



**2025-2026 PARENT HANDBOOK
CHILD DEVELOPMENT CENTER
CONCORD NEIGHBORHOOD CENTER**

ABOUT CONCORD NEIGHBORHOOD CENTER

Concord Neighborhood Center was founded by Southside neighbors in 1875 and has been serving the Southside of Indianapolis ever since. We offer five core programs in support of the mission: Early Childhood Education, Youth Development, Family Social Services, Older Adult Enrichment and Healthcare Coordination. We also offer a variety of special events, classes, and extra-curricular activities to support residents across the life spectrum.



MISSION STATEMENT

To provide opportunities that advance the education, health, well-being, and independence for Southside families.

CONTACT INFORMATION

Concord Center Association Inc d/b/a Concord Neighborhood Center is located at:
1310 S. Meridian Street, Indianapolis IN 46225 | Main Phone: 317.637.4376
Fax: 317.637.4380 | Website: concordindy.org

Hours of Operation 6a to 6p M-F
Concord is a tax exempt, 501(c)3 organization. EIN: 35-0817149

PEOPLE YOU SHOULD KNOW

EXECUTIVE DIRECTOR: Niki Lynn Girls: niki@concordindy.org or x: 2111

DEPUTY DIRECTOR: Cill Flanary: cflanary@concordindy.org or x: 2117

DIRECTOR OF EARLY CHILDHOOD DEVELOPMENT: Macy Hopper:
mhopper@concordindy.org or x: 2137

LEAD TEACHERS: Briana McIntyre and Vicki Henderson

ASSISTANT TEACHERS: TaShaun Boyd, Francia Ibarra, Morgan Wisley

ADMISSION POLICY

Concord Child Development Center admits students of any race, color, disability, and national origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. It does not discriminate based on race, color, disability, national and ethnic origin, or sex, in administration of its educational policies, admission policies and other school administration programs.

MISSION AND VISION

Concord Child Development Center provides exemplary childcare for the diverse population of students, and families. For children, the center provides a learning atmosphere that fosters physical, social, emotional, and cognitive development.

As a model and integral component of the Indianapolis community, the Center provides:

1. A facility where parents can collaborate areas of early childhood development and family issues.
2. A resource where parents can broaden their knowledge of parenting, early childhood, and family matters.

As a comprehensive childcare center, the Concord Child Development Center serves as a standard for quality, center-based childcare in Indianapolis, central Indiana, and the State.

CENTER PHILOSOPHY AND GOALS

We believe that children learn through play, concrete experiences, and interactions with the environment, their peers, and adults. Using individual, small, and whole group activities, plus a variety of experiences, we encourage children to develop to their full potential.

This includes high self-esteem, respect for others property, self-sufficiency, and helpfulness at home and in their community. It is the teacher's role to develop activities and curriculum goals that:

- Promote the development of independence and self-discipline.
- Encourage and foster the development of positive self-esteem and confidence.
- To create an environment in which children, individually, feel free to participate.
- as individuals, and yet maintain a social give and take for relationship with peers.
- Promote the development of motor, cognitive, and creative skills in literacy and language development, math, science, art, and social studies.
- Promote the development of sound health and nutrition practices.
- Promote positive communication skills.
- Promote positive social skills and an appreciation of cultural diversity.

PROGRAM

Concord's child development program offers full-time childcare and early learning for children ages 3 to five years (non-kindergarten).

SPECIAL NEEDS POLICY

Concord Child Development Center will make reasonable adaptations to ensure full inclusion of children with special needs in everyday routines and activities. Guidance about recommended adaptations and any procedures necessary to ensure the children's health, safety and inclusion will be solicited from the child's family and medical and/or educational services that are currently engaged. services for the child and their family. A release of information must be signed by a parent before consultation with any services or individuals other than family occurs. The Center will then develop an individual care plan that explains the reasonable accommodations and expectations. The Center may refer families to their home school district for formal testing and/or more specialized services when it is determined that there is a need.

STAFF RATIOS:

Concord follows the state guidelines for staff/child ratios, which are as follows:

Age of Child	Staff	Students	Max Class Size
3 Years	1	10	20
4 Years	1	12	24
5 Years	1	15	30

STAFF SUPERVISION AND SAFETY REQUIREMENTS, POLICIES & PROCEDURES

The Child Development Program staff offer a diversity of life experiences, interests, and strengths. Lead and assistant teachers are responsible for planning and providing programming.

LEAD TEACHERS: Have an Associate or Bachelor's degree in Early Childhood Development or a related field, or they have obtained their CDA and have at least two years of child care experience.

ASSISTANT TEACHERS: Have a high school diploma or GED and a CDA.

At Concord, lead teachers receive paid planning time during scheduled quiet time. The planning is done in collaboration, and teachers use books and online resources to plan for upcoming lessons. Although a variety of information can be used, Concord primarily uses *The Creative Curriculum for Preschool* which is a "comprehensive, researched-based, and research-proven" curriculum.

Assistant Teachers work under the guidance of the Lead Teachers to satisfy health and safety policies and to ensure continuity of curriculum goals for the children in care.

All staff members are required to undergo a criminal history check, a drug screening, and a TB test before employment. After that time, each staff person must complete 30 hours of staff training during their first year of employment and 24 hours every year thereafter. All staff also maintain valid CPR and First Aid certifications.

STAFF POLICIES & PROCEDURES

POLICY: Daycare personnel will adhere to the Indiana Rules for Licensing Child Care Centers as developed and enforced by the Indiana Family & Social Service Administration.

PROCEDURES:

STAFF: Our childcare staff is trained and certified in working with young children through an assessment by the CDA National Credentialing Program. The lead teachers have been awarded the Child Development Associate (CDA) Credential. Assistant teachers who do not have a CDA Credential are working toward getting one or other equivalent degree. All staff members continuously participate in workshops, conferences, independent study and researching topics of interest.

STUDENTS: From time to time, the Center will have Social Work or Early Childhood Education practicum students working at Concord for a semester. They will engage with our children and do activities to gain experience. They are screened through the Child Abuse Registry and have a criminal record check done prior to engaging with our children. Because practicum students are unpaid, they are not included in the staff to child ratios and are not left unsupervised with children.

