

**Messiah Lutheran School
Child Care and Learning Center (CCLC)**

Parent Handbook

2017-2018

**Child Care Director:
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MISSION STATEMENT

The Messiah Lutheran Child Care and Learning Center (CCLC) exists as an integral part of the Messiah Lutheran School ministry. The CCLC is family-focused and designed to provide developmentally appropriate childcare in a church setting where children of all faiths, cultures, and socioeconomic backgrounds are embraced, taught, and cared for, as a reflection of Christ's love for all people.

We are committed to:

- ✦ Providing learning experiences that are Christ-centered;
- ✦ Respecting individuality, while helping children benefit from the group experience;
- ✦ Promoting the growth of the whole child;
- ✦ Employing teachers who demonstrate Christian values;
- ✦ Supporting families as they meet the challenges of daily life;
- ✦ Providing childcare facilities that are clean, well maintained, and programs that are reasonably priced.

POLICIES and PROCEDURES

PROGRAM DESCRIPTION:

Messiah Child Care and Learning Center is a full-time child care and learning center that offers working parents two, three, and five-day opportunities for their children's care.

Messiah CCLC does not provide specialty care for sick children. Sick children is defined as: sick children with illnesses or symptoms that prevent them from comfortable participation in activities in a program caring for well children and; require more care than personnel in a program caring for well children can provide without compromising the health and safety of other children in their care.

ELIGIBLE CHILDREN: The CCLC provides care for children between the ages of 6 weeks to 3 years old.

HOURS OF OPERATION: The CCLC operates from 6:00 a.m. to 6:00 p.m. Monday through Friday throughout the year. The program is closed on Saturday and Sunday. CLCC observes all federal holidays.

COMPLIANCE FILE LOCATION: The CCLC compliance file is available to parents during normal hours of operation and is located at the parent information board.

INCLEMENT WEATHER: Messiah CCLC may close in the event of inclement weather conditions or other unforeseen circumstances. We will publicize this through the local television and radio stations. We take other metro area school closures into consideration when making our decision. Parents are advised to take special note of the school closing notices and look specifically for "Messiah Lutheran School – Oklahoma City" on the lists. Delayed opening or early release times are also a possibility. Sources of information during inclement weather include: KFORTV CH. 4 / KOCOTV CH. 5 / KWTW CH. 9 / KTOK 1000 AM / KOMA 1520 AM.

Parents who sign up for our text plan will also receive a text informing them of the closure.

There will be no refunds issued due to inclement weather. If available, you may schedule a make-up day.

LOCK DOWN PROCEDURE: When necessary, Messiah CCLC will lock-down the facility. Children will be kept in their classrooms with the doors locked. No one will be allowed to enter or leave the facility. Parents will be notified by text as soon as possible when the lock down is in effect and when it is lifted. We ask that parents remain calm and patient during this time and do NOT phone the office. Our goal will be to focus on keeping your children as safe as possible.

PARKING LOT CONDITIONS: Please note that even though the road conditions are good, our parking lot may be covered in ice/snow. We advise caution when driving or walking on the parking lot surface in hazardous (icy) conditions. We will not be held responsible for injuries sustained in the parking lot when the parking lot is hazardous. We are not able to spread salt over the entire parking lot surface. You may consider bringing your child in a little late to allow time for the ice/snow to melt. We will not count students as tardy when weather conditions are hazardous.

TORNADO DRILL: Messiah CCLC will practice tornado drills monthly. We may choose to close early due to approaching storms. Parents will be notified by text in a timely manner.

FIRE DRILL: Messiah CCLC practices monthly fire drills.

EVACUATION PROCEDURE: The objective of this plan is to reduce the possibility of harm to the children, staff and visitors to the CCLC in the event of an emergency. In the event of an evacuation emergency, the children will be taken as a group to designated areas away from the building in the South Parking Lot. Parents will be notified by text as soon as possible.

EVACUATION PLAN: An evacuation plan is posted in each CCLC classroom.

ILLNESS: Do not bring children when they have signs of any illness. Your child will be sent home if any of the following conditions exist:

- Undiagnosed rash (bring note from doctor if it has been diagnosed).
- Discharge from eyes or ears.
- Sore throat or persistent cough.
- Vomiting.
- Continuous diarrhea.
- Head lice – This condition is prevalent in Oklahoma and is easily passed from student to student, especially in the lower grades, preschool, and childcare. Students suspected of having head lice shall be sent home and must be treated before readmission to the CCLC. If the condition persists, parents will need to submit documentation of a physician’s visit, as well as proof of **physician-advised treatment**. When head lice are reported, our teachers will check all children.
- Any contagious disease.
- Child is not well enough to participate in daily activities.
- Fever as defined as a temperature exceeding 99.5 degrees Fahrenheit before medication.

