents what the child ate, when, and how much.

Breastfeeding mothers are welcome to come to the center during the day to feed their child. Appropriate, private feeding locations will be made available. Please discuss your desire to come to the center to breastfeed your child with the classroom teacher.

Toddlers – Pre K:

The Sanctuary Child Learning Center offers children a morning snack at approximately 9:30 a.m., a half-hour lunch at approximately 12:00 noon and an afternoon snack at approximately 3:30 p.m. The Sanctuary Child Learning Center does not serve breakfast.

All meals are family style, with the children sitting at tables, to promote good manners, eating habits and socialization skills.

The Sanctuary Child Learning Center does not allow full size candy bars, sodas, or full size candy treats such as Skittles, Starburst, or gum, in a child's lunch. If you wish for these foods to be a part of your child's diet, please give them to your child at home.

Lunches containing milk, cheese, yogurt, and/or other food items requiring refrigeration should be placed, by the parent, in the refrigerator designated for your child's classroom's use. To locate which refrigerator is designated for each classroom, ask your child's teacher.

All food items provided in your child's lunch must be labeled with your child's name. Simply labeling the child's lunch box/bag is not sufficient. Children will not be permitted to consume any food item not labeled with his/her name. Children are not permitted to share or exchange food items during lunch due to possible allergies and food item restrictions.

The Sanctuary Child Learning Center will provide a healthy morning and afternoon snack for all children in Toddler and older groups, including water, fruit juice and/or milk. A list of the daily snacks available to the children will be posted in the Child Pilot App and on the front board on a monthly basis.

7.6 PEANUT/TREE NUT FREE CENTER

Due to the extreme nature of allergic reactions to peanuts/tree nuts and products containing peanuts/tree nuts in some children, The Sanctuary Child Learning Center prohibits peanuts/tree nuts and/or foods containing peanut/tree nut products on The Sanctuary Child Learning Center property, and/or at The Sanctuary Child Learning Center sponsored events. These peanut/tree nut allergies can be so severe that exposure to peanuts can result in an anaphylactic reaction.

Parents are responsible for providing foods that are peanut/tree nut and peanut/tree nut product free for their child's lunch and/or snack. There are many acceptable food items that are peanut and tree nut free in stores. The important thing to remember is to read the label of every food item you send to school with your child.

Due to possible cross-contamination, (this occurs when one food is prepared with items previously used to prepare foods with peanuts/tree nuts, or peanut/tree nut products), The Sanctuary Child Learning Center does not allow homemade snacks at the center. While The Sanctuary Child Learning Center understands that parents enjoy providing homemade snacks for birthdays and holidays, we must be mindful of the safety of all children enrolled at The Sanctuary Child Learning Center.

7.7 INCIDENT/ACCIDENT REPORTS

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report. The Incident/Accident Report will be in Program Director's office and/or updated to the Child Pilot App.

Parents or persons designated to act "in loco parentis" are required to sign for receipt of any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Should a person other than the parent or someone designated to act "in loco parentis" pick-up the child, a parent or person designated to act "in loco parentis" must sign the Incident/Accident

Report and return a copy to the center director within 24 hours. Failure to sign and return an Incident/Accident in this time period will result in your child's exclusion from the program until such time as the Report is returned signed. The parent signature indicates receipt of the incident/accident report and is required.

7.8 NAP/REST TIME and SAFE SLEEP PRACTICES

The Sanctuary Child Learning Center follows the American Academy of Pediatrics guidelines for Safe Sleep Practices and state child care licensing regulations.

All child care staff are trained in Safe Sleep Practices and our policy and procedures for nap/rest time are regularly reviewed and discussed with all staff.

INFANTS:

Infants are always placed on their back in crib to sleep. Infants are not permitted to sleep in any car seat, chair, swing, bouncy seat, pillow, or floor. Each infant will have their own designated crib and will always be placed in their crib alone, unless evacuating the classroom/building for an emergency. If an infant falls asleep in any of these items, staff will immediately move the child to their designated crib and place them on their back. If an infant arrives at the center and they are asleep, they will be woken up and evaluated prior to being placed in the crib to continue sleeping.

Infants with a medical need for an alternate sleep position must have a detailed letter stating the diagnosis, recommended sleeping position, and the reason from the child's treating physician prior to staff being permitted to place an infant in an alternate sleep position. If a child requires any medical devices to monitor respiration and/or heart rate during sleep, detailed medical instructions must be on file from the child's treating physician and all staff will need to be adequately trained prior to the child's attendance. Staff are not permitted to place any infant in any other position at a parent's request.

When an infant can roll independently, they will be placed on their back in the crib and then allowed to roll or move into any comfortable sleeping position. When an infant demonstrates the ability to roll independently, their crib will be labeled as such so that any staff or licensing representative will know they may roll from their backs while sleeping.

Infant cribs will be free from all loose bedding, blankets, toys, bumpers, pillows, wedges, and accessories. Infants will not be swaddled to avoid overheating and possible suffocation. Only snug fitted crib sheets will be used over the crib mattress with the infant placed on top of the fitted sheet. Infants may use a pacifier while sleeping.

Classroom lights will be dimmed or turned off when more infants are sleeping. Staff must be able to see and assess each child while sleeping in a crib. Staff will remain alert and attentive to all sleeping infants and maintain a line of sight at all times. Staff will conduct a visual assessment of each sleeping infant every 15 to 20 minutes while sleeping. Staff will look for normal skin color, normal breathing by watching the rise and fall of the child's chest, general comfort and level of sleep, signs of overheating, fever, discoloration of skin or lips.

Infants will be removed from their crib upon waking up. Infants who show signs that they are ready to sleep will be gently rocked and soothed and then placed on their back in their crib. Infants may be awake when initially placed in the crib but will not be left in the crib crying or

while unsettled. Staff may pat an infant in the crib to reinforce calm and settled pre-sleeping behaviors.

YOUNG TODDLERS AND UP:

Children in the Young Toddler through Preschool age groups are required to nap/rest each day as per child care licensing regulations. Young Toddlers through Preschool Age children will nap/rest on sleep cots/mats. Children will be permitted to bring “napper, nap mat, or nap roll” to use during nap/rest time. The cover must be sewn on and the pillow attached. These items **MUST** be clearly labeled with the child’s name and must be taken home on the last day of care each week to be laundered and returned on the first day of care the following week. Children may have a soft comfort toy during nap/rest time. Children will not be permitted to place any blanket, sheet, comfort toy or clothing over their head or face during nap/rest time.

Children will be provided with settling music, a quiet (not silent) environment and encouraged to lay their bodies down for nap/rest time. Staff may choose to read a story or use guided relaxation techniques to help busy bodies settle and relax. Staff may pat or rub a child’s back to help soothe and settle them for nap time so long as the staff person can position themselves to keep the other children in their sight to maintain supervision.

Children will not be forced to sleep or to remain on their cot/mat for the entire nap/rest time if they have not fallen asleep within 20 to 30 minutes of the start of nap/rest time. Children that do not fall asleep after the initial 20 to 30 minutes of quiet rest will be offered a book or other quiet activity for the duration of the nap/rest time.

Staff cannot, at the request of parents, prevent, forego, or skip a nap/rest time for any child as it is a child care licensing requirement that children nap/rest each day. Staff cannot wake a sleeping child after a certain amount of time or only allow a child to sleep for a certain period of time at the request of the parent.

At the end of the nap/rest time regular classroom activities will resume and children who remain sleeping will be gently woken up and encouraged to join in with the rest of the classroom activity. Parents of children who fall asleep or who remain asleep outside of the normal nap/rest period will be called to pick them up should there be a concern that they may not feel well enough to attend or if there is a supervision issue.