VOLUNTEERS AND AIDES: Volunteers and aides are always welcome at our Center to assist teachers in the classroom and on field trips. They will work under the direction of the Director, the Lead Teachers, and Assistant Teachers, but their requirements and responsibilities will vary depending on their interests, availability, and programming needs. Volunteers/aides will also be responsible for documenting their time with us. Volunteers must be at least 16 years of age, while aides must be 18 years of age. Aides can be counted in child: staff ratio, but volunteers are not. Neither aides nor volunteers are left alone with the children.

SUBSTITUTES: Qualified substitute childcare staff will be called in when regular staff are away to maintain the staff to child ratios required by Indiana licensing. Substitute staff members are trained and certified in the same way as regular staff members. They are CDA-certified (or equivalent) and maintain CPR and First Aid certifications. Many are retired teachers and, therefore, have experience working with children. Substitute teachers are regularly scheduled to work so that they are familiar with, and to, our students. Substitute staff member work under direct supervision of an employed teacher.

THE FACILITY

The Concord Child Development Center is located on the south side of Indianapolis. A core program of Concord Neighborhood Center, it serves children and families that live, work, or play in the area bordered by Washington Street on the north, Thompson on the south, I-65 on the east and White River Parkway on the west. The Child Development Center is housed in its own modular building, consisting of two classrooms, which ensures optimal safety and age-appropriate programming.

THE CURRICULUM

The Early Learning Program model uses *The Creative Curriculum for Preschool*, which is an award-winning curriculum for preschool success. Comprising *The Foundation*, five research-based volumes that provide the knowledge base of the curriculum, and the *Daily Resources*, which offer step-by-step guidance in the form of teaching guides and additional daily teaching tools, *The Creative Curriculum for Preschool* is fully aligned with the Head Start Child Development and Early Learning Framework as well as applicable early learning standards. Using exploration and discovery as a way of learning, *The Creative Curriculum for Preschool* enables children to develop confidence, creativity, and lifelong critical thinking skills.

DAILY ACTIVITIES

A regular day in our Early Learning Program occurs as follows:

ARRIVAL As the children arrive, they have a chance to choose an activity. They can engage in free play or participate in a simple, self-directed activity.

BREAKFAST Children can eat a healthy breakfast if they choose. If not, they may go to the centers and engage in activities.

CENTER ACTIVITIES The children work in small groups on pre-math, pre-reading, writing, and fine motor skills. Art, computer, science, sensory, and cooking activities are offered at this time. The centers are divided between the two classrooms with half of the centers in each room. Children will participate in the center activities during the morning time, trade rooms after lunch, and participate in the center activities in the other room after quiet time and snack. Activities planned at the centers will be supervised and facilitated by the classroom teachers and assistant teachers.

CIRCLE TIME This time includes children's literature read aloud by the teacher, songs, and finger plays that go along with our themes.

LUNCH The children are served a healthy lunch. Important social skills and table manners are practiced during this time.

QUIET TIME Children lie down on cots with a pillow and blanket and rest. The children do not have to go to sleep but can if they want to. This is a time to allow the children to wind down and relax.

SNACK TIME Children are served a healthy snack and allowed to socialize with one another.

MOVEMENT-GROSS MOTOR PLAY Children will go outside, weather permitting, to play on the equipment in the outdoor play area. Organized group activities will focus on skills, such as throwing, catching, running, jumping, hopping, etc.

FREE CHOICE ACTIVITIES Children engage in free play or participate in a simple, self-directed activity until picked up to go home.

ENROLLMENT

The Center enrolls 3-5 year-old children on an ongoing basis, until the program reaches capacity. Once the program reaches capacity, families may be placed on a waiting list. The Center prioritizes care to families who live in the area and who are working or in school and, therefore, need childcare.

During enrollment, families will complete an enrollment packet, that will be made available online through the Center's Playground classroom management system. An up-to-date health record must be on file, as well as a physical examination dated no earlier than 12 months prior. If this is not completed, families will need to schedule an exam prior to enrollment. The health record must be completed and signed by a physician or nurse practitioner dated no earlier than 12 months prior to the child's first day. A current and complete record of immunization history showing month, day, and year of each immunization is also required. A registration form, a school lunch meal form, a school lunch enrollment form, an emergency and student release form and a child's profile form must be completed, and all fees paid before the child may attend.

Upon enrollment, families should make staff aware of any special needs so that staff are prepared to address those needs appropriately. Any special accommodations should be clearly defined, in writing, and provided to staff.

HOURS OF OPERATION

The Center is open Monday through Friday from 6:00 a.m. to 6:00 p.m.

The Center will be closed in observance of the following:

- New Year's Day
- Memorial Day
- The week of Independence Day
- Labor Day
- Thanksgiving (and the day after)
- Christmas Day (and the day after)

TUITION AND OTHER FEES

Tuition is charged weekly, and fees are due no later than the Monday of the week for which services are provided. Fees can be paid via the online classroom management system, Playground (preferred), cash, check, credit card, or money order made payable to Concord Center.

FAILURE TO PAY ON TIME MAY RESULT IN YOUR CHILD LOSING HIS OR HER CLASSROOM SEAT.

If a child is discharged from our program or withdrawn by the parent, and that parent has an account credit (positive balance), Concord will issue a refund.

SUPERVISION OF CHILDREN

The Director will ensure that staffing patterns satisfy staff to child ratios by coordinating a dynamic staffing schedule, adjusting the schedule during periods of low and/or high attendance, and calling substitute teachers when needed. Two staff members will always be present when children are present during normal operational hours. All children must be seen and heard at all times, including during scheduled and non-scheduled bathroom breaks. During nap/rest time, at least one staff

member will supervise the children. When children are in a large group, such as outside on the playground, during off-site activities, on a field trip, or participating in special mixed group activities, supervision and protection will be maintained. Staff makes use of successful transition strategies throughout the day. Attendance is recorded multiple times per day including: upon arrival, during classroom changes, when moving in or outside, on field trips, during emergency drills, and, lastly, when families “check out” before departure.