Young children are very susceptible to contract illnesses so the dismissal of any child will always be at the discretion of the director. We are sorry for any inconvenience this may cause you, but the well-being of the children in our program is our first concern.

Do not bring your child unless they have been without these conditions for 24 hours. If your child should become ill at Messiah CCLC, you will be called and asked to pick your child up as soon as possible. Your child will be removed from the other children until you arrive.

For the following symptoms children may return as listed:

- Scabies, not until the morning after the first treatment
- Chicken pox, not until six days after onset of rash
- Whooping cough, not until five days of antibiotic treatment
- Mumps, not until nine days after onset of parotid gland swelling
- Measles, not until four days after disappearance of the rash
- Flu, not until 24hrs after the child is fever and symptom free without fever reducing medication.

MEDICATION: No child will be administered medication unless the medicine is brought in its original container, labeled with the child's full name, and the child's guardian fills out a consent form. Medications will be stored in accordance with prescription or manufacturer's instructions. Messiah CCLC will dispose of medical waste (syringes, needles, lancets, and epi-pens using an approved bio-hazard container.

SHOT RECORD: In order for us to meet DHS requirements every child is required to have a current up-to-date shot record on file. Messiah CCLC does not make exceptions for religious or medical reasons.

DISCIPLINE POLICY: Messiah CCLC follows a time-out policy for most disciplinary issues. Children who exceed three time-out periods will be removed from the classroom and parent/guardian called to pick up the child. Teachers will provide feedback to parents daily on discipline as well as commendatory items for each child using a feedback form.

CHILD ABUSE AND NEGLECT: Messiah CCLC is required by law to report suspected child abuse or neglect or if we believe the child is in danger of being abused or neglected to DHS. When this situation presents itself, teachers will fill out a form and notify the CCLC Director. The CCLC Director will notify DHS and file a copy of the report form.

INFANT SAFE SLEEP ENVIRONMENT:

Infants will sleep in cribs that meet current Consumer Product Safety Commission (CPSC) full-size and non-full-size crib standards and have mattresses that are firm,

designed to fit the specific crib with one-inch or less between the mattress and crib, and are covered with a durable, washable, waterproof, form-fitting material.

While children are in cribs, the sides will be fully raised and secured. Infants will sleep directly on tight-fitting sheets covering the mattress.

Only pacifiers without attachments to them are in cribs with infants, when used.

Infants will be protected from overheating by adjusting room temperature and clothing.

Infants' six-weeks to three months of age may be swaddled with an infant-sized, thin fabric, such as a receiving blanket, only when requested by parents in writing and only until such time as the infant is not mobile enough to move the fabric over his or her face.

GAINING ACCESS WHEN THE BUILDING IS SECURED: During normal hours of operations, parents and visitors to CCLC may gain access to the building using the intercom system located adjacent to the entrance. After normal hours of operation, parents may gain access by calling the persons listed as CCLC emergency contacts. Emergency contacts are posted adjacent to or on the CCLC entrance.

RECEIVING CHILDREN: Children will be received from the legal guardian or an authorized adult (18 years or older) only. Parents will check their children into of the CCLC using the biometric scanner located at the ProCare kiosk in the CCLC common area. During the check-in process, a check-in receipt will be printed at the kiosk and provided by the parent to the teacher during drop-off at the child's classroom. This process ensures proper accountability and provides the CCLC an opportunity to notify parents via myprocare messages of any information pertinent to their child or the parent.

RELEASING CHILDREN: Children will be released to the legal guardian or an authorized adult (18 years or older) only. Parents will check their children out of the CCLC using the biometric scanner located at the ProCare kiosk in the CCLC common area. You must inform the office if you want your child picked up by anyone else. Parents are responsible to update their myprocare account with information on anyone they intend to pick up their child on a routine basis. In extraordinary or emergency circumstances, parents may authorize someone other than those registered in myprocare to pick up their child. In those cases, parents are required to provide: the period of time the authorization is valid and the full name of the individual being given authorization. If at all possible, please bring a photo of the person who will be picking up your child. That individual will be required to stop by the office and show a form of identification. CCLC staff will update ProCare when the child is released.

INJURY: In case of injury, an accident form is filled out by the teacher, the director and parents are notified. If medical treatment is needed, we follow the instructions as to which doctor and hospital to use, as indicated on the enrollment form.