8.0 ACCESS AND SECURITY

Parents/guardians are provided access to The Sanctuary Child Learning Center to drop off and pick up their enrolled child(ren) through the Main/Front Entrance Doors of your assigned building. Families are provided a door key code for access.

All ingress/egress doors will be locked at all times from outside access. All ingress/egress doors meet the required fire codes and are able to be opened at all times from inside the building. Propping doors open, preventing them from latching upon closure or blocking doors in any way is prohibited.

Parents/guardians are not permitted to allow any other person or child access to the building. While it may seem polite or courteous to hold the door open for another child, parent, family, or other adult, it compromises the safety and security of everyone in the building.

8.1 PARENTS RIGHT TO IMMEDIATE ACCESS

Parents/guardians of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at The Sanctuary Child Learning Center, as provided by law. Access does not mean that parents/guardians are permitted to remain in the center for extended periods of time to observe and interact with their child while in care. Due to licensing regulations, any person with access to children in the center must have the required criminal and child abuse clearances on file, therefore, parents/guardians can not loiter or “hang out” at the center beyond what is a reasonable and necessary period to drop off and/or pick up their child.

Visitors are asked to schedule appointments with the Center Director and are allowed in the child care facility only at the discretion of the Center Director. An employee of The Sanctuary Child Learning Center will accompany visitors at all times, throughout the center.

The Sanctuary Child Learning Center will provide **both** parents with equal access to their child as stipulated by law. The Sanctuary Child Learning Center cannot, without a certified court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, The Sanctuary Child Learning Center suggests that the parent keep their child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. The Sanctuary Child Learning Center will contact the local police should a conflict arise.

If a custodial parent is barred from entering upon center property, The Sanctuary Child Learning Center will disenroll the child(ren) immediately. Due to the parents’ right to immediate access policy, as well as state and federal regulations, The Sanctuary Child Learning Center cannot have a child at the center when the center prohibits a parent from entering upon center property for any reason. Please refer to Policy Number 13.0 PARENT CODE OF CONDUCT. The Sanctuary Child Learning Center will not agree to any request to maintain a child’s enrollment even if the offending parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

8.2 COURT ORDERS EFFECTING ACCESS TO CHILD AND RECORDS

In cases where the child or parents of an enrolled child are the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) The Sanctuary Child Learning Center must be provided with a **Certified Copy** of the most recent order and all amendments thereto. Custody Orders will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing and the court order allows for parental discretion or changes. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order. Any Protection from Abuse and/or Restraining Orders will be followed exactly as written for the entire period the order remains in effect. Should parents decide the PFA/RO is no longer needed, they must provide a certified document from the court rescinding the original order.

When the custody of the child is shared between parents, both parents will be afforded access to the child’s records, provided access to the center management/communication app, and invited to participate in any and all conferences and center events. Parents will be limited to being physically present in the center for the purpose of attending events, volunteering, or observing

their child to days on which they have physical custody of the child unless both parents provide written permission for the parent to attend during a non-physical custody day or time.

When one parent has custody of the child, the non-custodial parent will not be given access to the child's record, provided access to the center management/communication app, nor be invited to participate in any conferences or center events without specific written permission of the custodial parent unless otherwise stated in the court order.

The Sanctuary Child Learning Center will consult with legal counsel for any custodial situations that do not fit within the guidelines provided in this policy and decisions regarding access to records, provided access to the center managements/communication app, and participation in any conferences and center events.

In all cases related to court orders, parents who attempt to place the program between the two parents may have their child's enrollment discontinued. The Sanctuary Child Learning Center is there to provide quality care to the child, not take sides in a parenting or relationship dispute. The Sanctuary Child Learning Center does not make judgements on parenting practices or capability. Parents are discouraged from calling center staff or administrators as witnesses in court matters. There will be an hourly fee charged for any in court appearances for any center personnel, payable by the parent issuing the subpoena. Subpoenas for child's records will incur a reasonable per page copying fee and will be charged to the parent issuing the subpoena. Please refer to Policy No. 11.1 and 11.2 related to document requests and subpoenas.

8.3 CELL PHONES/RECORDING DEVICES

The Sanctuary Child Learning Center has an obligation to protect, respect and preserve the privacy of all children and families in our program; therefore, parents/guardians and authorized pick-up persons are not permitted to use cell phones, including face time, cameras, or any other type of recording devices while in the center. The Sanctuary Child Learning Center enrolls children who may be in foster care or who are covered under a Protection from Abuse Order/Restraining Order and recording or photographing these children may not be permitted under their court orders. Disclosure of these children's identity would violate their privacy therefore we must prohibit all photographing and video recording by parents/guardians and authorized pick-up persons.

As a reminder of the no cell phone/recording device policy, The Sanctuary Child Learning Center will post signs at the entrance and throughout the center to remind parents/guardians and authorized pick-up persons of this requirement. As with all center policies and procedures, parents and guardians are required to inform authorized pick-up persons of this requirement. Violations of this policy by authorized pick-up persons will result in them being prohibited from entering upon center property and the parent/guardian will need to designate a different authorized pick-up person. Violations of this policy by parents/guardians may result in the parent/guardian being excluded from entering the center. Refer to Policy No 9.1 Parent's Right to Immediate Access above.

8.4 EMERGENCY DRILLS AND PROCEDURES

The Sanctuary Child Learning Center conducts monthly emergency evacuation and/or emergency lockdown drills. Parents, staff, and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of our emergency plans.

Emergency evacuation and lock down drills are used for a variety of situations including but not limited to fire, weather, violence, concerns related to threats against anyone in the building, utility, air quality or other environmental concerns.

Emergency Drills will also test the agency's notification process and procedures for parents/guardians and other authorized emergency contacts. It is important that we practice all parts of the emergency plan to ensure it works properly if/when it is needed.

While parents can often be alarmed, worried and fearful of the possibility of a real scenario causing an evacuation or lock down, the staff of The Sanctuary Child Learning Center work diligently to keep children calm, make the experience as stress-free as possible and will work to explain and prepare the children in developmentally appropriate ways.

During emergency drills or a real emergency situation, parents may not sign children into or out of the program. In the instance of an emergency drill, parents must wait until the drill is complete to sign their child into or out of the program. Our staff must be focused on conducting all aspects of the emergency drill and the children need to remain signed in and under the direct supervision of the staff for the entirety of the drill. Additionally, when the drill is concluded, staff will engage with the children in developmentally appropriate ways to review positives from the drill, allow them to ask questions and transition them back into their regular classroom routines. At this time parents will be permitted to sign their child out of care.

In the event of a real emergency situation involving evacuation of the building/premises parents arriving to drop off will be required to leave with their child immediately. Any parent arriving to pick up their child will be required to wait until the management staff has determined that all staff and children are accounted for, and emergency personnel have given the all clear to allow children to leave. All other parents or emergency contact persons will be notified through the Child Pilot App and/or by phone call of the situation. As with the sick child pick up policy, children must be picked up within 45 minutes of the telephone call and are required to comply with the process and procedures established for how children are to be released. This process may change depending on the emergency situation, location, and other unpredictable emergency factors. At no time is a parent, guardian, or authorized pick up person to circumvent any process or procedure to get quicker access to their child. Order and calmness are critical to keeping children safe, ensure that they are released to authorized individuals and that they are supervised by staff at all times.

In the event of a real emergency lockdown situation, anyone onsite will be required to comply with the lockdown procedures and will be prohibited from leaving the premises until emergency personnel advise. Anyone onsite is required to comply with the instructions of staff as it relates to the processes and procedures during a lockdown drill or situation.