FIELD TRIPS

Field trips are scheduled throughout the year. Families will receive plenty of notice via the monthly calendar, classroom signage and communication on Playground. Families will need to complete a permission slip, which will be placed by the sign-in/out station. Children whose families do not complete the permission slip will not be able to participate.

During field trips, children wear identification tags that include their name, and Concord’s name, address, and phone number. Staff will take first aid kits with them, and they will have immediate access to cell phones in case of emergency. Staff to child ratios be at least be maintained, but additional volunteers and/or parent chaperones often allow for smaller group assignments, which ensures heightened safety and supervision. Parents or other adult family members that would like to chaperone on field trips should let the Director know of their interest!

CHILD ABUSE REPORTING

Indiana state law requires that anyone suspecting child abuse or neglect must report to the proper authorities the suspicion. We, as a center, must and will abide by this law. We will report any suspected incident of abuse or neglect by a family member or employee. We will not question the child involved and will cooperate with the appropriate agencies that investigate. It is not our desire to lay blame or accuse, but to protect the child. Should any staff member be found guilty in any investigation of abusing or neglecting a child, they will be immediately terminated once the proper authorities have made the determination.

BAD WEATHER OR OTHER CLOSINGS

It is sometimes necessary for us to close due to inclement weather or other unforeseen events. We will report any closures via social media and our text messaging service. Please be sure we have updated contact information for you and any other/emergency contact, and that you have “opted-in” to receive text messages from the Center.

WHAT TO BRING

Our classrooms are equipped with toys, games, and materials appropriate for young children. Please do not send your child(ren) with money, toys, games, jewelry, trinkets, etc. There may be times that the teachers will ask for items to be brought in from home. You will be notified about this in advance.

All children will engage in messy activities and may have accidents. Please make sure that your child has **TWO LABELED, COMPLETE CHANGES OF CLOTHING** in a hanging plastic bag. The extra clothing should consist of two pair of underwear, two pair of socks, a short sleeved-shirt and shorts,

and a long-sleeved shirt and pants. Please leave the bag hanging in your child's cubby at all times. If your child has an accident, please take the dirty clothes home, and bring in a clean replacement outfit.

All children should bring a **SMALL BLANKET AND A SMALL PILLOW** to use during naptime. These items should fit in the bottom compartment of your child's cubby. **Please be sure to take the blanket home at the end of the week, wash it, and bring it back at the beginning of the following week.**

Each child will **NEED A BOOK BAG** to transport notes, information, and projects home safely. Please empty your child's book bag each evening so you will get any notes or receipts that are in there for you. Also be sure to go over any papers or projects that your child made that day with your child. This will help you know what we are talking about at school. Your child should bring a backpack every day.

THE DROP-OFF AND PICK-UP PROCESS

Our drop-off and pick-up procedures are designed to keep children safe. Any adult who will be picking up your child must be listed on the registration and/or student release form in the child's file. Beginning in October of 2024, we will be using the Playground classroom management system to track attendance and communicate with families. Enrolled families will receive instruction at orientation.

DURING DROP-OFF: children must be walked into the building and scanned in through Playground by an adult. The Playground QR code is in the west classroom, on the desk by the door. Upon drop-off, the adult must scan the QR code and sign his or her name. Playground will record the time. The adult should be sure that an adult staff person is present in the classroom and is aware of the child's presence before departing.

Our doors open promptly at 6:00 a.m. Before that time, staff are getting ready for the day. Children may not be dropped off early, left alone in the parking lot or at the door, or left in the care of youth staff.

Children must arrive no later than 9:30 a.m. We must have our attendance finished by this time so that we can turn in the lunch count for the day. Anyone arriving after 9:30 a.m. will not be able to stay. If your child has an appointment and will be late, you must let us know before 9:30 a.m.

DURING PICK-UP: Children may only be picked-up by an authorized adult. The authorized adult must scan the QR code and sign his/her name to record that the child has left the program for the day.

For safety reasons, older siblings, under the age of 18 years, may not sign children out of the program. Prior, written authorization is required for any non-parent adult to be listed as a guardian. This may be done through the Playground app and updated whenever it is needed. In some cases, staff may ask for photo identification when the authorized adult is new or unfamiliar. This is for your child's safety.

EMERGENCY AND CHILD RELEASE INFORMATION

Families will complete a Concord Child Development Center Emergency and Student Release Form at the time of enrollment. Any person who is authorized to pick up the child must be listed on this form as well as in Playground, and both should be updated when changes need to be made.

Parents listed on the child's birth certificate may NOT be denied access to their children unless a current, signed court order is in on file stating that the father/mother can NOT pick up or be with the child.

It is imperative that all contact information be kept up to date and on file. Staff must always be able to contact someone who can be responsible.

Children will NOT be released to any person who smells of alcohol or drugs or who in any way appears to be intoxicated or impaired. For the safety of the child, we will require someone else to be responsible for the pickup of the child. Any person who we feel is impaired or intoxicated and removes the child without permission will be immediately reported to the proper authorities.

Children may be discharged if we are unable to contact you or someone on your list because of incorrect contact information.

PARENT POLICIES

The following policies are required by Indiana state law for any center that accepts CCDF as well as center licensing regulations. All parents, visitors, and staff are required to abide by these rules:

- The possession (concealed or otherwise) of any firearms or ammunition on the premises is strictly prohibited.
- The use, possession, or being under the influence of alcohol on the premises is strictly prohibited. If anyone shows signs of being impaired by alcohol while on our premises or in our facility, they will be asked to leave immediately.
- The use, sale, purchase, transfer, possession, or being under the influence of any illegal drug/substance or a legal drug/substance used in an illegal manner on the premises is strictly prohibited. Anyone believed to be under the influence will be removed from the premises.
- Smoking is not permitted in any part of the building including restrooms, staff areas, or the playground at any time.

LATE PICK UP

The Concord Child Development Center closes promptly at 6:00 p.m. Arrangements should be made for your child to be picked up by this time. Beginning at 6:01p.m, late fees will be assessed to any family whose child has not been picked up, regardless of the reason. A late pick-up form must be signed by the person who picks up the child, with the time, date, and the child's name. All times are also recorded in Playground.

