

# Northeast Family Center



## Parent Handbook of Policies and Procedures

Revised 04/2018

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Mission Statement:

We help children thrive and families succeed through early childhood education, youth development, and family support.

Northeast Family Center's Values:

ICARE

Inspiration- the process of being mentally stimulated to do or feel something, especially to do something creative.

Commitment- a willingness to give your time and energy to something that you believe in

Achievement- something accomplished, especially by superior ability, special effort, great courage

Respect- a feeling or understanding that someone or something is important, serious, etc., and should be treated in an appropriate way

Excellence- a quality that people really appreciate, because it's so hard to find. Excellence is the quality of excelling, of being truly the best at something.

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We are delighted you have chosen Northeast Family Center to fulfill your childcare needs. Caring for your child is a responsibility we take very seriously. It is our goal to provide a loving atmosphere that emphasizes the development of the whole child-mind, body, and spirit. We are located in the Havelock district in Lincoln, Nebraska and have Community Learning Centers located in Brownell Elementary and Norwood Park elementary. We have been serving this community for over 28 Years. We have qualified teachers and staff who are dedicated to providing quality child care and education for our children.

Please take time to read this handbook, as it will answer many of the questions you may have concerning our policies and procedures. Our goal is to supplement your parenting and support you in your role as a working parent.

We encourage you to become an active participant in our school activities and programs we offer. If you have any questions or concerns or problems, feel free to talk to your child's teacher or the center's director. We want the best for you and your child.

POLICY: PROGRAM PHILOSOPHY

POLICY NO.: 3

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We believe that the care of your child is the single most important consideration when you work outside the home. You should feel at ease and confident about the place where your child spends their day. Daily interaction with the loving, caring people who work at Northeast Family Center can positively influence your child's future. We strive to meet the physical, cognitive, social and emotional growth of each individual child in a caring and supportive atmosphere.

POLICY: LICENSING INFORMATION

POLICY NO.: 4

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4.1 NORTHEAST FAMILY CENTER is licensed through the Department of Health and human services.

4.2 Northeast Family Center Child Care is a participant of the Creative Curriculum Program.

POLICY: ENROLLMENT

POLICY NO.: 5

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Enrollment at NORTHEAST FAMILY CENTER is open to children from six weeks to age thirteen. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability.

Parents can apply for enrollment of their child in NORTHEAST FAMILY CENTER by completing the Enrollment Application and paying the \$30.00 Registration Fee. The Application Fee is non-refundable. Initial enrollment is contingent upon receipt of the completed enrollment application, including the signed fee agreement and signed Parent Handbook receipt, registration fee.

Immunization records and health assessment must be received within the first 30 days from the child's start date in order to continue care. The Enrollment Application and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration. NORTHEAST FAMILY CENTER reserves the right to dismiss any parent or child at any time with or without cause.

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

Parents are required to notify NORTHEAST FAMILY CENTER immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from the program and forfeiture of any deposit.

POLICY: TUITION

POLICY NO.: 6

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All custodial parents and/or legal guardians are required to sign a Fee Agreement prior to enrollment of their child in NORTHEAST FAMILY CENTER. Parents are required to indicate to whom all billing information and correspondence are to be addressed. We accept cash, check, and money orders. You can also pay using a credit card by clicking on your EZ Care statement Click-to Pay or Pay Pal (there will be a service fee to use Pay Pal). Receipts will be given for tuition payments made by cash. All cash payments must be placed in an envelope with child's first and last name, parent/guardian first and last name, amount enclosed and cash written on the envelope. Place all payments in the black locked boxed located at NFC or at the CLC sites. There will be a \$36.00 fee charged for tuition 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.

Please ask your Center Director for what your program includes. School Age summer camp/Non-School Week field trips are included in the tuition except for the last field trip of the summer. All other age groups parents will be responsible for cost of field trip.

6.1 All payments are due on Friday for the next week of care. A charge of \$5.00 will be added to your account if not received by Monday for the week of care. There is no credit given for NFC scheduled holidays, LPS Spring Break/Fall

Break/Winter Break, child illness, vacations or for closings due to emergency situations, inclement weather or acts of God. Northeast Family Center will not pro-rate care. Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at NORTHEAST FAMILY 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 you will be notified by the Center Director.