Parents are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. It is important for parents and staff to work together, remain calm, and cooperate with the emergency personnel and center administration during these important and critical situations.

The Sanctuary Child Learning Center has developed a detailed Emergency Plan. Parents may review the Emergency Plan onsite upon request. To maintain the utmost safety and security parents will not be provided with copies of the Emergency Plan details, are not permitted to take

photographs or video record the contents of the Emergency Plan and the plans will not be posted to any public location

8.5 ALTERNATE SAFE LOCATION

Should the administration of The Sanctuary Child Learning Center or any emergency services personnel determine the building which houses the child care agency to be too dangerous to be occupied, the staff and children will be taken to the church's main sanctuary and/or offices. If we must move off site, we will gather at Compassion Christian Church located at 9150 Old Montgomery Road. Once the children are assembled here, the staff will begin contacting parents or emergency contact persons for pick up. As stated before, children must be picked up within 45 minutes of notification.

8.6 FIREARMS AND WEAPONS

The Sanctuary Child Learning Center is private property and has the right to restrict concealed or open carrying of any weapon or firearm on our property. At no time is any person permitted to carry any type real or toy Firearm, Ammunition and/or Weapon on agency property for any reason. Violation of this policy will result in immediate dismissal from the program.

If at any time a parent, authorized pick up person or child state that they or another individual associated with them will bring a firearm or weapon of any kind to the program, threaten to use a firearm or weapon to harm a staff person, child, family, or any person associated with The Sanctuary Child Learning Center, the child(ren) will be immediately disenrolled from the program and police and Child Protective Services will be called. There will be no exceptions.

8.7 THREATS

Threats of any kind directed at any child, staff person, parent, family, or any person associated with The Sanctuary Child Learning Center will not be tolerated and will result in the person issuing the threat to be barred from entering upon agency property and/or contacting the agency. If the person making the threat is the parent/guardian of an enrolled child(ren) the child(ren)'s enrollment will be terminated immediately based on the Parent's Right to Immediate Access Policy 9.1 above. All threats will be documented and reported to police and Child Protective Services.

9.0 BUILDING CAMERA SYSTEM

The Sanctuary Child Learning Center has an internal video surveillance system. These recordings are the sole property of The Sanctuary Child Learning Center and are used for training and supervisory purposes.

Parents or guardians are not granted on demand access to any recording due to the confidentiality of other children and families within recording. The Sanctuary Child Learning Center provides care to children under foster care placement, children with protection orders and other restrictions that would prohibit the review or dissemination of recorded security footage. If there is a concern, parents/guardians should bring it to the attention of Executive Director or Program Director immediately and if necessary, the appropriate administrative personnel will review the recorded footage of the incident/period in question and provide feedback to the parent/guardian.

The Sanctuary Child Learning Center is required to allow Licensing Inspectors and Investigators from Child Protective Services agencies access to recordings as part of their investigatory processes. The Sanctuary Child Learning Center cooperates with and welcomes all licensing and CPS oversight investigations.

In circumstances where parents or guardians may be granted review of recorded footage they are prohibited from recording or taking photographs of the footage shown.

Cameras are located throughout the building in all public spaces indoors and outdoors. Parents/guardians are strictly prohibited from blocking, moving, or dismantling any camera installed on the property.

10.0 CONFIDENTIALITY

Within The Sanctuary Child Learning Center, confidential information will only be shared with employees of The Sanctuary Child Learning Center who have a “need to know” in order to care for your child. Confidential information about staff, other parents and/or children will not be shared with parents, as The Sanctuary Child Learning Center strives to protect everyone’s right of privacy. Confidential information includes, but is not limited to names, relationships, addresses, phone numbers, financial information, disability information, HIV/AIDS status, or other health related information of anyone associated with The Sanctuary Child Learning Center.

Outside of The Sanctuary Child Learning Center confidential information about a child will only be shared when the parent/guardian of the child has given written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of The Sanctuary Child Learning Center, persons with whom the information will be shared, and the reason(s) for sharing the information.

Parents and guardians may volunteer or attend classroom/center-wide events and may be present for an incident, accident or may see or hear things about another child or family while present. Any gossip or dissemination of the information acquired while present in the center is a violation of our Confidentiality policy. Any parent or guardian who violates the Confidentiality policy will not be permitted on agency property thereafter. Refer to the policy regarding Parent’s Right to Immediate Access 9.1 for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing agency property.

You may observe children at our center, or your child may tell you things about a child in their class. The Sanctuary Child Learning Center will not discuss another child’s behavior, discipline, or enrollment with you. Our Confidentiality Policy protects every family’s and child’s right to privacy. Employees of The Sanctuary Child Learning Center are strictly prohibited from discussing anything about another child with you. Pestering, accusing staff of hiding, threatening or demanding information from staff about another child or family will result in that person being prohibited from entering upon agency property. Please refer to Policy No. 9.1 regarding Parents’ Right to Immediate Access.

10.1 RECORDS REQUESTS

All requests for copies of enrollment documentation, tuition/financial records, attendance and/or developmental records must be presented to the Program Director in writing. The Sanctuary Child Learning Center will only release information to custodial parents and guardians or their

attorney at law if a letter of representation is provided along with an executed form from the parent or guardian requesting the records. There will be a reasonable copying fee charged for records requests for any information that was, as part of our regular communication process, already communicated to any parent or guardian. This could include but is not limited to, duplicates of enrollment documentation, tuition/financial records, attendance records, accident/incident reports, developmental records, communications between parents and the staff. An invoice for the copying fee will be presented and must be paid prior to the requested documentation being released to the requesting party. The copying fee will be the going per page rate at the local Office Supply Store plus any applicable postage if the documents copied will be mailed to the person making the request.

10.2 DOCUMENT/WITNESS SUBPOENAS

The Sanctuary Child Learning Center will charge an expert witness fee and/or a reasonable copying fee when the business or any employee is served a subpoena related to any custody, support, or other court related matter to which the business or employee are not a party. This fee will be discussed with the party serving the subpoena. Every attempt will be made to avoid having employees physically appear in court, including providing documentation where possible and discussing what the requesting party expects the employee will present ahead of time to determine if that employee has relevant knowledge. When the information/knowledge they have is deemed to be relevant, The Sanctuary Child Learning Center will request virtual appearances to minimize the time and impact participation has on the program.

The Sanctuary Child Learning Center strongly discourages parents and guardians from asking any employee to appear on their behalf in a personal court related matter. Court appearances are extremely disruptive to our program, as we have licensing regulations related to ratios to maintain at all times and having one or more staff persons out to testify in a hearing is detrimental to our operations. Further, if employees had concerns about any adult interactions with an enrolled child, a report would be made to the local child protective services agency under our requirements as mandated reporters of child abuse and neglect. Short of that, employees of The Sanctuary Child Learning Center do not take sides or judge either parent's or a guardian's interactions with enrolled children outside of the center. Please see Policy Number 12 for details regarding our mandated reporting of suspected child abuse and neglect for more information.

