



## **Parent Handbook**

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# Table of Contents

<b>Policy Number</b>	<b>Policy Statement</b>
1	MISSION STATEMENT
2	WELCOME
2.1	Hours of Operation
3	PROGRAM PHILOSOPHY
4	LICENSING INFORMATION
5	CONFIDENTIALITY
6	ENROLLMENT
6.1	Enrollment Guidelines
6.2	Part Time/Full Time Status
6.3	Attendance
6.4	Children with Special Needs
7	TUITION AND FEES
7.1	Method of Payment
7.2	NSF Fee
7.3	Sibling Discount
7.4	Vacation
7.5	Subsidized Care
7.6	Delinquent Tuition
7.7	Schedule Changes
7.8	Clothing Fees
7.9	Late Pick Up Fees
7.10	Activity Fees
7.11	Sick Child Late Pick Up Fees
7.12	Equipment or Property Damage
8	ARRIVAL
8.1	Parent's/Guardian's Responsibilities at Arrival
8.2	Center's Right to Refuse Admission
9	DEPARTURE
9.1	Parent's/Guardian's Responsibilities at Departure
9.2	Late Pick Up
9.3	Persons Appearing to be Impaired by Drugs/Alcohol
10	COMMUNICATION
11	EMERGENCY CLOSING
12	WITHDRAWAL
13	TERMINATION OF CARE

14	MEALS AND SNACKS
15	DRESS CODE
15.1	Children
15.2	Parents/Guardians
16	NAPS
17	HEALTH AND SAFETY
17.1	Medical Forms
17.2	Handwashing
17.3	Health
17.4	Medication
17.5	Injuries and Other Emergencies
17.6	Accident/Incident Reports
17.7	Firearms and Weapons
17.8	Biting
17.9	Potty Training
17.10	No Smoking
17.11	Security Cameras
17.12	Pest Control
17.13	Chewing Gum
17.14	Individual Care-Behavior
18	FIELD TRIPS
19	PLAY
19.1	Indoor Play
19.2	Outdoor Play
20	TOYS FROM HOME
21	DISCIPLINE
22	CURRICULUM
22.1	Creative Curriculum
22.2	Developmental Screenings
23	SUPPLIES

CLOSING STATEMENT

**The owners and directors of A Shining Star Learning Center approve all the policies listed below. These policies are effective January 2016.**

## **POLICY 1 MISSION STATEMENT**

A Shining Star's mission is to provide excellent early childhood care and education to the families and children in our community.

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## **POLICY 2 WELCOME**

### **Welcome to A Shining Star Learning Center!**

We invite you to visit our center and see why so many families have chosen us:

- Your child's safety and security is our main concern.
- Our goal is to help your child achieve **Educational Excellence**.
- We create a **Family Atmosphere** so your child will feel comfortable and safe while away from you.
- Our **Professional Staff** has your child's well-being and education as their top priority.
- We are **State Licensed** to insure the highest standards are met.

We have prepared this handbook as one way to help you get acquainted with our policies and expectations and to explain the benefits you will enjoy. It is also a reference for where to turn with any questions, suggestions, or concerns you may have in the future. Please take time to review this carefully. If you have any questions, speak with one of the directors. Then, when you understand the information presented, sign the Parent Agreement at the end and return it to the front office. Again, welcome to A Shining Star Learning Center. We are very glad you are here!