6.2 NORTHEAST FAMILY CENTER DOES accept child care subsidies such as Title XX. Our provider ID is 29403925. Subsidized children must have their authorization online for NFC staff to view prior to starting care. We follow our contractually obligation with DHHS and require parents to pay their co pay by the 15th of every month or we will have to report non-payments to our DHHS office. It's the parents of a subsidized child who must complete all required paperwork on time to continue enrollment at NORTHEAST FAMILY CENTER. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition, in the event they become ineligible to receive child care subsidies.

6.3 NORTHEAST FAMILY CENTER currently does not have scholarships available. If you or someone you know would like to provide funding for this please let the Executive Director know.

6.4 NORTHEAST FAMILY CENTER doesn't offer a multiple child discount for one or more siblings enrolled in our programs. Effective June 1, 2018 we will offer FREE DAYS for families that have been enrolled for 1 year or more. The child/children must be enrolled as FT. You will receive 1 FREE DAY per child per quarter (Jan-March/April-June/July-September/October-December) You will not be able to carry over the free days into another quarter. NFC requires a 1 week notice of the date you want to use the free day. Please let your program director know.

POLICY: CONFIDENTIALITY

POLICY NO.: 7

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Within NORTHEAST FAMILY CENTER, confidential and sensitive information will only be shared with employees of NORTHEAST FAMILY CENTER who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as NORTHEAST FAMILY CENTER strives to protect everyone's right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other

health related information of anyone associated with NORTHEAST FAMILY CENTER.

Outside of NORTHEAST FAMILY CENTER, confidential and sensitive information about a child will only be shared when the parent of the child has given express 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 NORTHEAST FAMILY CENTER, persons with whom the information will be shared, and the reason(s) for sharing the information.

Any parent who violates the Confidentiality policy will not be permitted on agency property thereafter. Refer to the policy regarding Parents Right to Immediate Access 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 who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child's privacy. Employees of NORTHEAST FAMILY CENTER are strictly prohibited from discussing anything about another child with you.

POLICY: MANDATED REPORT OF SUSPECTED CHILD ABUSE AND/OR NEGLECT POLICY NO: 8

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Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of NORTHEAST FAMILY CENTER are considered mandated reporters, under this law. The employees of NORTHEAST FAMILY CENTER are not required to discuss their suspicions with parents 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. We at NORTHEAST FAMILY 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.

As mandated reporters, the staff of NORTHEAST FAMILY 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

POLICY: PARENT CODE OF CONDUCT

POLICY NO.: 9

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NORTHEAST FAMILY CENTER requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of NORTHEAST FAMILY CENTER 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 employees of NORTHEAST FAMILY CENTER, but is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct will not be

permitted on agency property thereafter. Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding disenrollment of the child when a parent is prohibited from accessing agency property.

#### 9.1 SWEARING/CURSING:

No parent or adult is permitted to curse or use other inappropriate language on

agency property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

## 9.2 THREATENING OF EMPLOYEES, CHILDREN OTHER PARENTS OR ADULTS

### ASSOCIATED WITH NORTHEAST FAMILY CENTER:

Threats of any kind will not be tolerated. In today's society, NORTHEAST FAMILY CENTER cannot afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.

## 9.3 PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT

### NORTHEAST FAMILY CENTER:

While NORTHEAST FAMILY CENTER does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the child care facility. While verbal reprimands may be appropriate, it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress.

Parents are always welcome to discuss a behavior issue with the teacher 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.

#### 9.4 SMOKING:

For the health of all NORTHEAST FAMILY CENTER employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of NORTHEAST FAMILY CENTER. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

#### 9.5 VIOLATIONS OF THE SAFETY POLICY:

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 NORTHEAST FAMILY CENTER. Please be particularly mindful of NORTHEAST FAMILY CENTER entrance procedures. We all like to be polite. However, we need to be careful to not 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.

#### 9.6 CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES OF NORTHEAST FAMILY CENTER:

While it is understood that parents will not always agree with the employees of NORTHEAST FAMILY 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.

#### 9.7 VIOLATIONS OF THE CONFIDENTIALITY POLICY:

NORTHEAST FAMILY 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 NORTHEAST FAMILY CENTER CHILD CARE CENTERS. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

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Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at NORTHEAST FAMILY CENTER, as provided by law. In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) NORTHEAST FAMILY CENTER must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. 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.

