

Child Abuse Prevention Policy

Child care workers are in a unique position to recognize victimized children. Because of this, we are legally mandated reporters of child abuse and neglect. Annually, all staff members review the guidelines for recognizing child abuse.

Steps to Quality Child Care Child Care employees must fully understand their legal obligation to report suspicions of child abuse, and review the guidelines upon hire and every year of employment. The training will also cover how to respond if a child discloses. It may seem easier not to get involved and believe that someone else will eventually make the report. This "wait and see" approach can be very dangerous, even deadly, for a child who is being mistreated.

If you suspect abuse or neglect, notify the director immediately. The incident will be documented immediately and the director will support you while you report. Do not discuss your concerns with anyone but the director. If the director is not available, make the report directly to the Department of Health and Welfare, and notify the director by phone, text or email that you have done so.

All staff and volunteers are mandated by law to report any suspicion of child abuse or neglect. Abuse may be physical, emotional, or sexual. Neglect is the failure, refusal, or inability, for reasons other than poverty, to provide necessary care, food, clothing, shelter or medical care. Staff and volunteers who report in good faith are immune from civil or criminal liability. Staff or volunteers who intentionally fail to report suspicion are subject to fines or imprisonment under the law.

To prevent child abuse and neglect, this program:

1. *Trains staff to avoid one-staff-one-child situations if at all possible. If scheduling requires one adult be alone with one child, the parent is always informed at pick-up or drop off.
2. *Design our classrooms to avoid hidden and secluded areas.
3. *Makes sure interactions between children and staff can be observed and interrupted.
4. *Uses proper names for body parts.
5. *Never forces children to give affection.
6. *Tells children that if they have questions about someone's behavior, the best thing they can do is ask about it
7. *Explains that secrets can be harmful.
8. Trains staff in the Strengthening Families Protective Factor Framework and Stewards of Children Darkness to Light.
9. Requires a background check for all staff.
10. Develops positive, non-judgmental relationships with parents.
11. Is alert to signs of stress in parents and struggles in the parent-child interaction.
12. Communicates regularly with parents concerning a child's progress.
13. Provides education including offering tips for specific challenges.
14. Provides opportunities for parents to become involved in their child's care.
15. Provides information about community resources.
16. Models developmentally appropriate practices by allowing the parent observational opportunities to see their child interact with child care staff.
17. Provides an atmosphere for parents to share their experiences and develop support systems.
18. Reaches out to fathers, grandparents and other extended family members that are involved in a child's development.

A report of child abuse is not an accusation. It is a request for more information by a reporter who has reasonable suspicion that abuse or neglect may be occurring. A report does not mean that our employees must determine that abuse and/or neglect has occurred. In Idaho, Child Protective Services is responsible for that determination.

* These strategies are part of our sexual abuse prevention plan.



Together we can make a difference in the lives of children

*Thank you for choosing Trinity Lutheran Church Learning Center.
We look forward to working with you and your child/children, as well as
sharing as parents, teachers, and TLC's community members.*

~God Bless~



TLC LEARNING CENTER

Parent Handbook 2019-2020



Our Promise:

Your children will be loved and respected
for being themselves: Children.

Trinity Lutheran Church Learning Center
812 N. 5th Street Coeur d'Alene, ID 83814
(208) 676-9112

Hours of operation 6:30 am to 6:00 pm Monday through Friday

Welcome to Trinity Lutheran Church's Learning Center!
We are delighted to have your child join us!

TLC Learning Center is a ministry of Trinity Lutheran Church. We embrace Jesus' words, "Let the little children come to me and do not stop them, for it is to such as these that the kingdom of God belongs" (Luke 18:16). We know that good childcare is available in many places. Trinity strives to provide wonderful and loving care for your child along with a variety of learning opportunities. It is our hope, that as a community of faith, we can be a service to both you and your child.

Our staff has the privilege of teaching, singing with and interacting with the children of the Learning Center each week during chapel time. It's a joy to hear the children sing and respond to Bible stories with such enthusiasm! The children love to hear the stories of Jesus and about His love for them. Telling the stories of our Christian faith to the next generation is one of the most important jobs we can do. In keeping with the philosophy that faith is caught, not taught, we at Trinity seek to form relationships with your children that reflect the love of God.

TLC has been blessed with caring teachers and a gracious director; their ministry with the children of Coeur d'Alene has made a great difference in the lives of many families and has broadened the work of this congregation. As someone once wrote, "the decision to have a child is to allow your heart to walk around outside your body." We are thankful you have entrusted your precious children to us.

The community of Trinity Lutheran gathers for worship each Sunday at 9:00 am. Sunday school classes for children are at 9:15 am. You are always welcome here! If you have questions about the congregation or wish to talk with a pastor, please call the church office at 664-5743.