11.0 MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND/OR NEGLECT

Under the Child Protective Services Act, mandated reporters are required to report their **suspicion** of abuse or neglect to the appropriate authorities. The employees of The Sanctuary Child Learning Center are considered mandated reporters, under this law. The employees of The Sanctuary Child Learning Center are not required to discuss their suspicions with parents/guardians prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior, or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. Additionally, The Sanctuary Child Learning Center can receive child care licensing violations for failing to report suspected child abuse or neglect. We at The Sanctuary Child Learning Center take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

Reports to Child Protective Services can be made anonymously, but even if the person providing the report discloses their identity, all names and affiliations of reporters are considered confidential. Parents/guardians who accuse, harass, and/or threaten staff based on the assumption or knowledge that the staff person has made a mandated report will be barred from entering upon agency property and the police and Child Protective Services will be notified. Refer to Policy Number 9.1 Parent's Right to Immediate Access for additional information on disenrollment of children whose parent(s) are barred from agency property.

As mandated reporters, the staff of The Sanctuary Child Learning Center cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- ◆ Unusual bruising, marks, or cuts on the child's body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, season.
- ◆ Transporting a child without appropriate child restraints (e.g., car seats, seat belts, etc.)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- ◆ Not providing appropriate meals including a drink for your child
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child.
- ◆ Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- ◆ Children who exhibit behavior consistent with an abusive situation

11.1 SHAKEN BABY SYNDROME AND ABUSIVE HEAD TRAUMA

Shaken baby syndrome also known as abusive head trauma, shaken impact syndrome, inflicted head injury or whiplash shake syndrome, is a serious brain injury resulting from forcefully shaking an infant or toddler. Shaken baby syndrome destroys a child's brain cells and prevents his or her brain from getting enough oxygen. Shaken baby syndrome is a form of child abuse that can result in permanent brain damage or death.

Shaken baby syndrome symptoms and signs include:

- ❖ Extreme fussiness or irritability
- ❖ Difficulty staying awake
- ❖ Breathing problems
- ❖ Poor eating
- ❖ Vomiting
- ❖ Pale or bluish skin
- ❖ Seizures
- ❖ Paralysis
- ❖ Coma

You may not see any signs of physical injury to the child's outer body. Sometimes, the face is

bruised. Injuries that might not be immediately seen include bleeding in the brain and eyes, spinal cord damage, and fractures of the ribs, skull, legs, and other bones. Many children with shaken baby syndrome show signs and symptoms of prior child abuse. In mild cases of shaken baby syndrome, a child may appear normal after being shaken, but over time he or she may develop health or behavioral problems.

Causes

Babies have weak neck muscles and often struggle to support their heavy heads. If a baby is forcefully shaken, his or her fragile brain moves back and forth inside the skull. This causes bruising, swelling, and bleeding. Shaken baby syndrome usually occurs when a parent or caregiver severely shakes a baby or toddler due to frustration or anger, often because the child won't stop crying. Shaken baby syndrome isn't usually caused by bouncing a child on your knee, minor falls or even rough play.

Risk Factors

The following things may make parents or caregivers more likely to forcefully shake a baby and cause shaken baby syndrome:

- ❖ Unrealistic expectations of babies
- ❖ Young or single parenthood
- ❖ Stress
- ❖ Domestic violence
- ❖ Alcohol or substance abuse
- ❖ Unstable family situations
- ❖ Depression
- ❖ A history of mistreatment as a child

Complications

Even brief shaking of an infant can cause irreversible brain damage. Many children affected by shaken baby syndrome die. Survivors of shaken baby syndrome may require lifelong medical care for conditions such as:

- ❖ Partial or total blindness
- ❖ Developmental delays, learning problems or behavior issues
- ❖ Intellectual disability
- ❖ Seizure disorders
- ❖ Cerebral palsy

Prevention

New parent education classes can help parents better understand the dangers of violent shaking and may provide tips to soothe a crying baby and manage stress. When your crying baby can't be calmed, you may be tempted to try anything to get the tears to stop but it's important to

always treat your child gently. Nothing justifies shaking a child. If you're having trouble managing your emotions or the stress of parenthood, seek help. Your child's doctor may offer a referral to a counselor or other mental health provider. If other people help take care of your child, whether a hired caregiver, sibling or grandparent, make sure they know the dangers of shaken baby syndrome.

For more information go to:

Mayo Foundation for Medical Education and Research. (2017, October 28). *Shaken baby syndrome*. Mayo Clinic. Retrieved February 16, 2022, from <https://www.mayoclinic.org/diseases-conditions/shaken-baby-syndrome/symptoms-causes/syc-20366619>

12.0 STAFF QUALIFICATIONS/RESPONSIBILITIES

The Sanctuary Child Learning Center complies with all applicable state licensing regulations, accreditation standards and grant or contract-based staff qualification requirements. 100% of The Sanctuary Child Learning Center's staff is First Aid/CPR certified and participates in 20 hours of continuing education annually. Staff education levels are included in their biographies posted in Child Pilot App.

12.1 SUPERVISION OF CHILDREN

The foremost responsibility of the staff at The Sanctuary Child Learning Center is the appropriate supervision of all children assigned to their care. Employees are required to comply at ALL TIMES with ratio requirements as outlined by the licensing authority and all other licensing regulations related to the appropriate supervision of children.

No child or group of children will be left unattended at any time, for any length of time. No child or group of children will be out of direct sight and sound of their assigned caregiver at any time while in our care.

The Sanctuary Child Learning Center has redundant procedures in place for all staff to track and monitor ratios and care groups. Staff undergo training in these procedures during their initial employee onboarding process, and they engage in ongoing training and discuss and review of these procedures throughout their employment during professional development sessions and staff meetings. Supervision procedures exist to keep all children safe and accounted for during their time at The Sanctuary Child Learning Center. Parents, guardians, and authorized pick-up people are required to comply with all procedures and staff member instructions when in the center. Any person attempting to short-cut or ignore procedures designed to maintain effective and appropriate supervision of the any child will be prohibited from entering upon agency property. Refer to Policy Number 9.1 Parent's Right to Immediate Access for additional information on disenrollment of children whose parent(s) are barred from center property. The redundancy of the procedures is designed to provide multiple checks to ensure that all children are accounted for at all times.

12.2 RATIOS

GEORGIA LICENSING REGULATIONS FOR STAFF TO CHILD RATIOS ARE AS FOLLOWS:

Ages of Children	Staff:Child Ratio*	Maximum Group Size**
Infants less than (1) year old or children under (18) months who are not walking	1:6	12
(1) year olds who are walking	1:8	16
(2) year olds	1:10	20
(3) year olds	1:15	30
(4) year olds	1:18	36
(5) year olds	1:20	40

** Maximum group size does not apply to outdoor play on the playground routinely used by the Center or for special activities in the Center lasting no more than two (2) hours. Maximum group size does not apply to Centers with a licensed capacity of 18 or fewer. However, required Staff:child ratios must be maintained.

Our goal is to offer lower than mandated Staff:Child Ratios during the majority of the day, however, we do often combine classrooms during the first hour and half of the day and the last hour of the day.

12.3 BACKGROUND CHECKS

Employees and Volunteers with access to children are required to have the following clearances and background checks on file with The Sanctuary Child Learning Center prior to working in any capacity with children.

- 1 FBI Fingerprint Check
- 2 State Police Criminal Background Check
- 3 Child Abuse Registry Check
- 4 National Sex Offender Registry

These clearances are required to be run new for every new hire prior to the first day of work and for every volunteer prior to being granted access to the program. If you do not have completed clearances on file, you will not be permitted to volunteer at any The Sanctuary Child Learning Center event or activity. No exceptions will be made.

The Program Director can help any parent/guardian or special person with instructions on which clearances are required, how and where to apply. Any cost associated with obtaining the required clearances is the responsibility of the parent/guardian or special person.

Volunteers may be asked to resubmit any of the above listed clearances at any time. Failure to comply with a request to resubmit for a clearance will be denied permission to volunteer. As per

licensing regulations all clearances must be renewed at least every 5 years. Anyone with outdated clearances will be denied permission to volunteer.