Jyl Waller, Executive Director  
Mindy Daily, Director

### **2.1 Hours of Operation**

A Shining Star Learning Center is open Monday through Friday, 6:00 A.M. to 6:00 P.M. There are **no** deductions for any absences or holidays. Normal tuition rates apply to weeks that include holidays, although the center will be closed. The following holidays will be observed this year:

- New Year's Day, Friday, January 1
  - Memorial Day, Monday, May 30
  - Independence Day, Monday, July 4
  - Labor Day, Monday, September 5
  - Thanksgiving and the following Friday, Thursday and Friday, November 24 & 25
  - Day after Christmas, Monday, December 26
  - Day after New Year's, Monday, January 2, 2017
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## **POLICY 3 PROGRAM PHILOSOPHY**

A Shining Star Learning Center's program philosophy is based on meeting the developmental needs of children. The daily activities provide children experiences that enrich and enhance each child's cognitive, language, social, emotional, physical, and creative development. The children will be given opportunities to create, explore the environment, learn problem-solving and personal interaction skills, and learn concepts through first-hand experiences. Children develop a positive self-concept through a balance of self and teacher directed activities. Staff serve as positive role models, and provide care that is supportive, nurturing, warm, and responsive to each child's individual

needs. We respect families as the primary and most important providers of care and nurturing. We believe parents/guardians and teachers are partners in children's care and education.

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## **POLICY 4 LICENSING INFORMATION**

A Shining Star Learning Center's license number is #400615 thru the Illinois Department of Children and Family Services. A Shining Star Learning Center is fully insured. Our building has multiple safety features, including a secured main entrance, daily check in procedures, and camera monitoring of all exits, classrooms, hallways, playgrounds and parking lots so that you know your children are protected during the day.

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## **POLICY 5 CONFIDENTIALITY**

A Shining Star Learning Center cannot give out information to any individual or agency without first obtaining written permission from the child's parent/guardian. Confidential information about other children, parents/guardians, or staff will not be shared with anyone, as A Shining Star Learning Center strives to protect everyone's right of privacy.

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## **POLICY 6 ENROLLMENT**

### **6.1 Enrollment Guidelines**

A Shining Star Learning Center enrolls children from 6 weeks through 12 years of age.

Enrollment shall be granted without regard to a child/family's race, color, creed, religion, national origin, gender, or disability. The center will serve children with disabilities provided that the care required for that particular child does not compromise the quality of care for other children enrolled at the center. A Shining Star Learning Center is a group child care center, not an individual care program.

Initial enrollment is contingent upon receipt of the completed Enrollment Forms, payment of first week's tuition, completed DCFS forms, a signed Parent Handbook Agreement Form, physical/immunizations and a copy of the certified Birth Certificate. All of this must be presented to ASSLC 2 business days prior to enrollment. Both parents must sign the parent handbook.

Continued enrollment at A Shining Star Learning Center is contingent upon timely tuition payments, up-to-date emergency contact information for the child and parent/guardian, and adherence to the policies and procedures outlined in this parent handbook.

### **6.2 Part Time/Full Time Status**

Children enrolled for more than 5 hours a day are considered full time. Children enrolled for less than 5 hours a day are considered part time.

### **6.3 Attendance**

When a child is enrolled at A Shining Star Learning Center, that child is expected to be in regular attendance. Regular attendance is important for your child's adjustment and development. We do prefer a courtesy call when your child will not be in attendance on a regularly scheduled day.

### **6.4 Children with Special Needs**

When a parent/guardian of a child identifies that a child has special needs (including physical, mental, behavioral, developmental, or nutritional conditions or needs), the director of A Shining Star Learning Center and the parent/guardian will meet to review the child's care requirements.

A Shining Star Learning Center does not discriminate on the basis of special needs. The program accepts children with special needs unless their presence would pose a direct threat to the health and safety of others or require a fundamental alteration of the program. A Shining Star Learning Center does not provide one-on-one care for individual children due to the financial burden that this type of care would require.

To help the center staff better understand the child's needs, the staff will ask the parent/guardian to complete the *Special Care Plan* in conjunction with the child's health care provider. Individual health care plan forms for the children with life-threatening allergies, diabetes, asthma, seizures and other medical issues are available from your child's physician.

The center will attempt to accommodate children with special needs consistent with the requirements of the Americans with Disabilities Act. If the center is unable to accommodate the child's needs as defined by the child's health care provider or Individual Education Plan without posing an undue burden as defined by federal law, the director will work with the parent/guardian to find a suitable environment for the child.