Again, Welcome!
It is a joy and an honor to have your child at
TLC Learning Center

Pastor Dan Forsgren



TLC Learning Center Fees 2019-2020

Non-refundable registration occurs every September
Annual Registration Fee\$50.00/yr./ child
Sibling discount for full days only\$10% on oldest child
Vacation / Illness Credit - Children Registered full days only
 5 day/wk =5 credits/yr; 3 day/wk = 3 credits/yr; 2 day/wk = 2 credits/yr

Children with special needs are welcome

Challenger Program (3.5 yrs - 5yrs) Teacher/Child Ratio 1 to 10		
	Full day 6:30 am to 6:00 pm	AM Program 8:00 am to Noon * Limited space available
Monday through Friday	\$520.00/ month	\$345.00
Monday, Wednesday, Friday	\$370.00/month	\$250.00
Tuesday, Thursday	\$280.00/month	\$195.00
Extra day	\$30.00/day	
Cruiser Program (2yrs. -3.5yrs.) Teacher/Child Ratio 1 to 8		
	Full day 6:30 am to 6:00 pm	AM Program 8:00 am to Noon * Limited space available
Monday through Friday	\$580.00/month	\$380.00
Monday, Wednesday, Friday	\$430.00/month	\$280.00
Tuesday, Thursday	\$320.00/month	\$235.00
Extra day	\$35.00/day	
Waddler Program (14 mos. - 2yrs) Teacher/Child Ratio 1 to 6		
	Full day 6:30 am to 6:00 pm	
Monday through Friday	\$640.00/month	None
Monday, Wednesday, Friday	\$500.00/month	None
Tuesday, Thursday	\$380.00/month	None
Extra day	\$40.00/day	None
Infant Program (6wks - 14 mos.) Teacher/Child Ratio 1 to 4		
	Full day 6:30 am to 6:00 pm	
Monday through Friday	\$780.00/month	None

Age guidelines are based on developmental readiness.

Holidays Observed and Closure of the Center

TLC LC will be closed New Year's Day, Presidents Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day. These are subject to change depending on the calendar each year. Sufficient notice will be given each year.

If the holiday falls on Saturday the Center will be closed the Friday before, and if the holiday falls on Sunday, the Center will be closed the following Monday.

Tuition also includes days when the Center needs to be closed. TLC Learning Center is open all year. Weather or conditions outside of our control could require us to be closed during regular hours. Every effort will be made to contact parents/guardians in this event.

The Right to Refuse Admittance

The right to refuse admittance shall be within the authority of the Director, with oversight by the Board of Directors. This shall apply to a child already enrolled, as well as to a child applying for enrollment.

Discontinuation of Childcare Services

The following are grounds for discontinuation of childcare services:

- Failure to pay monthly tuition as agreed;
- Repetitive delinquencies to pay monthly tuition as agreed;
- Repetitive, unannounced, late child pickups
- Lack of cooperation with childcare programs and policies;
- Inappropriate conduct by adults towards staff and/or children or by children toward other children and/or staff.

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Our Philosophy

TLC LC respects and celebrates all cultural, social, and economic lifestyle differences among families. We are a place of Christian nurture, where we proclaim God's word in all aspects of a child's care. We strive to provide parents the best of both worlds: fun safe child care while they are at work and a preschool environment. We feel children learn best through hands-on activities and discovery. Given child-centered developmentally appropriate opportunities, children become socially, emotionally, and academically prepared and learn to make good choices, to explore new options, and come to see themselves as capable individuals with useful skills and ideas to advance in life.

Our Staff

The Director of TLC Learning Center, Nikki Betts, received her Bachelor of Science Degree in Early Childhood Education from Montana State University in 1986. Nikki operated her own in home childcare for 12 years while raising her 2 young daughters at the time. She will continue attending yearly trainings to keep up with the latest in Child Development. All the teachers are either certified in Early Childhood Education, or are in training thereof. The Staff continue to participate in yearly child education classes, conferences and workshops. All are trained in infant/toddler CPR and First Aid, and have completed criminal background checks.

The History of TLC Learning Center

The idea for providing infant/toddler care at Trinity Lutheran Church began with a dream possessed by a group of women at TLC in 1997. They wanted to create an outreach that would benefit young children in our community. On February 1, 1999 this dream became a reality. TLC Learning Center, a non-profit facility, opened its doors offering loving Christian care for children.

The Mission is to strengthen and support families by providing a Christ-centered learning environment for children.

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Our Classrooms

Each of our classrooms has hands-on developmental appropriate activities.

Our four classrooms are:

Infants (6wks to about 14 mo.) with 4 children & 1 teacher;

Waddlers (about 14 mo. to 2 1/2 yrs.) with 6 children & 1 teacher;

Cruisers (about 2 1/2 yrs. to 3 1/2 yrs.) with 8 children & 1 teacher;

Challengers (Potty trained 3 1/2 yrs. to 5yrs.) with 10 children & 1 teacher.