In the absence of a court order on file with NORTHEAST FAMILY CENTER, both parents shall be afforded equal access to their child as stipulated by law. NORTHEAST FAMILY CENTER cannot, without a 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, NORTHEAST FAMILY CENTER suggests that the parent keep the 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. NORTHEAST FAMILY CENTER staff will contact the local police should a conflict arise.

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 NORTHEAST FAMILY CENTER will accompany visitors at all times, throughout the center. NORTHEAST FAMILY CENTER will dismiss any child whose parent is prohibited from entering upon agency property. Due to the parents' right to immediate access policy, as well as state and federal regulations, NORTHEAST FAMILY CENTER cannot have a child at the agency when the child's parent is prohibited access. NORTHEAST FAMILY CENTER will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

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NORTHEAST FAMILY CENTER reserves the right to dismiss any child at any time,

with or without cause. 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 address 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.

The Center Director or designee will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave agency property in a calm and respectful manner, immediately. NORTHEAST FAMILY CENTER will request assistance from local police should any parent become disruptive and/or uncooperative while gathering their child's belongings upon dismissal.

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 agency property following a dismissal. 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 agency by calling, writing, or any other means, will be prosecuted to the fullest extent of the law, by NORTHEAST FAMILY CENTER.

POLICY: WITHDRAWAL

POLICY NO.: 12

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Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and deposit will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks and will not have their deposit refunded. The parents and child, following their last day of enrollment, are not permitted to re-enter agency 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 agency property following the last day of enrollment at NORTHEAST FAMILY CENTER. Appointments are made at the discretion of the Center Director and are not a right of the withdrawn child or parent. Parents who wish to change their child's days or times of enrollment at NORTHEAST FAMILY CENTER, must submit a request to do so two weeks in advance of the proposed change. Schedule changes are subject to a change fee. The Center Director will notify the parents in writing if the new schedule is available. A schedule change will not be considered to be final until a new fee agreement is signed. If the schedule change requires an additional deposit and/or registration fee, the change will also be contingent

upon payment of these monies. If the requested schedule is not available parents may choose to continue with the current schedule until such time as the requested schedule becomes available, or may choose to withdraw their child from the program. The date the request for the Center Director receives the schedule change will be used to toll the two weeks notice required for withdrawal.

POLICY: COURT ORDERS EFFECTING ENROLLED CHILDREN      POLICY NO.: 13

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In cases where an enrolled child is the subject of a court order (ex... Custody Order, Restraining Order, or Protection from Abuse Order) NORTHEAST FAMILY CENTER must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. 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. In the absence of a court order on file with NORTHEAST FAMILY CENTER administration, both parents shall be afforded equal access to their child as stipulated by law. NORTHEAST FAMILY CENTER cannot, without a court order, limit the access of 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, NORTHEAST FAMILY CENTER suggests that the parent keep the child with them until a court order is issued. If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, NORTHEAST FAMILY CENTER is obligated to follow the order for the entire period it is in affect.

Employees of NORTHEAST FAMILY CENTER cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. NORTHEAST FAMILY CENTER will report any violations of these orders to the court.

POLICY: ARRIVAL PROCEDURES      POLICY NO.: 14

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Upon arrival at NORTHEAST FAMILY CENTER or the CLC sites, staff will sign children in. Children are required to be escorted by their parent or the adult dropping them off, to their designated classroom. Children are required by law to be

supervised at all times while in the child care facility. Parents are required to help children put away their outerwear and get settled for the day.

NORTHEAST FAMILY CENTER discourages parents from sneaking out of the center. Some children exhibit separation anxiety when it is time for their parent to leave. NORTHEAST FAMILY CENTER believes it is best for parents to tell the anxious child upon arrival 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 through the anxious time. 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. The professional employees of NORTHEAST FAMILY CENTER are available to discuss other options if the child does not settle into the arrival routine after a reasonable period of time. At arrival, parents are required to follow the Medication Policy if a child must receive medication during the course of the day. Parents are required to notify the child's teacher or Center Director of any special instructions or needs for the child's day. The parent must present the special instructions in the form of a letter and 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.