Parents/guardians and guests attending events/programs such as end of the year ceremonies, plays and performances are not required to have clearances on file to attend if they are just attending the event to watch their child.

13.0 CHILD DEVELOPMENT AND BEHAVIOR

Regular screening provides a fast and helpful look at how your child is doing in important areas like communication, social skills, motor skills, and problem-solving skills. Screening can identify your child's strengths, uncover new milestones to celebrate, and reveal any areas where your child may need support. It helps you understand your child's development and know what to look for next. And it helps you work with doctors and educators to plan next steps when it makes the most difference—your child's critical first years of life. Developmental milestones are measured in various ways. A milestone checklist will be available in the Child Pilot App. Ages & Stages is our assessment tool of choice. The ASQ screeners are sets of valid, reliable, and age-appropriate questionnaires that are filled out by your child's teacher. There are two screeners in the ASQ family: **ASQ®-3**, which looks at key areas of early development, and **ASQ®:SE-2**, which focuses on social-emotional development.

ASQ-3 is a set of simple questionnaires trusted for more than 20 years to check child development. There are 21 ASQ-3 questionnaires for use with children from 1 month to 5½ years old (one questionnaire for each age range). Here are the five important areas of development that each questionnaire looks at:

1. **Communication:** Your child's language skills, both what your child understands and what he or she can say.
2. **Gross Motor:** How your child uses their arms and legs and other large muscles for sitting, crawling, walking, running, and other activities.
3. **Fine Motor:** Your child's hand and finger movement and coordination.
4. **Problem Solving:** How your child plays with toys and solves problems.
5. **Personal-Social:** Your child's self-help skills and interactions with others.

The "Overall" section asks you open-ended questions about your child's development and lets you weigh in with any concerns you may have.

ASQ:SE-2 is a set of questionnaires with a deep, exclusive focus on social-emotional development. There are 9 ASQ:SE-2 questionnaires for use with children from 1 month to 6 years old. Here are the seven important areas of development that each questionnaire looks at:

1. **Autonomy:** Your child's ability or willingness to self-initiate or respond without guidance (moving to independence).
2. **Compliance:** Your child's ability or willingness to conform to the direction of others and follow rules.
3. **Adaptive functioning:** Your child's success or ability to cope with bodily needs (sleeping, eating, toileting, safety).

4. **Self-regulation:** Your child's ability or willingness to calm or settle down or adjust to physiological or environmental conditions or stimulation.
5. **Affect:** Your child's ability or willingness to demonstrate their own feelings and empathy for others.
6. **Interaction:** Your child's ability or willingness to respond to or initiate social responses with parents, other adults, and peers.
7. **Social-communication:** Your child's ability or willingness to interact with others by responding to or initiating verbal or nonverbal signals to indicate interests, needs, or feelings.

Each child will receive an Ages and Stages assessment annually. These will be made available to parents after completion with the opportunity for a Parent-Teacher conference.

13.1 GUIDANCE POLICY

General Procedure

Thoughtful direction and planning 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 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.

All disciplinary actions with children will be documented anecdotally and/or in an incident/accident report for the child's file. This record will help identify patterns of escalating

behavior and serve as a reference for conferencing with parents and when making a referral to an outside agency for evaluation.

13.2 BITING

The Sanctuary Child Learning Center recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 ½ year old classrooms. Parents with children in these classrooms should expect that their children may be bitten or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember that while an unwanted behavior, biting is a developmentally appropriate behavior, and that the staff is working to identify situations which provoke or elicit this behavior so it can be prevented in the future. The staff will not punish or discipline children in the younger classrooms for biting behavior; they will redirect the children to different activities in separate areas of the classroom, offer alternate outlets for frustration or sensory seeking behavior, and provide additional support and supervision through proximity to the children. Parents are expected to work with staff to identify methods and strategies to curb this behavior. Uncooperative parents will have their child's services terminated.

Children older than 3 years of age may occasionally be involved in a biting incident. For children in this age group who bite, the staff will provide consequences in line with our disciplinary philosophy outlined in Policy Number 14.1 above, as well as observe the child to determine what provokes or elicits this unwanted behavior. Parents are expected to cooperate with staff to help their child control this behavior. Uncooperative parents will have their child's service terminated. Furthermore, children, in the older age groups, who bite 3 times in a school year or who seriously hurt another person with their bite may have their services suspended and/or terminated since the safety of all the children in the program is of the utmost concern of The Sanctuary Child Learning Center.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered confidential and cannot be disclosed. The staff of The Sanctuary Child Learning Center cannot discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents have a concern related to the child's health or development.

13.3 CHILDREN WITH DISABILITIES

The Sanctuary Child Learning Center is proud of our history of working with the individual needs of our children and will work with the parents whose children may need additional support. The Sanctuary Child Learning Center's employees cannot diagnose, evaluate, or test for a disability. However, the assessment and developmental evaluation tools used as part of the curriculum and our daily interactions and observations of your child can serve as the basis for referral to outside support services including but not limited to, early intervention, speech, occupational and physical therapy, and other types of services. The Sanctuary Child Learning is not considered a "publicly funded educational institution" under IDEA legislation, therefore we are not required to follow or implement IEPs/IFSPs and 504 Plans. The Sanctuary Child Learning Center requests copies of any IEP/IFSP/504 Plan documents and any evaluation summaries so we can provide consistent and complimentary support for the goals and

expectations contained therein and be an engaged partner in any IEP/IFSP/504 Plan team meetings.

The Sanctuary Child Learning Center is required to comply with the Americans with Disabilities Act in their delivery of services and will make reasonable accommodations to their policies, practices, and procedures as appropriate to enable a child with a disability to attend the program. The Sanctuary Child Learning Center is not required by law to fundamentally alter or change the services provided under the Americans with Disabilities Act. Examples of fundamental alterations/changes to the program would include but are not limited to providing a service or therapy that is not regularly offered, providing one on one care to a child, providing medical support, or performing medical procedures.

The Sanctuary Child Learning Center will allow outside service providers into the program to work with any child as a reasonable accommodation, provided those services are communicated in advance. Prior to services starting on site, a meeting will be scheduled with the parent(s), service provider, their supervisor if applicable, the center administration and classroom staff. At this meeting, the services being provided will be reviewed including the IEP/IFSP/504 Plan or other guiding document. The service provider and their supervisor as applicable will be required to review and sign the "Rules and Expectations for Outside Service Providers" Form and provide copies of their clearances.

At all times while present in the center the resource/therapist must work cooperatively with The Sanctuary Child Learning Center staff to meet the needs of the child. The presence of the resource/therapist must be collaborative and complimentary to the program and must mitigate any and all safety risks the child presents to themselves and others. Should the resource/therapist be disruptive to the program or not have the authority or ability to mitigate, through appropriate therapeutic methods, the child's dangerous behaviors, the child may be excluded from the program. Refer to the Suspension and Expulsion Policy 14.4 below.

No policy can cover all disabilities or situations covered by the ADA. The Sanctuary Child Learning is committed to working with all families to provide reasonable accommodations. All accommodation plans will be adapted, updated, and amended from time to time as needed to continue to meet the needs of the child as they grow and develop. Parents are required to engage in the interactive process of determining reasonable accommodations, from evaluation to implementation of the accommodation plan, in a constructive, respectful, and cooperative manner. Any forms or information requested should be returned or provided in a timely manner to ensure that your child's needs are met, and they are able to safely attend the program. The Sanctuary Child Learning Center may need a reasonable period of time to get staff trained in any emergency medical interventions and/or to review and understand how to support any life-threatening medical scenarios.