Age guidelines are based on developmental readiness.

Open Door Policy

Parents/guardians and family members are always welcome at the Center. We encourage parents/guardians to observe and participate in their child's classroom. Good communication between parents/guardians and the TLC LC staff is essential. Please feel welcome to share your talents, your input, needs or concerns with the director or staff, as we truly believe in working together on behalf of the children.

Discipline

Our desire is to reinforce positive, acceptable behavior in all children, while encouraging responsibility and self-concept. Parents and teachers must recognize that they will always be the most important source of information and values for growing children. If redirection or offering the child choices is not working, a short "think time" (or time-out) may be used. Parents will be notified if any on-going problems occur.

Non-Aggression Policy

If a child is overly aggressive to his/her classmates and/or staff the child may be asked to leave for the day. Chronic, excessive use of aggression by a child may be determined as grounds to discontinue childcare services.

Some examples: Biting - if a child is 3 years of age and up;
Hitting, punching, scratching and throwing others to the floor
Out of control behavior where redirection is not working;
Using foul language (cussing); Belligerent talking back

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Payment Policies



Annual registration takes place in September. (\$50.00/child)

Payments are requested in advance. You will receive a monthly bill in your parent mailbox located in the front entryway at the end of each month, for the upcoming month. All payments are due by the 1st of the month. A late fee of \$25.00 will be added for any payment received after the 1st. If the 1st lands on the weekend or a holiday, payment must be received the last school day before the weekend or holiday. If tuition still has not been paid by the 10th of the month, you will receive a written notification that your child's tuition is late, you will be advised that a \$25 late fee has been added to your account, and you will receive a reminder of our discontinuation of services for nonpayment policy. If the tuition is still not paid in full by the end of the month, the child cannot return to the Center. (There is only one \$25 late fee applied per month. The letter on the tenth is just to serve as notification that the late fee has been applied and that balances are still outstanding).

Communication makes a difference. If there is a problem affecting your payment, we want to work with you any way we can.

ICCP is accepted. Co-payments are due according to the monthly payment policy. If ICCP payments are pending or do not come through (for various reasons) you are required to pay your bill in full until ICCP is in place. A letter or phone call from your caseworker, as proof of acceptance, is required.

Late pick up: The center is closed at 6 PM and Noon for AM only program. Children must leave the center prior to that time or a fee of \$5.00 per minute, per child will be charged. There are no exceptions!

Extra days: Space allowing, you may add a day to your child's week **but we do not trade days**. Extra days will be charged at the daily rate (discounts do not apply to the day rate).

Credit days: Each year (September to September), you will receive credit days for days your child(ren) missed their scheduled day. A credit day form must be filled out prior to the next billing in order for you to receive your credit. Credit days not used cannot be carried over into the following year. (Forms are located by the sign-in sheet.)

If your child attends full days:

5 days a week = 5 credit days/yr. 3 days a week = 3 credit days/yr.

2 days a week = 2 credit days/yr.

Summer program: for the months of June, July and August there is an additional activity fee for children in our Challenger, Cruiser and Waddler programs. This fee pays for extra activities, field trips and supplies used during these months.

If your child will not be attending their scheduled sessions, please call the Center. Your consideration is appreciated.

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Illnesses

TLC Learning Center is a Well Center, therefore we can only accept well children. Daily observations are made to ensure that all of our children are healthy when brought to the Center. Children exhibiting symptoms such as the following should not be brought to the Center or will need to be picked up promptly:

- Fever of 101 degrees F. or higher; (children also need to be fever free, without fever reducing medication, for 24 hours prior to returning to the Center)
- Vomiting;
- Diarrhea;
- Draining rash;
- Eye discharge or pink eye;
- Lice or nits;
- Thick colored discharge from the nose;
- Severe or chronic cough;
- Ear discharge or earache;
- Sore throat;
- Too tired, sick or unable to be outside to participate in activities.

Note: Children must be 24 hours symptom free without the aid of fever reducing medication before returning to the Center.

PLEASE keep your children home if he/she shows any signs of health or behavior that is noticeably out of the ordinary. The well-being of all the children and staff at the center depends on keeping a healthy environment.

PLEASE report contagious diseases immediately to the Center so other parents can be alerted. Thank you.



Immunizations

All children must be immunized against childhood illnesses up-to-date immunization records are required before a child can begin to attend TLC Learning Center. It is up to each parent to furnish the Center with updated immunization records.

Medications

All medications (including vitamins) must be given to a member of the staff by the parent/guardian. Medications may not be given to children to give to a member of the staff or left in their lunch boxes. (Medication looks like candy to children.) Over-the-counter medications and prescriptions will only be given with written approval of the parent/guardian.