Fees will be assessed as follows:

	<u>One Child</u>	<u>Two or More Children</u>
6:01-6:15 p.m.	\$10.00	\$15.00
6:16-6:30 p.m.	\$25.00	\$30.00
6:30-6:59 p.m.	\$50.00	\$60.00

the hours of 8:30a.m. to 6:00p.m. on days that the Center is open. Families may use these channels to communicate with teachers, as well. The Center needs to know if there are concerns or challenges to ensure the safety and well-being of all children. It is important that all concerns be handled in a professional and confidential manner. Concerns about any teacher or other children should be discussed with the Child Care Director.

OPEN DOOR POLICY/UNSCHEDULED VISITS

Parents or guardians of children in the Early Learning Program are welcome to drop by unannounced at any time during the hours that their children are in care. Concord believes that children, providers, and parents do best when everyone participates in the development of the child. Concord Child Development Center abides by provider eligibility standards that are set by federal, state, and local government.

PARENTAL INVOLVEMENT

Concord Child Development Center understands parental involvement is a crucial component to the success of a child's educational achievement. Parents are their child's most important teacher. Research has proven that children are more successful learners when their parents are actively involved in their learning, both at home and at school. To support parents as partners, the Center encourages families to be involved in their child's educational process. The program teaches diversity, equity, and inclusion through specific lessons and activities, which presents opportunities for each child to learn from those whose life experiences differ from their own. Some examples of ways that families can participate in and contribute to their child's experiences include: volunteering to help with classroom activities, parties, or events; attending learning opportunities such as workshops or trainings about special topics, family social events, parent-teacher conferences, and graduation; completing program surveys; attending parent meetings; presenting to the class; or chaperoning field trips.

ANNUAL PARENT/TEACHER CONFERENCES

Parent/Teacher conferences are held yearly towards the end of the school year. Staff will schedule these conferences several weeks in advance via Playground. These conferences are a wonderful way for families to learn about their child's development. Special conferences may be scheduled at any time of the year if a parent or staff member has a concern.

ANNUAL DIRECTOR, STAFF AND PARENT PROGRAM EVALUATION

The Director, staff and families will evaluate the Child Development Program annually to see what is working and what is not. If it is determined that modifications should be made, the recommendations will be put in writing and shared with the Center's Program Committee which is composed of board members.

SAFETY POLICIES

The Center has established the following precautions to help ensure your child's safety:

- No child will ever be left alone or unsupervised.
- Emergency exit plans are posted in each room.
- Monthly fire drills are held during which staff members lead children to the nearest fire exit and take attendance.
- Tornado drills are held in season.
- During times of emergency, all staff will remain at the Center until the danger passes.
- During the field trips, children wear tags with their names, Center name, address, and phone number. First aid kits are taken on all trips and attending staff members are trained in basic first aid.
- Staff members have immediate access to a telephone in case of an emergency.
- Each staff member is familiar with emergency evacuation plans for weather and fire alerts. Procedures for these events are posted in the classroom and are included in this handbook.

HAND WASHING POLICY (HAND WASHING 101 FOR LICENSED CHILD CARE CENTERS)

Proper and frequent hand washing is the easiest and most effective way to prevent the spread of illness and disease in childcare. Indiana state licensing regulations require that childcare providers and the children in their care wash their hands before and after certain duties and activities.

STAFF MUST WASH HANDS BEFORE AND AFTER:

- Preparing meals and snacks;
- Eating;
- Wiping noses;
- After handling bodily fluids;
- Coughing into hands.

CHILDREN MUST WASH HANDS BEFORE AND AFTER:

- Assisting with meal and snack preparation;
- Eating;
- After handling bodily fluids;
- Coughing into hands.

Indiana state law covers the hand washing basics, but there are numerous other instances when hand washing is recommended for health and safety purposes. It is recommended that staff and children wash hands:

- Before and after touching contaminated surfaces. A surface is contaminated if there is reason to believe that the surface has been or could be exposed to contaminants;
- After taking out the trash;
- After coming in from the outdoors;
- Upon arriving at the childcare center and before leaving;
- After sensory play involving sand, water, etc.;
- It is also recommended that staff wash hands before and after administering medication.

The "proper" procedure is the hand washing process that has been proven most effective at eliminating germs.

STAFF AND CHILDREN MUST WASH HANDS USING THE PROPER PROCEDURE:

1. Wet hands under running water.
2. Use plenty of soap to make a good lather.
3. Keep fingers pointed toward the drain.
4. Scrub fronts and backs of hands.
5. Remember to wash wrists, scrub around fingernails and rings.
6. Scrub between fingers.
7. Scrub for at least 20 seconds (singing the ABC Song at a moderate speed).
8. Rinse well with running water.
9. Dry hands with a clean disposable towel or wall-mounted drying device.

Using the proper procedure and washing hands frequently can prevent the spread of the common cold, flu, and food borne illness as well as many other germs. Children mimic behavior, so staff who wash their hands using the proper procedure at the appropriate times are setting a great example for the children in their care.

CLASSROOM MANAGEMENT

The center's staff uses a variety of methods of guidance to teach rather than punish. The goal of guidance is to help the child develop positive behaviors and problem-solving skills that result in them making good choices and respecting others and property. To that end, guidance is handled through a variety of means; the teachers and staff individualize their responses to the child's behavior in relation to the child and situation. Behavior is guided through positive methods, giving praise and special attention for pro-social behaviors, and by the planned environment with variety of developmentally appropriate activities from which the child can choose.

When guiding a child, the staff explains why the behavior was unacceptable, and the logical consequences of it. This approach encourages children to be in control of their behavior and make "good" choices because they want to and because they understand why it is necessary, not because they are forced. When this approach is used consistently, negative behavior can usually be redirected with simple reminders and explanations from the adult.