#### 14.1 NOTIFICATION OF ABSENCE

Parents are required to inform the ELC or CLC sites by 7:30 am if a child will not be at the center on a scheduled day. This will enable the center to more effectively 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 not only of the absence, but also of the nature of the illness. This enables our faculty 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 maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. NORTHEAST FAMILY 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 school. Parents who know in advance that a child will be late, are required to notify the center by 10:00 as to maintain the appropriate staff to child ratios upon your child's arrival at school.

## 14.2 AGENCY'S RIGHT TO REFUSE ADMISSION

NORTHEAST FAMILY CENTER reserves the right to refuse admission to any child at any time with or without cause. NORTHEAST FAMILY CENTER strives to maintain an ample list of substitutes in anticipation of staff absences, however, there are times when substitutes are not available, and classrooms need to be closed to maintain compliance with licensing regulations. Refusal will be based on a "first come first served" basis when seeking to maintain appropriate staff to child ratios and/or when closing classrooms.

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

- Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations.
- The need to maintain compliance with Licensing Regulations.
- Staff deems the child too ill to attend.
- Domestic Situations that present a safety risk to the child, staff or other children enrolled at NORTHEAST FAMILY CENTER if the child were to be present at the center.
- Parents' failure to maintain accurate, up to date records.
- Parents' failure to complete and return required documentation in a timely fashion.

Parents WILL NOT be reimbursed tuition for days when their child is refused admission to the program.

POLICY: PICK UP PROCEDURES

POLICY NO.: 15

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Parents, other authorized adult or NFC Staff are required to sign children out of care on the sign-out sheet. Once a parent or staff signs a 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 or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you or other authorized adult 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.

#### 15.1 LATE PICK-UP:

All measurements of time are to be according to the NORTHEAST FAMILY CENTER clock located in the pickup classroom. Late fees are a \$1.00 a minute after closing per family.

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

The staff of NORTHEAST FAMILY CENTER will contact local police and/or the other custodial parent should a parent appear to the staff of NORTHEAST FAMILY CENTER to be under the influence of drugs and/or alcohol. 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, NORTHEAST FAMILY 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 NORTHEAST FAMILY CENTER to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of NORTHEAST FAMILY CENTER will contact the child's parents, local police and Child Protective Services to notify them of the situation.

#### 15.3 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 NORTHEAST FAMILY CENTER. In an emergency situation the child's parents will be called first. If they cannot be reached staff will call the persons listed on this form until someone can be reached. 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. Parents will be asked to determine which persons (if any) on the Emergency/Alternate Pick-up form have the rights 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 is not permitted to discuss the child's day with them. The persons on the Emergency/Alternate pick-up form will be required to provide 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 and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

NORTHEAST FAMILY 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.

POLICY: TRANSPORTATION

POLICY NO.: 16

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NORTHEAST FAMILY CENTER offers transportation to Pershing Elementary. NORTHEAST FAMILY CENTER also provide transportation for field trips for all pre-k and school age trips. Children under 3 years of age will require parents to help in transporting their child/children when needed.

POLICY: SCHOOL CALENDAR

POLICY NO.: 17

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Closing Schedule ELC/NFC/CLC  
Independence Day July 4th  
Labor Day 1st Monday in September  
Thanksgiving Day and the day after  
Christmas Eve December 24th  
Christmas Day December 25th  
New Year's Eve December 31st  
New Year's Day January 1  
Good Friday-The Friday before Easter  
Memorial Day The last Monday in May

\*If a Holiday listed above lands on a Saturday we will be Closed on Friday.

If a Holiday listed above lands on a Sunday we will be Closed on Monday.

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When LPS is CLOSED for inclement weather NFC, ELC and CLC Sites will be closed. There will be a message on the answering machine 402-471-3700. Should NFC, ELC or the CLC Sites need to close in the middle of the day, the school staff will reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call, of the pick up location should the children need to be evacuated from the child care center. Parents or emergency contact persons should report directly to the alternate location if one is indicated. Should the center need to close for any reason, tuition will not be refunded or reduced for closures of less than 10 days. If the closure extends beyond 10 school days, parents will have their tuition reduced.

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### 19.1 DAILY SCHEDULE OF ACTIVITIES

Curriculum Activities in all age groups are based on the most up-to-date practices recognized by experts in the field of early childhood education. Our staff has access to publications and conferences on the latest developments available. We use a literacy approach to curriculum. The classroom teachers prepare lesson plans, which are handed in to the director for review and input. We use Creative Curriculum for classroom activity ideas.