Meal Time

All parents/guardians must provide lunch for their child. Lunches need to include a drink and foods that do not need to be heated or cooled. (An “icy” works great in the summer and heating food before coming to school keeps food warm enough in the winter.)



Suggestions: sandwich, cheese/crackers, meat slices, yogurt, boiled egg, chili, noodles, fruit/veggies cut up, granola/fruit bar. Please no nuts or popcorn.

Healthy snacks are provided twice a day 8:30.am. and 2:45 p.m. Each snack includes a grain, fruit, and drink. (We are a popcorn free school.) We do not serve peanut products; however, children are allowed to bring peanut products to the Center. If we are notified that a student has a severe peanut allergy, we will send notification to all parents of the Center and discontinue this practice.

If you drop children off after 11:15 am, please make sure they have already had lunch.

TLC LC is, enrolled in the USDA Food Program. We are not allowed to serve children food past its expiration date.

Snack donations are always welcome. Any time you would like to make something special for your child’s classroom, the children and staff would be very appreciative.

Nap Time

Daily nap time begins at noon in the gym. Each child has their own mat to lie on and the staff sits with the children while soft music plays in the background. Children who do not fall asleep are asked to lie on their mats quietly for a short time then are given quiet activities to do until rest time is over. The children are in the gym until about 2:30 p.m. and once they are awake they have the opportunity to continue to lie, play quietly, or look at books.

Except for our infant’s parents, all parents are required to supply a small blanket and small pillow (optional) for your child to rest with. Every Monday a pillow and blanket needs to come to school with your child, and every Friday it needs to be taken home and cleaned. **PLEASE LABEL EVERYTHING!**

On Friday, the mats and sheets the children sleep on are washed.

Appropriate Clothing for Learning

Our program encourages children to explore the world around them with all their senses; learning that getting messy is okay, and fun! So

PLEASE, SEND YOUR CHILDREN IN CLOTHES THEY CAN GET MESSY!

Also send a change of clothes you can change them into at pick up if you are not planning to go home. Thank you.

For the safety and comfort of your child, we ask that your children wear WASHABLE, PLAY CLOTHES AND TENNIS SHOES every day. Please only fully enclosed soft-soled shoes. **NO Sandals.**

Please dress your children in clothes and shoes that encourage self-help.

- An extra set of clothes, needs to be left at the center daily for any mishaps.
- Weather appropriate clothing should be brought daily (boots, gloves, hat, coat, snow pants, towel, clothes to get wet in, and sunscreen).
- **The children go outside EVERY DAY.**
- **Please MARK everything** your child brings to school with either their name or initials.

*All toys from home need to be left at home.
Thank you.*



Emergency Procedures

A consent form for emergency care or First Aid is provided within the registration packet.

- Minor emergencies: TLC LC staff is trained in First Aid and CPR, and will take appropriate steps.
- Critical emergencies: TLC LC staff is trained in First Aid and CPR, and will take appropriate steps, while another staff member calls 911. Parent/guardian will be contacted A.S.A.P.

Note: TLC Learning Center is required by law to report any suspected child abuse or neglect to Child Protective Services.

Parent Involvement

Participation of parent/guardians/family member's during our various field trips, annual programs, fundraisers, and Center cleanup days is *greatly* appreciated. We recommend that for a child who attends the Center five days per week, parents commit to a minimum of 5 volunteer hours at the Center per year. For a child who attends three days per week, we recommend parents commit to a minimum of 3 volunteer hours at the Center per year. For a child who attends two days per week, we recommend parents commit to a minimum of 2 volunteer hours at the Center per year.

Parent conferences can be scheduled to allow parents, teachers and the Director to work together as a TEAM for the child's benefit.

Signing Your Child In and Out

Parents/guardians or authorized persons must come into the building and sign their child/children in and out every day at the front entryway. For the safety of your children, please write the name of the person picking up your child, rather than mom/dad or grandma/grandpa. All persons entering the center must have a security door code, for the safety of all children. Please make sure any authorized pick-up person has your family's code, and protect who you give the code to.

ID is required for a child to be released.

Children need to be delivered to their teacher/classroom each day.



Potty Training/Diapering

Routine potty training takes place in our Cruiser's Classroom. The skills necessary for appropriate potty training are part of the Cruiser's program. Children need to be provided with plenty of wipes, diapers, pull-ups and changes of clothes during this process.

* In all classes parents/guardians must provide enough diapers, wipes, and change of clothes for each day your child/children attend school. A fee for \$2.00/diaper and \$2.00/day for wipes will be applied to your invoice if TLC LC supplies are used.

Supplies Needed for Infants

Parents/Guardians must provide all needed diapers, wipes, creams, change of clothes, bottles, food, milk (breast milk or formula) and needed comfort aids daily.