Prior to the child's attendance, a conference with the parent/guardian and the child is required to acquaint each new family with the environment, staff, and schedule for child care. During this visit, the parent/guardian will have a personal interview with one of the directors of A Shining Star Learning Center. At this time, the family will be provided the Parent Handbook, Enrollment forms, DCFS forms, and other written materials. Each child will spend at least 20 minutes at the center with a parent/guardian before remaining in care without a family member.

The forms will be completed and submitted to the center director prior to the child's first day of attendance. The information in these forms will remain confidential and will be shared with other caregivers only as required to meet the needs of the child. All incomplete forms will be returned to the parent/guardian for completion prior to the child's first day of attendance.

Information concerning the child will not be made available to anyone, by any means, without the expressed written consent of the parent/guardian.

A Shining Star Learning Center reserves the right to dismiss a child from enrollment if a parent/guardian is not forthright about the child's special needs.

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## **POLICY 7 TUITION AND FEES**

A tuition rate sheet is included in your child's enrollment packet. Tuition fees are due weekly, on the first day your child is scheduled to attend. **Tuition fees are considered enrollment fees, not attendance fees. Fees must be paid whether or not a child is in attendance.** Tuition fees are accrued on a weekly basis.

Payments are to be secured in the tuition box hanging on the wall by the office. The parents/guardians tuition must be higher than \$25.00 per week to receive any discounts. If payment is not received by Friday, of the week in attendance, the child relinquishes his/her spot and is not allowed to return until the account is reconciled. Once your account has become delinquent, A Shining Star Learning Center cannot guarantee that your child's spot will be available.

Split Accounts – The center's director will split the account (two separate ledgers) as a courtesy to both parties such as with divorced parents; however, both are responsible for 100% of any fees charged. This means that in the event one party defaults in their obligation, the other party is responsible for the full fee. This center cannot be responsible for enforcing divorce decrees or other personal agreements between the parties. Neither party has access to the other party's account information.

### **7.1 Method of Payment**

You may make payments by cash, check, credit card, or money order. If paying by cash, secure the payment in an envelope from the front counter. Place the envelope in the tuition box. A written receipt will be provided. Receipts are placed in the basket located on the front counter.

Parents using Tuition Express to pay for tuition by credit card or withdrawal from a checking or saving account will be billed an additional \$3.00 processing fee per transaction.

### **7.2 NSF Fee**

A \$25.00 fee will be charged for a check or credit card returned for insufficient funds. If this should occur, A Shining Star Learning Center will then have the option of refusing any future checks or credit cards and require cash or money order for payment of tuition.

### **7.3 Sibling Discount**

If a family has more than one child in the program, a 10% discount is available on the oldest child's tuition. The sibling discount does not apply if parents/guardians are receiving tuition assistance and their co-pay/weekly tuition is \$25.00 or less.

### **7.4 Vacation**

Each **full time** child is eligible to receive one week of vacation credit each year after the child has been enrolled in the program for one year. A year begins on the child's enrollment date. This vacation must be used five days consecutively, Monday through Friday. Please notify the director at least one week before your vacation in writing.

### **7.5 Subsidized Care**

Parents/Guardians should consult the center director for information regarding tuition assistance. Any sponsor who is applying for assistance must have approval from the appropriate agency in their file at A Shining Star Learning Center **before** the child can attend. Parents/Guardians wishing to start their child/children before assistance is approved must pay full fee on first day of attendance. Parents/Guardians are financially responsible for the difference that Child Care Resource & Referral Network will cover vs. A Shining Star Learning Center's tuition. The center director will give you a written explanation of your weekly tuition. The corporate discount does not apply if parents/guardians are receiving tuition assistance and their co-pay/weekly tuition is \$25.00 or less. CCR clients who withdraw their child before the end of the month are responsible for paying the entire co-pay on the DHS certificate.