ENROLLMENT FEE: This is a one time, per program non-refundable fee.

BOOK FEE (Students ages 24 – 47 Months): This is an annual, one-time, per program, non-refundable fee.

CHILD PLACEMENT: Placement of your child in the proper room is very important to us. The placement of your child will always be made with your child's best interest at heart. The placement will be at the discretion of the childcare director.

PAYMENT POLICY: Payments are due on the 1st of each month and considered late after the 5th of the month. If your payment is not paid by the 5th, there will be a late charge of 10% of the balance due. If you miss one month's payment, and two months are due, you will be contacted by the Child Care Director. Your child may be released from the program on the 5th of the second month at the discretion of the Director. If you are experiencing short-term financial problems or need other payment arrangements, please speak to the Child Care Director so that arrangements may be made.

A two week notice is required prior to the withdrawal of any child from the school. If less than a 2 week notice is given, a total of 2 weeks tuition will be required from the date of notification.

ENROLLMENT COMMITMENT: Messiah CCLC offers three daycare programs (2-day, 3-day, and 5-day) per week. You will be charged a flat-fee for each program regardless of the number of days or weeks in a given month. CCLC offers two enrollment opportunities during the year. You may enroll your child for either the fall (Sep – Mar) or spring (Apr – Aug) session. A pre-registration period will be offered to existing CCLC parents prior to each open enrollment period. If you chose to remove your child early, you must give a 2-week notice. If less than 2 weeks' notice is given, a total of 2 weeks' tuition will be required from the date of notification.

If your program needs to change – and provided a vacancy exists in the requested program, you may request to change programs the following month. You will need to notify the office **no later than the 15th of the month** prior to the needed change. If you are unable to notify the office and need an immediate change (provided a space is available) in your child's schedule, you will be charged appropriately.

ADDING DAYS: Your account must be current and in good standing to request a program change for your child.

DROP IN POLICY: Drop-in space is available to currently enrolled children based upon availability. Parents are required to make a reservation in myprocare at least two workdays prior to the requested drop-in day. Drop-ins will be charged **\$30** per day.

ABSENCES: Please call the office by **8:00 a.m.** and let us know if your child is going to be absent. If your child is absent, we do not refund any money for the days missed. If your child is absent two consecutive weeks without notification, we have the right to release your child from the program. All monies owed will be due upon release.

DIAPERS: Every family is required to bring one large bag of diapers and one large box of wet wipes per child at the beginning of their enrollment. You will be notified via myprocare when your child's supply is running low. We will supply diapers for you at a rate of **\$2** per diaper if your child's supply runs out.

POTTY TRAINING: When a child is able to communicate that he or she needs to go potty, we consider them potty trained. When a child is not able to communicate that they need to go potty and they must be taken to the restroom frequently to avoid accidents, we do not consider them potty trained. We are more than happy to help you in the potty training process, but we do ask that you respect our viewpoint. Children in the 24 – 35 month class must be well on their way to being potty trained.

BOTTLES: We only allow bottles in our newborn – 12 month class. We request that you label and bring a sippy cup and leave it here for your child if they are enrolled in any other class.

CHANGE OF CLOTHES: We require that you leave a change of clothes, season appropriate, for your child in their classroom. You will be notified when more clothing is needed.

LABELING ITEMS: We require that you label all of your child's items with their full name, i.e. cups, diapers, clothing, blankets, coats, **EVERYTHING** you bring here for your child must be labeled.

MEALS: A nutritionally balanced meal and snack with beverage will be provided for your child each day at no extra charge. Children who arrive to the CCLC prior to 7:30 a.m. will be provided breakfast in addition to normally scheduled snacks and lunch meal. When breakfast is served, an additional **\$2** will be charged to your account for each breakfast meal. Parents are allowed to provide meals, snacks or both for their children. If a parent chooses to provide meals and or snacks there will be no reduction in rates. You will need to send their food in the proper insulated container to keep hot or cold. **We will not refrigerate or microwave food for the children.**

ARRIVAL TIME: Our childcare classes start at **8:00 a.m.** It is not required that you arrive exactly at 8:00 a.m., but it is important that you try to be here as close to 8:00 a.m. as

possible. We begin each day by explaining what we will be doing for the day, children who do not arrive on time often feel left out and confused, and it is disruptive to the classroom.

MORNING DEPARTURE TIME: We ask that you make arrival time as easy as possible for all the children and staff. In order to do this, we do ***not*** allow parents to remain in the classroom. Please give your child a hug and say good-bye. You are welcome to remain in the building as long as your child cannot see you.