If an action is deliberate or harmful to property or others, the child will be redirected to a choice made by the teacher. Repeated unacceptable behavior will result in the child being separated from the group and sent to the thinking table where he/she can think of a better choice to make than the choice he/she previously made. Before allowing the child to return to the group, the child will tell the teacher what better choice he/she has come up with to replace the unacceptable choice. The teacher may call a conference with you if no progress is made toward changing unacceptable behaviors. Conversely, if you have any concerns about your child and/or the center's approach, please don't hesitate to contact your child's teacher. By working cooperatively with you, strategies can be developed that meet your child's individual needs. With parental permission, the center may contact an outside party to assist, or the child may be referred for evaluation.

SUSPENSION AND EXPULSION POLICY

(1) Concord Child Development Center must prohibit or severely limit the use of suspension due to a child's behavior. Such suspensions may only be temporary in nature.

(2) A temporary suspension must be used only as a last resort in extraordinary circumstances where there is a serious safety threat that cannot be reduced or eliminated by the provision of reasonable modifications.

(3) Before the Concord Child Development Center determines whether a temporary suspension is necessary, staff must engage with a mental health consultant, collaborate with the family, and utilize appropriate community resources – such as behavior coaches, psychologists, other appropriate specialists, or other resources – as needed, to determine no other reasonable option is appropriate.

(4) If a temporary suspension is deemed necessary, a program must help the child return to full participation in all program activities as quickly as possible while ensuring child safety by:

- (i) Continuing to engage with the parents, mental health consultant, and appropriate community resources.
- (ii) Developing a written plan to document the action and supports needed.
- (iii) Determining whether a referral to a local agency responsible for implementing IDEA is appropriate.

(b) Prohibition on expulsion. (1) A program cannot expel or unenroll a child from Concord Child Development Center because of a child’s behavior.

(5) When a child exhibits persistent and serious challenging behaviors, the Concord Child Development Center must explore and document all possible steps to address such problems and facilitate the child’s safe participation in the program. Such steps must include, at a minimum, engaging a mental health consultant, considering the appropriateness of providing appropriate services and supports under section 504 of the Rehabilitation Act to ensure that the child who satisfies the definition of disability in 29 U.S.C. §705(9)(b) of the Rehabilitation Act is not excluded from the program because of disability, and consulting with the parents and the child’s teachers, and:

- (i) If the child has an individualized family service plan (IFSP) or individualized education program (IEP), the Concord Child Development Center must consult with the agency responsible for the IFSP or IEP to ensure the child receives the needed support services; or,
- (ii) If the child does not have an IFSP or IEP, the program must collaborate, with parental consent, with the local agency responsible for implementing IDEA to determine the child’s eligibility for services.

(6) If, after CCDC has explored all possible steps and documented all steps taken as described in part (3 and 4) of this section, CCDC, in consultation with the parents, the child’s teacher, the agency responsible for implementing IDEA (if applicable), and the mental health consultant, determines that the child’s continued enrollment presents a continued serious safety threat to the child or other enrolled children and determines the program is not the most appropriate placement for the child, the program must work with such entities to directly facilitate the transition of the child to a more appropriate placement.

HEALTH REQUIREMENTS

ILLNESS

The Board of Health and licensing regulations DO NOT allow for children to be sent to school or remain at school if they are ill.

The guidelines for removal from the center are as follows:

- fever of 101 degrees or more;
- cold with fever, respiratory infection;
- vomiting – one or more episodes;
- diarrhea – two or more episodes;
- parasitic conditions (i.e., lice, scabies, ringworm, or pinworm);
- communicable and/or contagious diseases (i.e., chicken pox, scarlet fever, measles;
- pink eye, mumps, rashes, etc.)

If a child does become ill at the daycare, the parents or emergency contact will be notified

immediately, and the child will be placed on a cot in the room away from the other children and will be looked after until an authorized adult comes to pick the child up. If a child is absent due to a communicable illness or disease, the child may return only with a physician's note indicating that he or she is no longer contagious, or after having been treated for a full 24 hours, or after being symptom free for 24 hours.

MEDICATION

Licensing regulations require the following steps must be completed before Concord staff may store and provide medication to children in their care:

- Complete a *Child's Medication Form*
- The bottom of the form will be filled out when a dose is given to the child noting the: date, name of medication, prescription number or doctor's name on order, amount given, time given and staff member's name who is administering the medication.
- The medicine **MUST** be in the original bottle or packaging (as in the case of asthma medication), must be prescription, and must not be outdated. Information on the medication, including possible side effects, must be included with the medication. Staff cannot give non-prescription medicine such as baby aspirin, Tylenol, cough syrup, etc. unless it is accompanied by a doctor's statement. A doctor's statement is also required if the doctor provides a 'sample' as a prescription.
- If possible, families should arrange the schedule of medication, so the school gives the medication as few times as possible.
- Any outdated medication not picked up by the parent will be discarded immediately by the center.
- All medication must be stored in a locked container or, if refrigerated, in a specially marked refrigerator. At no time should a parent place medication in the child's cubby or bookbag. This includes asthma medication and accompanying liquids. Asthma machines may be kept in the child's cubby but must be clearly labeled.

ACCIDENTS

The staff is trained to make every attempt to watch for and prevent situations that are potentially dangerous to the child; however, accidents do happen. If they do, the teacher will complete an accident report that will be placed in the student's file, and they will also send you a message via Playground. More serious accidents may also result in a phone call to the authorized adult. If the accident is critical enough that medical care should be provided, staff will immediately notify the family and take the child to the emergency at Eskenazi or other hospital per parent instruction.

LICE POLICY

If a child is discovered to have lice:

- The child will be immediately excluded from the classroom;
- Parents will be notified to pick up their children. Upon arrival, they will be provided instructions for treating lice, and all of the children's belongings will be sent home for cleaning.
- All other children within the classroom or with whom the child would have had contact with will be checked;
- The classroom will be immediately cleaned and sanitized. All play and doll clothes, stuffed animals or any toy that cannot be immersed or sanitized with bleach solution will be placed in a plastic bag for 10 days. All items that can be washed will be laundered.

The child/ren should be able to return in 24 hours if the treatment is successful, meaning that there are no live lice or nits present. A staff person must check the child before readmission. If the child still has live lice or nits, he or she will not be permitted to stay and will not be able to return until the treatment is successful.