### **7.6 Delinquent Tuition**

When any tuition and/or co-payment is delinquent, the child will **not** be allowed to attend the center until the balance is current. Parents/Guardians will be responsible for all payments due. If you fail to clear your account within thirty days, your account will be sent for collection. Should the balance not be paid, the parent/guardian will agree to pay all reasonable costs A Shining Star Learning Center incurs to collect this debt. This includes, unless prohibited by law, all reasonable attorney's fees, filing fees, court costs, collection agency costs, service fees, and other related collection costs or contingencies. The parents/guardian will understand that if any unpaid balance is turned over to A Shining Star Learning Center's collection agency, that a fee ranging from 33%-50% will be added to the total balance due. This provision also shall apply if the parent/guardian files a petition or any other claim for relief under any bankruptcy rule of law of the United States, or if such petition or other claim for relief is filed against the parent/guardian by another. A Shining Star learning Center or its agents or affiliates has full authority to obtain a copy of the parent's/guardian's credit report.

### **7.7 Schedule Changes**

Parents/Guardians must give two weeks notice, in writing, about any reduction in the child's schedule. A Shining Star Learning Center cannot guarantee that once a child's schedule changes from full-time to part-time, a full-time schedule will be available in the future. Tuition will be reduced to the new tuition two weeks after notice is received, or when the new schedule starts if more than two weeks notice is given.

### **7.8 Clothing Fees**

Failure to provide the necessary clothing for your child will result in the following fees billed to your account:  
Diapers - \$1.00                      Wipes - \$5.00 per package

Failure to return extra clothing provided by A Shining Star Learning Center will result in the following fees billed to your account:              Underwear - \$1.00              Shirt - \$2.50              Pants/Shorts - \$2.50

### **7.9 Late Pick Up Fees**

Parents/Guardians should make arrangements for their child to be picked up before the Center's closing time of 6:00 P.M. Should after hours occur, the parent/guardian will pay a late pick-up fee of \$5.00 for every minute the child is left at the Center after closing.

### **7.10 Activity Fees**

Occasionally field trips are scheduled with the older children. This may result in an additional fee due, prior to the day of the event. Parents/Guardians will need to give written authorization for their child to participate in field trips. Notices will be posted in advance.

### **7.11 Sick Child Late Pick Up Fees**

If your child becomes ill, you will be called to pick up your child within an hour of the phone call. Anyone arriving 1 hour of being contacted regarding a sick child will be charged a \$15.00 for 1-14 minutes, \$30.00 for 15-29 minutes late, and in additional \$15.00 increments if after 30 minutes late.

### **7.12 Equipment or Property Damage**

Parents/Guardians will be responsible for damaged/broken equipment or property done by their child. All fees required to fix the damage or purchase of new equipment will be paid by the parent/guardian before the child can return.

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## **POLICY 8 ARRIVAL**

We recommend that children be dropped off prior to 10:00 A.M. If your child will be later than this time, please call the Center. This is necessary for our scheduling purposes and for food preparation for the children.

For the safety of all who attend A Shining Star Learning Center, please turn off your car engine while you are in the building. Do not leave a child unattended in your vehicle.

### **8.1 Parent's/Guardian's Responsibilities at Arrival**

Each day upon arriving, the parent/guardian is required to sign in his child using the computer system at the front door. Parents/Guardians **must** accompany their child into the classroom. Parents/Guardians are required to help their child put away outerwear and other items brought into the center. These items are to be placed in the child's cubby. Parents/Guardians are required to notify the child's teacher or center director of any special instructions or needs for the child's day. If a child is on medication, a Medication Log should be submitted to the staff at drop off. **DCFS requires that the child's hands be washed upon entering the room. Parents/Guardians must ensure that their child is under staff supervision before leaving the premises.**

### **8.2 Center's Right to Refuse Admission**

A Shining Star Learning Center reserves the right to refuse admission to any child at any time, with or without cause. Possible reasons for refusal of admission include, but are not limited to:

- Staff determine the child is too ill to attend
- The center's need to maintain compliance with DCFS licensing regulations
- Parent's/Guardian's non-payment of account
- Parent's/Guardian's failure to complete and return required documentation
- Director's decision

Parents/Guardians will not be reimbursed tuition for days when their child is refused admission to the center.