PICK UP TIME:

Please be prompt in picking up your children. **Students who are not checked-out from CCLC by 6:05 p.m. will be charged a late fee of \$1 per minute for each additional minute their child remains in care up to \$60. If CCLC is not able to contact you and your child is not checked-out by 7:00 p.m. we will contact the police department who will assume custody of the child or they may coordinate with Child Protective Services to assume custody of the child.**

Parents may pick their children up at any time during normal operating hours. No pro-ration or refund of tuition will be granted for early pick up.

DRESS CODE: It is the parent's responsibility to send children in clothing and shoes appropriate for indoor and outdoor play. Our teachers do plan a craft project every day for your child to enjoy and we cannot be responsible for any damage done to your child's clothes.

TOY POLICY: Children are not allowed to bring toys from home. If your child is in our CCLC and brings a toy for show-n-tell, they will need to put the toy in their cubby while they are in extended care.

DISCRIMINATION POLICY: Messiah CCLC does not discriminate on the basis of race, color, nationality, or ethnic origin in administration of its educational policies, admission policies, scholarship or tuition assistance programs, and other CCLC-administered programs.

DISMISSAL POLICY: Messiah CCLC reserves the right to release any child from the program. If your child's physical or emotional needs are disruptive, it may be necessary to release the child from the program. We are not equipped to handle some special needs. A child may be discharged from the CCLC if:

- It is determined that the child's needs are not being met at the CCLC.
- If the parent does not comply with the policies of the CCLC.
- If it is determined that a child is disruptive, uncooperative, or in any other way disturbs the other children or the program.

CCLC ORIENTATION AND TOURS: Parents are encouraged to schedule a tour of the Messiah CCLC facility with the CCLC Director. New Parent Orientation is scheduled on Sundays following our late service. Free child care is provided. Regardless of your denomination or spiritual beliefs, we encourage new parents to attend at least one church service to get a feel for the culture and family ministry environment at Messiah.

FEEDBACK ON THIS MANUAL: The CCLC welcomes your feedback on the contents and ease of use of this handbook. Please feel free to call the CCLC Director at (405) 946-0510 or email cclc_info@messiahokc.org

Child Care Rates

**Discount: (2nd child 10% less on tuition) (3rd child 25% less tuition w/ no enrollment fee).
Referral Bonus for Full-time Enrollment: [5-day \$100]; [3-day \$50]; [2-day \$25]. Referral bonuses will be paid after one month of new child's enrollment. There is no limit on the number of bonuses that can be paid.**

Meals:

- **Breakfast for children arriving prior to 7:30 a.m. at a cost of \$2 per breakfast.**
- **Lunch with beverage and early afternoon snack with beverage included with the cost of tuition.**
- **Snack for children remaining after 5:00 p.m. at a cost of \$1 per snack.**

Child Age	Potty Trained	Days Available	Hours	Enrollment Fee	Book Fee	Monthly Rates
6 wks. – 12 mo.	N	M-T-W-TH-F	8:00-4:00	\$85	N/A	\$660
6 wks. – 12 mo.	N	M-W-F	8:00-4:00	\$50	N/A	\$265
6 wks. – 12 mo.	N	T-TH	8:00-4:00	\$35	N/A	\$175
12 mo. – 23 mo.	N	M-T-W-TH-F	8:00-4:00	\$85	N/A	\$640
12 mo. – 23 mo.	N	M-W-F	8:00-4:00	\$50	N/A	\$265
12 mo. – 23 mo.	N	T-TH	8:00-4:00	\$35	N/A	\$175
24 mo. – 35 mo.	N	M-T-W-TH-F	8:00-4:00	\$85	N/A	\$620
24 mo. – 35 mo.	N	M-W-F	8:00-4:00	\$50	N/A	\$265
24 mo. – 35 mo.	N	T-TH	8:00-4:00	\$35	N/A	\$175
24 mo. – 35 mo.	Y	M-T-W-TH-F	8:00-4:00	\$85	\$25	\$600
24 mo. – 35 mo.	Y	M-W-F	8:00-4:00	\$50	\$25	\$265
24 mo. – 35 mo.	Y	T-TH	8:00-4:00	\$35	\$25	\$175
36 mo. – 47 mo.	Y	M-T-W-TH-F	8:00-4:00	\$85	\$25	\$580
36 mo. – 47 mo.	Y	M-W-F	8:00-4:00	\$50	\$25	\$265
36 mo. – 47 mo.	Y	T-TH	8:00-4:00	\$35	\$25	\$175