If a family continues to present with lice or nits, a doctor's note or health department statement will be required after the 2nd exclusion.

HYGIENE

The center schedule shall include provisions for supervised personal hygiene, washing hands before and after meals, and washing hands after using the toilet facilities for the children. Caregivers shall change wet or soiled clothing promptly. Each child shall have a supply of clean clothing available for this purpose.

Caregivers who handle and serve food shall thoroughly wash their hands with soap and warm running water and use disposable towels from a dispenser for drying. Hand sanitizers shall not be used in place of hand washings. Hand washing shall be done before starting work, washed as often as necessary to keep them clean, and after eating, drinking, or using the toilet. Caregivers shall wash their hands before and after each childcare duty including serving food, wiping noses, and assisting children with the toilet. Caregivers serving food must wear clean, disposable garments (aprons) and gloves while serving food. They must also have effective hair restraint that keeps hair back and covered.

Both children and staff shall follow the *Hand Washing 101 Licensed Child Care Centers* recommended times for washing hands and will follow the proper procedure for hand washing as stated in this document (page 13).

SANITATION

Staff shall take the following steps to maintain the childcare center:

1. Clean the childcare center daily.
2. Keep the childcare center in a sanitary condition at all times.
3. Sanitize toys, furniture, and other equipment used by children, weekly and when they become soiled or contaminated.
4. Wash all soiled items prior to sanitation.

Staff shall not do major cleaning, except for spills after meals and art projects, while children are present in the area being cleaned. Staff shall keep exit areas clear of equipment, debris, and other objects at all times. The center shall keep all interior garbage, food products, and disposable meal service supplies in tight seamed, easily cleanable trash containers and cover them with tight fitting lids pending removal. Staff shall remove all garbage and refuse within the childcare center daily to an outside tightly covered trash receptacle that will not permit the transmission of disease or provide harborage for insects, rodents, or other pests. Staff shall clean trash containers when soiled.

PETS AND ANIMAL POLICY

Concord Child Development Center will only choose pets or animals that are easy to care for, have a good temperament with children, pose a small health risk, and are the right appropriateness for young children.

PROCEDURE AND PRACTICES, INCLUDING RESPONSIBLE PERSON(S):

- Animals will be properly cared for (clean water, food, clean cages, and immunized). Staff will be assigned duties to maintain the pets.
- Animals, their cages, and any other equipment will not be allowed in the food prep area.
- Children will be closely supervised when handling pets.
- Children with an allergy response to animals will be accommodated.
- Children and adults will wash hands after handling or feeding animals.
- Children will not clean cages or have access to animal waste. Staff will wash hands after cleaning animal cages/equipment.
- Birds of the parrot family that carry psittacosis, a respiratory illness, as well as reptiles and amphibians that typically carry salmonella, a bacterium that can cause serious disease in humans, will NOT be permitted.
- Parents will be notified in writing when pets will be on premises, including the type of pet.

WHEN THE POLICY APPLIES:

- This policy applies whenever pets are included in the childcare program. Currently, Concord Child Development Center does not house any pets or animals permanently.

FOOD

Each day the Center serves nutritious meals and snacks prepared by kitchen staff. Our menus are posted on the classroom bulletin boards for your convenience. Occasionally, the teacher may add to or substitute the snack with an item the children help prepare as part of the lesson that day. While we cannot meet each child's individual preferences, the Center offers a variety of foods which are pleasing to most children and meet the nutritional guidelines set forth by the State Board of Health for childcare centers. Special arrangements may be made for children with religious customs or dietary restrictions. Families should discuss these arrangements upon enrollment. The Center is required to serve what is posted on the menu unless there is a physician's order to alter the menu for medical or health reasons. All such requests are kept on file.

SPECIAL DIETS/SUBSTITUTIONS

If for any reason your child cannot eat or drink any item on the posted menus, you must submit a doctor's statement with the specific food item, reason for the substitution and the substitutions that can be made even if this change is only for one day. This includes Pedialyte and like substitutes. You may be required to supply alternative meal items for special diets.

Concord Child Development Center provides meal service according to the requirements of the Bureau of Child Development, the Indiana State Board of Health, and the USDA. Our menus are based on their guidelines and reviewed by these sources for nutritional content and compliance. Menus are posted on the classroom bulletin boards, outside the kitchen, and in the office.

We cannot allow any food that we do not prepare into the building due to State Board of Health regulations. Children should fully consume all outside food or beverages before arrival; they will not be permitted into the Center's care with outside food or beverages. Families that wish to contribute a snack or dessert item for a birthday may do so, however, the items must be individually pre-portioned, store bought, and unopened. Families should coordinate birthday plans with the child's Lead Teacher.

A.M. SNACK:	6:30 A.M. - ALL AGES DAILY
BREAKFAST:	9:00 A.M. - ALL AGES DAILY
LUNCH:	11:30 A.M. - ALL AGES DAILY
P.M. SNACK:	2:00 P.M. - ALL AGES DAILY

Food served by the Center cannot be taken out of the Center. Children are not to bring extra food, candy, gum, etc. with them to school. Such items will be put in the child's cubby and sent home. No homemade items can be served.

NO NUT POLICY

Due to the extreme nature of allergic reactions to peanuts and products containing peanuts in some children, Concord Child Development Center does not serve or allow peanuts/tree nuts and/or foods containing peanut/tree nut products in the facility. Since Concord Child Development Center is a nut free environment, parents need to be aware when bringing in food items for special events.

FEDERAL FOOD PROGRAM

The Concord Child Development Center participates in the USDA Food Program and receives a reimbursement based on the number of meals and snacks that are served. For this reason, the Center must collect additional forms upon enrollment and all families should return these forms, even if they are not income-qualified. This meal reimbursement program indirectly affects our tuition rates.

TOILETING POLICY AND BATHROOM USE

All children aged three or older must be completely toilet-trained before they may be enrolled. This is a State regulation based on the program's layout. Accidents happen, but frequent accidents may result in a suspension.