13.4 SUSPENSION AND EXPULSION RELATED TO DANGEROUS BEHAVIORS

Any child whose behavior is dangerous or presents a safety risk to themselves or to others will be subject to suspension and/or expulsion from the program if the dangerous behavior cannot be eliminated through reasonable accommodations provided for under applicable federal and state laws and regulations. Suspension from the program may be necessary for the safety of the child or others while evaluations are completed and/or while securing support services from an outside agency. The Sanctuary Child Learning Center will make referrals and work cooperatively with parents and outside service providers but does not directly provide support services or therapists.

The Sanctuary Child Learning Center cannot initiate or pursue evaluations, but will provide direction, support, and assistance to parents throughout the process if requested.

The Sanctuary Child Learning Center will at all times provide written documentation to the parents of any child that is subject to referral for outside support services for any behavior issue, developmental delay, or disability. Further, through formal and informal conferences with the teachers and administrators, written incident and accident reports and letters, The Sanctuary Child Learning Center will communicate with parents/guardians of children exhibiting behaviors that are dangerous to themselves or to others, the steps taken to accommodate the child and notification that the child will not be able to return to the program until support services are in place. Some dangerous behaviors may result in immediate suspension, without the need for prior communication or attempts at accommodation due to the nature of the behavior. This includes but is not limited to behaviors related to elopement, behaviors that have the potential to or do seriously hurt themselves or others or behaviors that require one or more staff members to supervise the child for an extended period of time because they are unsafe and not responsive to any behavioral redirection.

14.0 PARENT CODE OF CONDUCT

The Sanctuary Child Learning Center requires the parents/guardians and authorized pick-up/emergency contact persons of enrolled children to behave at all times in a manner consistent with decency, courtesy, and respect. One of The Sanctuary Child Learning Center's goals is to provide the most appropriate environment in which a child can grow, learn, and develop. Achieving this ideal environment is not only the responsibility of The Sanctuary Child Learning Center employees but is the responsibility of each and every parent/guardian and adult who enters the center. Parents/guardians and all adults are required to behave in a manner that fosters this ideal environment. **Individuals who violate the Parent Code of Conduct will not be permitted on center property thereafter.** Please refer to Policy Number 9.1 on Parent's Right to Immediate Access for additional information regarding dis-enrollment of the child when a parent is prohibited from accessing agency property.

14.1 SWEARING/CURSING:

No parent or adult is permitted to curse or use other inappropriate language on agency property, whether in the presence of a child or not. Such language is considered offensive and disrespectful and will not be tolerated. This includes communications that occur over the phone and in written form.

14.2 THREATENING OF EMPLOYEES, CHILDREN OTHER PARENTS OR ADULTS ASSOCIATED WITH THE SANCTUARY CHILD LEARNING CENTER:

Threats of any kind will not be tolerated. In today's society The Sanctuary Child Learning Center cannot afford to sit idly-by while threats are made. All threats will be reported to local police and Child Protective Service (where applicable under Mandated Reporting Laws) and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the center will not assume the risk of a second chance. **PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

14.3 CORPORAL PUNISHMENT OF YOUR CHILD and/or PHYSICAL/VERBAL CONFRONTATION OTHER CHILDREN

Corporal Punishment (spanking) is not permitted in the child care facility by anyone. While parents may need to provide verbal correction to their child it is not appropriate for parents to verbally threaten, spank, humiliate or otherwise harshly discipline their child in the facility. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with staff and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. 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, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director.

Furthermore, it is wholly 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. At that point, the teacher and/or director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our agency have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

14.4 SMOKING/VAPING/DRUG POLICY:

For the health of all The Sanctuary Child Learning Center employees, children and associates, smoking/vaping is prohibited anywhere on agency property. Parents are prohibited from smoking/vaping in the building, on the grounds, and in the parking lot of The Sanctuary Child Learning Center. Parents are prohibited from carrying on their person, any smoking/vaping paraphernalia onto the property. Personal items, such as bags, naptime bedding/pillows, coats, clothing etc, may not smell of smoke/vape fumes. All items should be washed and placed in a plastic bag to be brought into the program.

While Georgia has made medical use of marijuana legal, parents are prohibited by law from using marijuana in the presence of minor children. As per the staff's requirements as a mandated reporter of suspected child abuse and neglect, the center will contact CPS if adults arrive at the center appear to be under the influence of marijuana, smell of marijuana, or children or their belongings smell of marijuana.

Should any smoking, vaping, drug (legal or illegal) or alcohol related items or paraphernalia be found in the children's belongings, the police will be called immediately as will child protective services.

14.5 VIOLATIONS OF SAFETY or SECURITY POLICIES and PROCEDURES:

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children, and associates of The Sanctuary Child Learning Center. Please be particularly mindful of The Sanctuary Child Learning Center entrance procedures. We all like to be polite. However, we need to be careful not to allow unauthorized individuals into the center. Holding the door open for the person following you may, in fact, be polite, however that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Center Director.

14.6 CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES OF THE SANCTUARY CHILD LEARNING CENTER:

While it is understood that parents will not always agree with the employees of The Sanctuary Child Learning Center or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited. Any parent or guardian, or authorized pick-up person that attempts to intimidate, pressure, or threaten any employee or representative of The Sanctuary Child Learning Center will be prohibited from entering upon agency property.

14.7 VIOLATIONS OF THE CONFIDENTIALITY POLICY:

The Sanctuary Child Learning Center takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with The Sanctuary Child Learning Center. Any parent who shares any information considered to be confidential or pressures employees or other parents for confidential information will be considered a violation of the Confidentiality Policy.

15.0 FAMILY AND STAFF COMMUNICATION

In order to facilitate accurate, appropriate, and professional communication between The Sanctuary Child Learning Center employees, parents, and guardians, all communication will occur through approved agency email addresses, and our center management app, Child Pilot. Our employees are prohibited from giving parents their personal contact information for any reason. While parents provide their contact information as part of the enrollment process, we do not allow staff to contact parents from any personal accounts or phone numbers. This is to ensure a professional relationship between parents/guardians and staff. Any parent/guardian that makes requests for personal contact information from staff will be dismissed from the program. We expect parents/guardians to respect our staff's personal life outside of their employment and to maintain a professional relationship at all times.

The Sanctuary Child Learning Center encourages open and frequent communication with parents/guardians. We encourage parents/guardians to ask questions and bring concerns to our attention whenever they have them. Classroom staff may not be able to answer emails, messages, or phone calls immediately, as they are required to be in ratio and directly engaged with the children assigned to their care group.

15.1 DAILY COMMUNICATION

We will use Child Pilot App for daily communication. Should an emergency arise, we will make a phone call.

15.2 SOCIAL MEDIA

The Sanctuary Child Learning Center has a public website. This is used for marketing and general business information. We will not publish any personal information, images, or videos of any child or family to any of our website without express written authorization from the parents/guardians of the children.

The Sanctuary Child Learning Center also has social media accounts which are private and require an invite or approval to access/join. The Sanctuary Child Learning Center has employees that manage the content posted to these social media accounts. They are well versed in what is appropriate and allowed to be posted to these social media accounts. Parent/Guardians will be asked to provide their consent to have images of their child posted to our private social media accounts. Parents/Guardians may decline permission. The pictures and posts on The Sanctuary Child Learning Center's social media pages are for the private enjoyment of the parents and guardians of the children enrolled in the program. Parents/Guardians should not repost, share, or distribute any picture, video, or post from The Sanctuary Child Learning Center's private social media accounts if it contains information, images, or video of any other child but their child(ren). Please be sensitive to the state of our world and understand that there are people outside of your control that may not have the best intentions. It is a challenge to balance the wonderful, fun, and informational uses of social media while protecting against the very real risks and dangers. We want to be able to post and share the amazing, fun, and educational experiences your child will have while attending our program, but we can only do so when all parents/guardians exercise the same sensibilities and desire to protect everyone.