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## **POLICY 9 DEPARTURE**

Parents/Guardians are encouraged to handle all business issues prior to picking up their child. Parents/Guardians must take home all papers in the child's cubby or mailbox daily.

### **9.1 Parent's/Guardian's Responsibilities at Departure**

Each afternoon upon departure, the parent is required to sign out his/her child using the computer system at the front door. Children will be released only to a parent/guardian or to persons whose names are listed on the Child Pick Up portion of the Enrollment Form. Parents/Guardians should advise the Director in advance, in writing, of a person not listed on the Child Release. Photo identification will be required of **all** persons picking up a child. **Children will not be released without written authorization.**

Parents may not allow the child to wander the building in rooms/closets unsupervised by center staff. This includes parents allowing their child to linger in the center, playing with the toys.



If there is a custody order or other court order preventing a natural parent from picking up your child, we must have a copy of this court order in your child's file.

### **9.2 Late Pick Up**

Parents/Guardians should make arrangements for their child to be picked up before the Center's closing time of 6:00 P.M. Should after hours occur, the parent/guardian will pay a late pick-up fee of \$5.00 for every minute/per child that the child is left at A Shining Star Learning Center after closing. Measurement of time will be according to the clock on the computer located in the front door entry area. This fee is to be paid before the child can return to the center.

If a parent/guardian or authorized adult is late for pick up, a phone call will be made to the parent/guardian. If there is no response, the emergency contacts will be called. If the child is not picked up within 30 minutes of the center's closing, the police and/or DCFS will be contacted.

### **9.3 Persons Appearing to be Impaired by Drugs/Alcohol at Pick Up**

If a person attempting to pick up a child from A Shining Star Learning Center appears to be under the influence of drugs and/or alcohol, the staff will delay the impaired individual as long as possible, while contacting the child's parent/guardian, local police, and Child Protective Services to notify them of the situation.

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## **POLICY 10 COMMUNICATION**

Parents/Guardians are the first teachers of their children. The staff of A Shining Star Learning Center strives to involve parents/guardian through daily sheets, newsletters, open houses, family events, questionnaires, and a variety of activities. Parents/Guardians are welcome to volunteer in the classroom, share their expertise and experience, help with a special activity, or join your child for lunch. We appreciate your input, suggestions, and ideas in helping develop your child's learning and meeting their needs. When teachers, children, and parents/guardians work together, everyone benefits.

Quick conversations about the child's day are encouraged at drop off/pick up times. If at any time the parents/guardians request a conference with A Shining Star Learning Center staff, please schedule a conference time with the director.

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## **POLICY 11 EMERGENCY CLOSING**

A Shining Star Learning Center will be open whenever possible on a regularly scheduled day, during normal hours. In the event that conditions prevent the center from opening on time, or at all, it will be announced on WBNQ (101.5 FM) and WJBC (1230 AM). There will also be a message left on the answering machine. Every effort will be made to keep the center open; however, the decision to close may be made due to weather conditions or other emergencies which present threats to the safety of the children, staff, or center property.

In case of severe weather or fire during the operational hours, we notify parents/guardians so that you may pick up your child, and the children will be moved to a place of safety, as necessary. If staff is unable to reach a parent, the emergency contacts will be called.

There will be no tuition credit for any time the center is closed.

A Shining Star Learning Center practices drills routinely for severe weather and fire. Emergency plans are posted for your viewing. DCFS also requires posting of any radon testing.

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## **POLICY 12 WITHDRAWAL**

If you decide to discontinue childcare with A Shining Star Learning Center, you must provide a two week written notice. Payment is due for the two weeks whether or not your child is in attendance. Any outstanding fees must be paid on or before the child's last day.