TOILETING TIPS TO KEEP IN MIND:

- Pull-ups are considered diapers by the licensing regulations. Children may not wear pull-ups, diapers, or rubber pants while in the program.
- Children may not attend the program if they have diarrhea or other severe toileting problem.
- If a child has a medical condition that may cause excessive bathroom use, parents should notify the teachers. A doctor's statement may be required.
- Each class has scheduled restroom times when all children are taken to the restroom. To use the restroom at other times, child simply need to ask a staff person.
- All children must be able to wipe themselves after using the bathroom. Staff is not allowed to wipe children. Children who cannot wipe themselves are not considered toilet-trained and will not be able to attend programming.
- Only staff members will be supervising the bathroom when children are in there.

CLOTHING

Children should be dressed in play clothes that are appropriate for play and the outside weather. Early learning students will spend time outdoors everyday. Children should be dressed in clothes that are comfortable, allow for freedom of movement, and can get dirty. All articles of clothing **MUST** be labeled in some way to be easily recognizable by the parent and teacher. In order to keep children as safe as possible, families should send children in sturdy shoes that support his or her foot properly and protects the toes. Sneakers with socks are best. Open-toed sandals are not permitted as they cause a

tripping hazard. Clogs, slip-on shoes, or other styles that can easily come off are also discouraged for similar reasons.

If a child does forget to wear or bring an article of clothing home, families should send a message describing the item and where the child's identification is on the item. If located, the item will be placed in the child's cubby.

Families must send two complete, labeled changes of clothing in a labeled sack to keep at the Center in case of an accident. The two sets should include 2 pair of underwear, 2 pair of socks, a short-sleeved shirt and shorts, and a long-sleeved shirt and long pants. This is a licensing requirement. Families who do not send proper spare clothing may be suspended from the program.

Concord Child Development Center will not be responsible for any article of clothing or property that is lost or stolen.

OUTSIDE PLAY

Licensing regulations require children go outside every day (including winter). Please dress your child accordingly (hats, gloves, boots, etc.). If the weather is severe (temperature or wind chill below 25 F), children will not go outside.

All children are required to participate in outside activities. If requested in writing, children may abstain from outdoor activities for a period of three days. If there are medical or other reasons why a child may not go outside, a doctor's note that includes a date range.

QUIET TIME

Quiet time is from 12:00 p.m. - 2:00 p.m. During this time, the children lie down on cots and are quiet. Children are not required to sleep nor are staff allowed to make them.

Every child is required to have his/her own pillow and blanket, which he or she must bring from home. The pillow and blanket must be labeled with the child's name and left in the child's cubby. Blankets are to be laundered weekly on Friday and returned on Monday. Sleeping bags and large pillows should be left at home.



INSURANCE

Concord Center Association, Inc. (Concord Child Development Center) retains business insurance coverage. Concord's finance committee, prior to the business insurance being bound on July 1st each year, reviews the insurance coverage and potential vendors annually. Included in the coverage is "general liability" for \$1,000,000.00. A certificate of insurance can be provided upon request.

CONFIDENTIALITY

All information provided to the Concord Child Development Center regarding enrollment is considered confidential information and will not be shared. Only those persons with a direct need to know will be informed. Staff members may not discuss with personal issues or information about other children, families, or staff with other family members. Families that have specific concerns about another child, family, or staff member should speak to the Program Director directly.

ATTENDANCE POLICY

The Concord Child Development Center is an educational facility. Activities are scheduled to reinforce the skills necessary for children to achieve his/her potential. Daily Attendance is required. Parents will be charged by the week regardless of how many days the child attends. Concord offers a full-time program, and it is often at capacity. All children must attend a minimum of four days per week or lose their seat. Similarly, any child who is absent for a period of two weeks, without any communication from the family, will be considered withdrawn.

The state mandates an attendance policy for families that receive CCDF. Families must monitor these policies and keep track of their personal days. Families that lose CCDF will need to pay for services out-of-pocket.

TERMINATION OF SERVICES

Your child may be discharged from our program for any of the following reasons:

A. ATTENDANCE

- failure to report absences;
- excessive absenteeism;
- failure to properly sign your child in and out;
- excessive lateness (after 9:30 AM).

B. NON - PAYMENT OF FEES

- failure to abide by the Tuition Policy;
- failure to pay late fees;

C. AGENCY POLICIES AND PROCEDURES (MAY INCLUDE BUT IS NOT LIMITED TO):

- failure to abide by policies in the Parent Handbook;
- failure to return any required enrollment or student record material as sent by the school by the required date.

D. INABILITY TO FUNCTION WITHIN THE CENTER

- if the interaction of the parent and the school results in a situation where the parent will not cooperate with the school in what is believed to be in the best interest of the child, the child may be discharged;
- parents who show abusive behavior (including swearing) directed at any staff member, other parent, other children, or their own children;
- excessive (3 or more) bathroom accidents (wetting or soiling oneself).

STAFF RELATIONSHIPS WITH CHILDREN OUTSIDE THE CENTER

Staff may not be alone with children they meet through Concord Child Development Center outside of the center. This includes babysitting, sleepovers and inviting children to staff member's homes unless one of the following conditions exist:

- Staff and child's family or guardian has a relationship that predates the commencement of the staff member's employment or volunteering at Concord Child Development.
- Staff and the child's family or guardian has a relationship that predates the child's enrollment with Concord Child Development.
- Staff and the child, the child's family or the child's guardian is related.

PEST CONTROL POLICY

Concord Child Development Center assures all families that certified pesticide exterminators treat the center monthly. A gel is used and placed in areas out of the reach of the children to present no health hazards.

GENERAL POLICY INFORMATION

Concord Child Development Center reserves the right to change fees, provisions of this handbook and operating practices at any time, without notice.

While Concord Child Development Center provides a rich and stimulating educational program, the Center cannot and does not warrant nor guarantee that children will achieve certain levels of academic skills or educational proficiency.

Concord Child Development Center participates in the Child and Adult Care Food Program. No child will be discriminated against because of race, color, national origin, sex, age, or handicap. Any person who believes that he or she has been discriminated against in any USDA-related activity should write immediately to the Secretary of Agriculture, Washington, D.C. 20250.