Parents/Guardians who repost, share, or distribute any content from these private social media pages in violation of this policy will be removed from the social media pages and may be disenrolled from the program.

15.3 NON-FRATERNIZATION

Parents/Guardians are prohibited from having any intimate physical contact and/or romantic involvement with employees of The Sanctuary Child Learning Center. Parents/Guardians are prohibited from making unwelcome advances, intimate propositions and/or dating The Sanctuary Child Learning Center's employees.

Any outside personal relationships that existed prior to a child being enrolled or an employee being hired should be disclosed by both parties prior to enrollment of the child or hiring of the employee.

Parents/Guardians who violate this policy will be prohibited from entering upon agency property and will have their child's enrollment terminated according to Policy Number 9.1, Parents' Right to Immediate Access. Parents/Guardians should also be aware that employees may be terminated as a result of any relationship with clients that is in violation of this policy.

15.4 GIFTS

Should any child wish to present their caregivers any gifts for their birthday, Teacher Appreciation, other holiday, or just as a thank you, we ask that the gift be of nominal value, preferably crafts, cards, or notes. Children's books may be gifted to the classroom in honor of a caregiver or child. The Sanctuary Child Learning Center will put an inscription on the inside of the book's front cover with the Family/Child's Name, month and year gifted, and purpose/occasion of gift. The Sanctuary Child Learning Center reserves the right to refuse any book that is not considered developmentally appropriate and/or does not align with our program mission, philosophy, or curriculum.

15.5 COMPLAINTS/CONCERNS

Parents/Guardians of enrolled children are directed to address concerns, questions, or problems with our employees in a calm, respectful and solution-oriented manner. For concerns, questions or problems related to your child and the daily activities, curriculum, or schedule in the classroom, please reach out first to the lead staff person in the assigned classroom. That may or may not be the staff person(s) you see regularly at drop off and pick-up. Any classroom staff person will be able to direct you to the appropriate staff person. Not all staff have the authority or access to information to answer all concerns, questions, or problems about your child(ren)'s enrollment in our program. Any concerns, questions, or problems related to any administrative, financial or program policy should be directed to a management level staff person. Our classroom staff are not responsible for and do not have the authority to discuss policies, procedures, financial matters, or other administrative matters.

In any situation involving a difference of opinion, issue, problem, or concern, The Sanctuary Child Learning Center expects that all parties engaged in the discussion remain focused on solving the problem at hand. There will be disagreements, misunderstandings, and conflicts but we expect that parent/guardians calmly, and respectfully communicate their opinions related to the problem or issue. Parent/Guardians engaged in gossip or behavior that undermines efforts to solve or resolve conflicts will have their services discontinued. The Sanctuary Child Learning Center values the opinions and concerns of the parents/guardians; however, every issue and every request cannot be managed in a way to make everyone happy or satisfied. Sometimes there are licensing regulations, or other laws that dictate a process or procedure that either does not make sense to a parent/guardian or is inconvenient. The Sanctuary Child Learning Center cannot change our processes and procedures in any way that would violate those regulations or laws. Additionally, there are processes and procedures that The Sanctuary Child Learning Center has established because the BOARD OF DIRECTORS has determined that is the type of program they wish to run. The Sanctuary Child Learning Center allows parents/guardians the opportunity to constructively communicate their ideas in an appropriate time and place and may be considered if they enhance our program overall. Communication through the Child Pilot app or center emails are the most efficient way to communicate with the administrative team.

16.0 PERSONAL APPEARANCE/DRESS CODE

CHILDREN

Clothing: Children are engaged in various activities during the course of the day; many activities are messy. Additionally, children are engaged in outdoor play daily, weather

permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing that allows for the child to have the freedom to move without restriction. It is also recommended that clothing be easy to wash.

Parents are prohibited from dressing children in overalls, or clothing with difficult closures including buckles, straps, belts, buttons or draw strings on hoodies. These types of clothing present particular challenges for children in relation to toileting and pose a risk when engaging in active physical play.

Coats, hats, and gloves must be provided in the winter months.

Children are not permitted to wear open toed, open backed shoes, pretend dress up shoes, or Crocs. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes. This is especially important for children that must navigate the stairs several times each day. We encourage children to wear Velcro closure sneakers that can be easily put on and tightened firmly on the foot, as opposed to lace up shoes that require frequent assistance from adults or slip on shoes that are often loose and can cause tripping or easily fall off while playing.

Children ages 3 through 5 are required to have one seasonally and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonally and size appropriate, complete changes of clothing at the center at all times. A complete change of clothing includes shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes of clothing as the seasons change.

All clothing items must be clearly labeled with the child's first and last name. The Sanctuary Child Learning Center is not responsible for lost or damaged items of clothing.

The Sanctuary Child Learning Center welcomes donations of outgrown gently used clothing in all sizes for us to keep on hand in case a child needs a change of clothes in an emergency.

Jewelry/Accessories: Children are NOT permitted to wear jewelry around their neck. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, The Sanctuary Child Learning Center will not be responsible for lost or stolen valuables. It is the parents' responsibility to enforce this policy with their children. Should a child come to school wearing a necklace of any kind, parents will be required to take it with them, or to return to the school to remove the jewelry if it is discovered after the parent leaves. Repeated (more than 3 violations per school year) violations of this policy are considered to be violation of SAFETY POLICIES and will result in dismissal from the program.

Small hair beads, small barrettes, bobby pins, etc. are not to be worn by children. These accessories are considered to be safety hazards. When choosing accessories for your children be mindful of the potential safety issues they present not only for your child, but also for the older and younger children attending The Sanctuary Child Learning Center.

For example, items worn around the neck that could cause a strangulation issue when playing on climbing equipment, items that may break easily and cause a choking hazard, items worn on the head that could block vision, small hair accessories, long dresses or skirts that could represent a tripping hazard. The Sanctuary Child Learning Center recognizes and supports a family's fashion

sense, but also recognizes that children need to be safe and able to move, play and engage in physical activities in a safe manner.

17.0 TRANSPORTATION

The Sanctuary Child Learning Center does not offer transportation of any kind.

18.0 PROGRAM CALENDAR

Program and Class Calendars can be found in the Child Pilot App.

18.1 HOLIDAYS

Our holiday schedule may vary from year to year. The current school year's calendar with all center closures and observed holidays can be found in Child Pilot.

18.2 PROFESSIONAL DEVELOPMENT DAYS

The Sanctuary Child Learning Center is required by state licensing regulations, Quality Rated Program and National Accreditation Commission to provide professional development opportunities for all employees each year. In recognition of the importance of continued education in Child Development, Early Care and Education best practices, and health and safety, employees at all levels are sent to various professional development events throughout the year. This includes local, state, and national conference events, professional seminars, online coursework, and in-house programs.

The Sanctuary Child Learning Center is committed to the continued development of our staff and provide additional opportunities for employees to advance their education including obtaining their Child Development Associate Certificate (CDA), Director Credential, Associates, Bachelors, or Master's Degree in a field related to Early Care and Education. Coursework may result in adjustments to employee's schedules from time to time. Additionally, the CDA and undergraduate programs may require observations of the employee in the classroom by a teacher, evaluator, or professor. Parents/guardians are not required to be notified or to grant permission as these observations and evaluations do not focus on the children. Parents should be assured that any person that comes into the center for this purpose will be supervised at all times while on site and will not be left alone with any child or group of children.