#### Observations

We value your child's experiences. When your child starts at Northeast Family Center, observations will occur throughout their time here. This will help us provide the best care academically and socially for your child. We respect each child as an individual and set up their goals accordingly.

### 19.2 CLASS ASSIGNMENTS

Children are assigned to classrooms typical by age and cognitive ability. When it is time for your child to move to the next classroom, you will be given notice and a transition plan for the child to gradually try the new classroom out. We encourage being an activity participate in the child's decision to move into a new classroom. Your teacher will discuss the decision to move your child's

classroom prior to any transition. Whether a child transfers to another classroom or another educational setting we will work to ensure a smooth transition. At your written request we will transfer your child's records.

### 19.3 STAFF TO CHILD RATIOS

Similar Ages Levels	Staff	Children	Maximum Group Size	Total Number of staff for max group size
Infant	1	4	12	3
Toddler	1	6	18	3
Preschool	1	10	20	2
Pre-K (4-5yrs)	1	12	24	2
School Age (K-5 <sup>th</sup> Grade)	1	15	30	2

### 19.4 NAP/REST TIME

ELC children are encouraged to nap between 12:00 and 2:30. The pre-k classroom typically has children who do not nap. If your child does not need a nap please make the director and teacher aware.

### 19.5 EDUCATIONAL/PERSONAL CARE SUPPLIES NEEDED

All children need to bring a change of clothes. We do provide blankets but children are welcome to bring a blanket and a small stuffed animal to rest with. Infants need to bring at least 4 clean bottles. We are not allowed to wash bottles according to LLCHD. Currently the ELC does receive the Helping Hands Grant through United Way Women in Philanthropy. Diapers, pull-ups and wipes will be provided. It will be communicated to families when the grant funds run out and families will need to provide these items for their child/children.

### 19.6 BIRTHDAY/HOLIDAY CELEBRATIONS

We allow parents to bring in cupcakes or other special treats to school to celebrate a child's birthday. These items must be stored bought.

### 19.7 PARENT/TEACHER CONFERENCES/COMMUNICATION

A getting to know you conference is offered at enrollment and 45 days after enrollment. Periodic parent/teacher conferences are scheduled to discuss your child's development and progress and include child observations. A conference

may be requested at any time by the parent(s) if there are questions concerning a child's progress or a specific problem.

## 19.8 GRADUATION

We have a graduation ceremony every year in May for the Pre-K children entering Kindergarten.

POLICY: DISCIPLINE

POLICY NO.: 20

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### Discipline

At Northeast Family Center, we believe that keeping children busy and actively engaged decreases the frequency of behavior problems in the classroom. Transition activities help the children move smoothly from one activity to another. Our teachers use only positive guidance and redirection. Setting consistent, clear, understandable limits fosters the child's ability to become self-disciplined, which is our ultimate goal. We encourage staff to try to ignore negative behavior as much as possible (since much of it is an effort for attention) and reinforce appropriate behavior. Hopefully this will draw the child into the group and thus avoid the need for frequent discipline. When these methods do not work, your child will be spoken to and removed from the situation as a first step. Children are born with enormous creativity! We feel that too much discipline (correcting a child for every little thing) destroys their spirit. By teaching the child that each choice they make has a direct consequence, they will begin to learn to be responsible for their own actions. A negative choice will result in a negative consequence. Northeast Family Center prohibits corporal punishment of any kind, cruel, or severe punishment, humiliation, or verbal abuse. No child will be denied food as a form of punishment nor punished for soiling or wetting their clothing. If a behavior problem presents itself, every attempt will be made to remedy the situation. However, dismissal of a child for behavior problems will be at the sole discretion of Northeast Family Center staff. Please do not be discouraged if your child is disciplined. Children act out and test our limits at all stages of development. The behavior will pass as long as we are all consistent. You will be notified of any behavior we feel should be reinforced at home.

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21.1 CLOTHING

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable, and clothing. Coats, hats, gloves, scarves and winter boots must be provided in the winter months. It is not necessary for the children to wear their winter boots to school. Teachers will change the children into their winter boots when they go outdoors. Children are not permitted to wear open toed, and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes. Children ages 3 through 5 are required to have one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably 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 weather begins to change.