SUMMARY OF PARENT RESPONSIBILITIES

1. Completing all forms for enrollment and registration and paying all fees.
2. Keeping emergency telephone numbers and other information current.
3. Informing Center staff of late arrival or pick-up, vacation, and illness.
4. Informing the Center by 8:30 a.m. if your child will not be present for the day.

5. Picking up your child's naptime blanket and pillow on Friday for cleaning and returning it on Monday.
6. Checking for notices in your child's locker each day.
7. Correctly signing your child in and out each day.
8. Providing the Center with a complete change of clothing for your child.
9. Making sure payments are made each week and that your balance is current.
10. Keeping communication lines between the Center open to avoid problems and misunderstandings concerning your child.

BEHAVIORAL EXPECTATIONS FOR FAMILY MEMBERS

It is expected that adult household members will behave in a manner that is respectful, kind, and appropriate. Concord will prohibit service to families whose adults:

- Use foul or derogatory language;
- Appear to be under the influence of a controlled substance and/or present with a noxious odor, such as marijuana, that is disruptive to the environment;
- Address or discipline the behaviors of another program participant;
- Are confrontational, aggressive, or intimidating;
- Threaten violence or cause bodily harm.

PARENT COMPLAINT PROCEDURES

Any person who feels that he/she has been discriminated against or treated unfairly regarding services provided through Concord Center and who wishes to file a complaint may take the following steps:

- The client should bring the complaint to the attention of the supervisor or manager of the program involved in the complaint within three (3) days of the alleged incident. The program supervisor or manager will meet with the client as soon as it is convenient for both parties, but within three (3) working days, to resolve the issue informally.
- The staff person should review the complaint and his or her response with the Executive Director/Deputy Director. The ED/DD may take any action he or she feels is necessary to document or further investigate the situation.
- If the client is not satisfied with the response of the program staff, he or she may request, in writing, a further review by the Concord Program Committee. Such a written request must include the date of the incident, the name of agency staff persons involved in the incident and a complete description of the incident and the reason the initial response is considered unsatisfactory. The Concord Program Committee will respond in writing within five (5) working days regarding action being taken to address the complaint. The Concord Program Committee decision will be communicated to the client in writing. The written complaint of the recipient and the Concord Program Committee response will become part of the file.
- If the recipient is not satisfied with the response from the Concord Program Committee, he or she may submit a written request to the Center Board President for a review by the Center Board. The Board President may appoint a board member or members to conduct such a review on behalf of the board. A written response to the client will be provided within five (5) working days of the review. The written complaint of the recipient and the Center Board's response will become part of the file. The second review by the Board President and the second committee will finalize all appeals and review. The date signature of the Board President on the complaint case file will constitute the termination of the complaint.

- If a client contacts the funder and/or some other governing agency directly regarding a complaint, the call will be handled by the ED/DD. The ED/DD will inform the client of Concord Center's complaint procedures and a copy of the procedures mailed to them should this be requested by the person making the complaint. The ED/DD are responsible for reporting all written complaints to the Concord Board of Directors.

The following persons can explain the complaint procedures and your rights and responsibilities in filing a complaint:

Executive Director, Niki Lynn Girls
Concord Center Association, Inc.
1310 S. Meridian Street
Indianapolis, IN 46225
(317) 637-4376 ext. 2111
e-mail: niki@concordindy.org

Deputy Director, Priscilla Flanary
Concord Center Association, Inc.
1310 S. Meridian Street
Indianapolis, IN 46225
(317) 637-4376 ext. 2117
e-mail: cflanary@concordindy.org



Appendix | Table of Common Childhood Illnesses and Infections

Infection/Illness	Sign or Symptom	Cannot Return <i>Until</i>
Fever	Oral temperature of 101F or greater. May be accompanied by behavior changes or other symptoms	24 hours without fever
Symptoms of Severe Illness	Unusual lethargy; irritability; uncontrollable coughing; wheezing	Doctor releases child to return
Uncontrolled Diarrhea	Two or more episodes	24 hours after the diarrhea stops
Vomiting Illness	Two or more episodes in 24 hours	24 hours after vomiting stops and child is not dehydrated or doctor determines illness is not infectious
Mouth sores with drooling	Mouth sores with drooling	Condition is determined not be infectious
Rash	Rash accompanied by fever; behavior change	Condition is determined not to be infections
Conjunctivitis (pink eye)	White or yellow discharge in eye(s) accompanied by eye pain	24 hours after treatment has begun
Head lice, scabies, or other infestation	Presence of eggs or bugs	24 hours after treatment has begun and no lice or eggs are present on scalp
Tuberculosis	Cough, fever, chest pain, coughing up blood	Doctor releases child to return
Impetigo	Rash-blister to honey-colored crusts; lesions occur around mouth, nose, and chin	24 hours after treatment has begun
Strep Throat	Fever, sore throat, throat drainage, and tender lymph nodes	Cessation of fever and 24 hours after antibiotic treatment is begun
Chicken Pox	Sudden onset of slight fever, fatigue, loss of appetite followed by skin eruptions	Six days after eruption of rash or eruption has dried and crusted over
Whooping Cough	Severe, persistent cough	Five days after antibiotic treatment
Mumps	Tender/swollen glands and/or fever	Nine days after the onset of glandular swelling
Ringworm	Red rings, itchy, scaly circles of hair loss on scale, or whitish patches	24 hours after treatment has begun
Pinworm	Grinding of teeth, poor bladder control, scratching of private parts, painful bowel movements, restlessness, irritability	First dosage of prescribed medication
Hepatitis A Virus	Fever, fatigue, loss of appetite	One week after onset of illness or by local health department regulation; immune serum globulin should be administered to staff and children who were exposed
Measles	Rash, high fever, runny nose, red/watery eyes	Six days from onset of rash
Rubella	Mild fever, rash, swollen lymph nodes	Six days from onset of rash
Unspecified Respiratory Illness	Severe illness with cold, croup, pneumonia, and bronchitis	Child feels well enough to participate and is fever free
Shingles	Lesions	Doctor releases child to return and child can wear clothing that covers lesions
Herpes Simplex (1)	Clear, painful blisters	Lesions involving face and lips have no secretion