From time to time, as part of their coursework employees may need to record, photograph or video an interaction with a child, a specific activity, skill, or developmental milestone. Parents/Guardians will be informed and asked to provide permission before any such interaction.

All employees working directly with children in an aide, assistant or lead role are certified in infant, child, and adult CPR, first aid and safety.

The Sanctuary Child Learning Center will close the Thursday and Friday prior to the first day of school each year for annual staff training.

18.3 EMERGENCY AND INCLEMENT WEATHER CLOSINGS

In the event The Sanctuary Child Learning Center will be closed or have a delayed opening for inclement weather or other emergency reason, parents will be notified of the closing in the Child Pilot App and through the center's social media pages. Typically, we will follow the Savannah Chatham County Public School's protocol. On some occasions we can continue to provide care or return earlier than the school system. These decisions will be made on a case-by-case basis.

Should the decision be made to close during the course of the day a message will be sent to all parents/guardians in the Child Pilot App. Parents/guardians are required to arrange pick-up by the closure time. If a parent/guardian is unable to pick-up by the closure time, parents/guardians are responsible for contacting the people listed on the authorization to pick-up form and then notifying the center who will pick up the child(ren) by the closure time.

For the purposes of late pick-up fees, the early closure time will be used to determine when late fees are assessed. Refer to policy 7.4 Late Pick Up for additional information on assessment and payment of late pick up fees.

Please refer to policy 6.8 Absences and Closures for information on tuition related to any emergency closure under this policy.

19.0 CURRICULUM

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 Child Pilot App.

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.

19.01 DAILY SCHEDULE OF ACTIVITIES

Specific class schedules and monthly lesson plans for your child's class will be in your Child Pilot App.

19.02 OUTDOOR PLAY

The children are required to play outside every day in all weather conditions. State licensing regulations provide guidance for extreme weather and environmental conditions such as wind chill, heat index, and air quality. Parents/guardians should provide seasonably appropriate clothing, and outer wear each day that the child attends the program. Assume that your child

will be outside each day when dressing them and packing their outer wear. Failure or refusal to provide seasonably appropriate outer wear on three occasions during one program year may result in dismissal from the program. Parents/Guardians are welcome to leave a complete set of outer wear (clearly labeled with their child's name) at the center.

Children cannot be excused from going outside except for documented medical related reasons. If your child has any medical condition requiring them to stay inside under certain conditions, please speak with Program Director and they will notify you of the documentation required from the child's treating physician and an accommodation plan will be put in place.

19.03 TECHNOLOGY IN THE CLASSROOM/SCREENTIME

From time-to-time children may be treated to watching a show, movie, or other video program. Programs shown will be related to curriculum content, developmentally appropriate and will have a rating of G. Children will never be permitted to watch programs for the sake of watching or to occupy them for a period of time. Any programs watched will be discussed and incorporated into the curriculum with goals and learning objectives.

Children's Personal Technology: Children in infant through pre-school classrooms may not bring any personal hand-held gaming devices, phones, tablets, or other technology into the center for any reason.

19.4 EDUCATIONAL/PERSONAL CARE SUPPLIES NEEDED

Specific class supply list can be found in the Child Pilot App.

19.5 TOYS FROM HOME

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

If the parents fail to enforce this policy with their children, the staff will call the parents and require that they come to the school and remove the toy.

Children (with the exception of infants) are permitted to include, with their bedding supplies, one plush toy (that does not make any noise) with which to nap/rest. This toy is to be placed with the bedding supplies and use will only be allowed at nap/rest time.

All toys brought in for use as part of the curriculum, and/or for nap/rest time will be inspected by The Sanctuary Child Learning Center staff for safety and appropriateness and may be prohibited at the sole discretion of The Sanctuary Child Learning Center.

19.06 BIRTHDAY/HOLIDAY CELEBRATIONS

Most children enjoy celebrating special events with their preschool friends (birthdays, new babies, and holidays). Parents may send a "store bought" treat to share with the class. Please decide with the teacher three days in advance when planning a special occasion.

The Sanctuary Child Learning Center believes in inclusion and celebrating each child's beliefs and important days. If a parent does not want their child to participate in a holiday celebration, they can choose to keep their child home for that day. No reduction in fees or tuition will be given.

19.07 CHILD PROGRAMS/PERFORMANCES/GRADUATION

The Preschool Department will present two programs each school year. There will be a Christmas Program and an End-of-the-Year Program. Pre-Kindergarten will have a Graduation Program in May.

20.0 PARENT PARTICIPATION/VOLUNTEERS

From time-to-time there may be opportunities for Parents/Guardians and other special grown-ups to be involved in the child's school activities. There are different ways to participate and volunteer at the child care center both inside the classroom and throughout the center. Volunteer opportunities will be communicated to parents/guardians on the Child Pilot App. Any special grown-up that wishes to volunteer must have permission from the child's parent/guardian in order to volunteer in the program.

Any person who volunteers in the classroom will be required to obtain all clearances, as required by our licensing regulations. A list of the required clearances and instructions on how to apply for them can be found on the Child Pilot App. If you have the required clearances for your job or from another volunteer role, you can present the original clearance certificates to the center if they are not more than 12 months old, otherwise you will need to have new clearances run. As per licensing regulations, clearances will need to be updated every 5 years to continue volunteering. It is recommended that any parent/guardian who thinks they may volunteer get their clearances done upon enrollment or soon thereafter account for the processing time and any issues that may be presented with the clearance results.

Any person, including parents, with certain felony convictions, any offense involving a child, custodial interference or any adjudication requiring registration on the state and/or national sex offender registry will be prohibited from volunteering. Any person with an open child abuse/neglect will be prohibited from volunteering until the investigation is closed and is determined to be unfounded or not indicated.

Parents with court orders detailing custodial arrangements will only be permitted to volunteer on days they are afforded custodial time with the child (joint/shared custody arrangement), or as specifically stated in the court order. For example, if a parent is afforded custody on Tuesdays and Wednesdays, that parent will only be able to volunteer on those days. Parents with visitation only (sole/exclusive custody arrangements), will only be permitted to volunteer with the express written permission of the custodial parent unless otherwise included in the court order.

The Sanctuary Child Learning Center reserves the right to make Volunteer assignments. The Sanctuary Child Learning Center does not guarantee the volunteering parents will be assigned to locations where their child(ren) is present. Additionally, when volunteering in the same classroom with their child, parents are not permitted to allow their child to do anything that goes against state licensing regulations, center policy or classroom rules and procedures.



PARENT HANDBOOK ACKNOWLEDGEMENT FORM

I/We, _____, the parent(s)/legal guardian(s) of _____, acknowledge that I/We have received a copy of The Sanctuary Child Learning Center's Parent Handbook and have been given the opportunity to read the manual, ask questions about the policies contained herein. I/we acknowledge that we understand and agree to abide by the policies contained herein.

I/We understand that compliance with the policies described in the Parent Handbook are conditions of continued enrollment. The Sanctuary Child Learning Center reserves the right to alter, amend, or otherwise modify the Parent Handbook, at any time, in its sole discretion. Updates to the Parent Handbook will be distributed to parents/guardians as soon as is practical following their adoption by the Board of Directors.

Signature: _____

Date: _____

Print Name: _____

Signature: _____

Date: _____

Print Name: _____