All clothing items must be clearly labeled with the child's first and last name. This includes coats, hats, gloves, scarves, and boots. NORTHEAST FAMILY CENTER is not responsible for lost or damaged items of clothing.

21.2 JEWELRY

Children are not permitted to wear jewelry of any kind in the infant or toddler rooms. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, NORTHEAST FAMILY CENTER will not to be responsible for lost or stolen valuables. It is the parents' responsibility to enforce this policy with their children.

NORTHEAST FAMILY CENTER is not responsible for damage to or loss of and articles of clothing.

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NORTHEAST FAMILY CENTER frequently supplements the in-class curriculum with

off premise field trips. Parents are required to give written permission for their child to attend each field trip. Notification of a field trip will be sent home in advance of the trip, with all pertinent trip information including, destination, date, time, reason for trip, cost, and mode of transportation. Accompanying the notification paper, teachers will include a permission slip to be filled out, signed, and returned to the teacher prior to the date of the trip. The field trip permission slip must be filled out completely and accurately, and all trip costs must be paid in advance in order for your child to attend.

NORTHEAST FAMILY CENTER provides all required supervision for all field trips. Due to availability of space on the bus, parent attendance is not available.

Parents will not be permitted to transport any child, other than their own, on a NORTHEAST FAMILY CENTER sponsored trip.

If your child is not scheduled to attend on the day of a field trip and you wish for your child to participate in the trip, please discuss this with your child's teacher at least three days prior to the date of the trip. Your child will be permitted to attend if required ratios can be maintained with his/her addition to the class. An additional day fee of, as well as the cost of the trip and signed permission slip will be due prior to the date of the trip.

POLICY: PARENT PARTICIPATION/VOLUNTEERS

POLICY NO.: 23

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Parents are invited and encouraged to be involved in their child's school activities. There are many different ways in which parents can participate and volunteer at the child care center. Parents may volunteer to attend trips, read in the classroom, assist teachers, and/or coordinate special events. Teachers will have posted in their classrooms any volunteer opportunities available. Parents not interested in volunteering directly in the classroom may donate items, do maintenance work, or assist in the office. Any parent who volunteers in the classroom on a regular basis will be required to pay for and secure all criminal background checks, as required by our licensing regulations. Any person, including parents, with felony convictions, sex offender convictions and/or open investigations into any criminal activities will not be permitted to volunteer in the classroom, or on field trips. Parents with court orders detailing custodial arrangements will only be permitted to volunteer on days in which they are afforded custody (joint/shared custody arrangement) as per the court order. For example, if a parent is afforded custody on Tuesdays and Wednesdays, the

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.

NORTHEAST FAMILY CENTER reserves the right to make Volunteer assignments.

NORTHEAST FAMILY CENTER does not guarantee the volunteering parents will be assigned to locations where their child(ren) is present.

POLICY: HEALTH AND SAFETY

POLICY NO.: 24

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#### 24.1 PRE-ENROLLMENT REQUIREMENTS

Each child is required to complete a pre-enrollment packet of information. This packet is to be returned to the center's office 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 NORTHEAST FAMILY CENTER. This is per our licensing regulations. If you have chosen not to have your child immunized, please ask the center director for an immunization waiver form. Immunizations may be waived for certain reasons. Please discuss this with the center director to determine whether you have the right to be enrolled and not have your child immunized.

Parents are required to have a wavier on file in place of an immunization record, so that the center can maintain compliance with licensing regulations.

All children are required to have a physical examination form filled out by a licensed medical professional, in order to attend NORTHEAST FAMILY CENTER. The Physical Examination Form, indicating the child's fitness to attend NORTHEAST FAMILY CENTER, must be completed by a licensed healthcare professional and returned to the Center Director within the first 30 days of enrollment.

#### 24.2 CHILDREN WITH SEVERE ALLERGIES

For the safety of your child, parents are required to provide a signed copy of the "Authorization For Emergency Care for Children with Severe Allergies" form, detailing any allergies, food or otherwise, from which their child suffers, 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, as needed. In addition to this form, parents must provide a copy of any additional physician's



orders and procedural guidelines relating to the prevention and treatment of the child's allergy. This form can be obtained by request from the center director. Parents must also execute a "Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies" form. This form releases NORTHEAST FAMILY 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 NORTHEAST FAMILY 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.