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## **POLICY 13 TERMINATION OF CARE**

A Shining Star Learning Center reserves the right to dismiss any child at any time, with or without cause. This is including but not limited to:

- Children are harmful to themselves, other children, or staff.
- The health of the other children or staff warrants that the child be removed.
- Expectations of the parent/guardian cannot be met.
- Parents/Guardians failing to comply with Policies and Procedures of A Shining Star Learning Center.

For example:

parents/guardians fail to return appropriate forms needed for enrollment  
parents/guardians falsify any information on the child's records  
non-payment on account  
consistently late pick up

If A Shining Star Learning Center has concerns that a child's developmental needs are not being appropriately met in the daily program, or believes A Shining Star Learning Center cannot meet your needs as a parent/guardian, every effort will be made to involve you in the process of identifying the program and working toward possible solutions. However, if after reasonable and appropriate interventions have been tried, we determine that the program is not in the best interest of the child or the parent/guardian, A Shining Star Learning Center reserves the right to request that the child be withdrawn. A Shining Star Learning Center will help to prepare the child for withdrawal in a way that is consistent with the child's ability to understand. Implementation of withdrawal procedures will be effected in the time frame that the administration believes appropriate.

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## **POLICY 14 MEALS AND SNACKS**

The center provides nutritious and well-balanced meals and snacks, prepared on site. Parents/Guardians are responsible for providing foods for special dietary needs. A Shining Star Learning Center provides breakfast, lunch, and an afternoon snack daily. Breakfast is served from 8:00-8:30, lunch is served from 11:00-12:00, and afternoon snack is served from 3:00-4:00. Weekly menus are posted outside of the kitchen and in each classroom. A menu is also available on the bookshelf in the reception area if you wish to take a copy home.

A Shining Star Learning Center provides Sam's Simply Right Formula, infant cereal, and jarred baby food for infants. Juice cannot be given in bottles, only in sippy cups. Glass bottles are not allowed. Breastfeeding mothers are welcome to come to the center during the day to feed their child and/or pump. Let the staff know if you desire a private nursing location.

A Shining Star Learning Center does not allow bottles in the toddler and older classrooms.

If your child has an allergy to a specific food or milk, please be sure to let the administration know. A doctor's note is needed in the child's file for any medical exceptions to the center's menu before they can start.

A Shining Star Learning Center is a peanut and fish free facility.

Birthday and holiday treats are welcome, but they need to be store bought, prepackaged, and unopened due to regulations from the Illinois Department of Public Health.

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## **POLICY 15 DRESS CODE**

### **15.1 Children**

Please make sure that your child has an extra 1-2 sets of clothing (shirt, pants, underwear, socks) at A Shining Star Learning Center at all times. Label the articles of clothing with your child's name. Be sure to check the clothing on a seasonal basis to make sure it is appropriate for the weather and the correct size. A Shining Star Learning Center does have extra clothing, if necessary for your child to wear home. If the clothing is not returned to the center, the parent's account will be billed:

Children are encouraged to wear "play clothes" while at A Shining Star Learning Center. Daily activities include active play indoors and outdoors, weather permitting. Shorts are required to be worn under dresses and skirts. If your child does not have on shorts they will be changed. When choosing jewelry/hair accessories for your child, be aware of the potential safety issues with your child or other children who attend the center.

diapers - \$1.00 each  
wipes - \$5.00 per package  
underwear - \$1.00  
shirt - \$2.50  
pants - \$2.50

A Shining Star Learning Center is not responsible for lost or soiled clothing.

### **15.2 Parents/Guardians**

Parents are required to be dressed in appropriate clothing while at A Shining Star Learning Center. Nothing revealing, suggestive, or vulgarity will be allowed. Please be respectful of the children, families, and staff who are at the center.