### 24.3 COMMUNICABLE DISEASES

NORTHEAST FAMILY 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. Additionally, copies can be purchased, for a nominal fee, from the National Association for the Education of the Young Child (NAEYC). 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, 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 is reached. If a parent 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. Children must present a doctor's note stating they are no longer contagious and can return to the program. NORTHEAST FAMILY CENTER reserves the right to refuse to allow a child to return if the center director or designee believes the child to be too ill to participate in the program. 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. A fever is defined as a temperature reading on a thermometer of at least 101 degrees Fahrenheit or more as taken under the arm.

Children are required to be excluded from the program for loose bowels or diarrhea which occur 3 or more times in a 24 hours period of time. 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 center director. This

enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with faculty 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 maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. NORTHEAST FAMILY 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.

#### 24.4 BITING

NORTHEAST FAMILY 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 bit, 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 this 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 harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. 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 to be confidential and cannot be disclosed. The staff of NORTHEAST FAMILY 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 are concerned about communicable diseases possibly resulting from the biting incident.

#### 24.5 DISPENSING MEDICATION

NORTHEAST FAMILY 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. NORTHEAST FAMILY 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 obtained from your center director. Medication Forms, doctor's notes and medication are to be turned into the center director.

NORTHEAST FAMILY 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.

#### 24.6 FIRE/EMERGENCY DRILLS

NORTHEAST FAMILY CENTER conducts regular fire and emergency/evacuation 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 fire and emergency/evacuation plans. During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete. In the event of a real fire/emergency situation, the director or designate will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 45 minutes of the telephone call. Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. If the center is in the midst of a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the center is having a real fire/emergency situation, parents will be asked to wait until the director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work

together, remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

#### 24.7 ALTERNATE SAFE LOCATION

Should the administration of NORTHEAST FAMILY 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 location designated in the evacuation plan located in the center lobby. 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 the telephone call.

#### 24.8 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.

Parents or persons designated to act "in loco parentis" are required to sign 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 one 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.

#### 24.9 FOODS

Northeast Family Center participate in the Federal Food Program and provide all necessary food and beverages throughout the day. Outside food is prohibited without director permission due to the Food Program guidelines.

All age groups:

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 instruction for

treatment should a child have an allergic reaction. Please refer to the Health and Safety Policies contained herein for further information.

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

NORTHEAST FAMILY CENTER never uses food as a punishment. Children will never be denied participation in lunch or snack time for behavior reasons.

Infant classrooms: Parents are required to complete a feeding schedule for their child on a weekly basis, or as the child's feeding requirements change. Staff will complete a daily chart for each child detailing for the parent 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. Younger Toddlers through School-age: NORTHEAST FAMILY CENTER offers children breakfast from 7:30am to 8:30am, lunch from 11:00am to 12:00pm and afternoon snack from 2:00-4:00pm. CLC Sites serve a snack after school dismisses.

Children sit at tables, to promote good manners, eating habits and socialization skills. Staff will encourage children to eat and sit with them during the meal/snack.

#### 24.10 FIREARMS AND WEAPONS

At no time is any person permitted to carry any type of Firearm, Ammunitions and/or Weapon on agency property for any reason. Violation of this policy will result in immediate dismissal from the program.

POLICY: STAFF EMPLOYMENT BY CLIENT'S POLICY

POLICY NO.: 25

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The staff of NORTHEAST FAMILY CENTER may on occasion be asked by families who we provide services for to baby-sit, house-sit or carpool. As long as this is discussed outside of work time it is acceptable with the understanding that anything that occurs during time when staff are "off the clock" will not be held against Northeast Family Center.

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Northeast Family Center

6220 Logan Avenue

Lincoln, NE 68507

402-471-3700

Executive Director: Thomas Neal

Northeast Family Center Early Learning Center

6220 Logan Avenue

Lincoln, NE 68507

402-471-3700

Director: Renee Foley

Northeast Family Center Community Learning Center-Brownell Elementary

6000 Aylesworth St.

Lincoln, NE 68507

School Community Coordinator: Sheri Quirie

Northeast Family Center Community Learning Center-Norwood Park Elementary

4710 N 72nd St.

Lincoln, NE 68507

School Community Coordinator: Dana Berger