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## **POLICY 16 NAPS**

All children age five and under are required by state law to have a rest time. Cots and cribs are provided for each child. Children are required to stay on their cot for no longer than 60 minutes, unless they are asleep. Children who wake up before the rest time is over will be guided in finding a quiet time activity to engage in that will not disturb any sleeping children. A Shining Star Learning Center provides a sheet for your child's crib or cot. Toddler-preschool children should bring their own blanket, labeled. Blankets and soft toys are not allowed in the Infant cribs. Small, travel sized pillows are optional, no large pillows. Parents/Guardians may be asked to launder the blanket.

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## **POLICY 17 HEALTH AND SAFETY**

### **17.1 Medical Forms**

When you enroll your child, there will be some necessary paperwork to be filled out. Medical forms, annual physical, verification of immunizations, and medical release forms must be completed **prior** to enrollment. These forms must be kept up to date during the entire enrollment of your child. Children are required to have a lead and TB test at 1 year of age.

## 17.2 Handwashing

A Shining Star Learning Center is responsible for the health and safety of those children within our care. Reducing germs by proper hand washing is a guideline set by DCFS for the children and staff. Children's hands shall be washed routinely and frequently with soap and water:

1. Upon arrival to the center
2. Before and after each meal or snack
3. After using the toilet or having diapers changed
4. After handling pets or animals
5. After wiping or blowing nose
6. After touching items soiled with body fluids or wastes
7. Before and after cooking or other food experiences
8. After outdoor play time
9. Before and after using the water/sensory table

## 17.3 Health

Another main goal of A Shining Star Learning Center is to keep the children as healthy as possible. Children should be well enough to keep up with the day's activities if they are present. It is the parents'/guardians' responsibility to keep the child at home when he/she is ill. A Shining Star Learning Center does not have the appropriate staff to care for sick children.

These are the symptoms that should tell you to keep your child home.

Temperature - 101 degrees F or more	Nausea/vomiting	Skin rash
Temperature - 100.5 degees F (winter)	Severe pain	Swollen glands
Sore throat	Dizziness/faintness	Diarrhea
Earache	Chills	Inflamed eyes

A child experiencing any of the above symptoms to the point of physical discomfort will be sent home. Parents/Guardians will be contacted to come pick up a child registering a temperature of 101 degrees F or higher or 100.5 degrees F or higher in the winter. A child must be **fever free, without fever reducing medication** for 24 hours before returning to A Shining Star Learning Center. The child care staff recognizes that children sometimes vomit or experience diarrhea as a reaction to certain foods, medications, or stress. There are times when making the decision to call a parent/guardian is a judgment call that must be made. If we cannot pinpoint a single episode to a specific reaction, or if it is accompanied by other symptoms, you will be called to pick up your child within an hour of the phone call.

**The Department of Children and Family Services and A Shining Star Learning Center exclusionary guidelines are as follows:**

- Illness which prevents the child from participating comfortably in program activities
- Illness which calls for greater care than the staff can provide without compromising the health and safety of other children
- A fever of 101 degrees F or above with behavior change or symptoms if illness
- Unusual lethargy, irritability, persistent crying, difficulty breathing, or other signs of possible severe illness
- Diarrhea
- Vomiting two or more times in the previous 24 hours, unless the vomiting is determined to be due to a non-communicable condition and the child is not in danger of dehydration
- Mouth sores associated with the child's inability to control his or her saliva, until the child's physician or the local health department states that the child is noninfectious
- Rash with fever or behavior change, unless a physician has determined the illness to be non-communicable

- Purulent conjunctivitis (Pink eye), until 24 hours after treatment has been initiated
- Impetigo, until 24 hours after treatment has been initiated
- Strep throat, until 24 hours after treatment has been initiated and until the child has been without fever for 24 hours
- Head lice, until ALL evidence is gone (nits, eggs, and live lice)
- Scabies, until the morning after the first treatment
- Chicken pox (varicella), until at least six days after onset of rash and all are scabbed over
- Evidence of infection
- Any communicable disease

**Children may be readmitted:**

- With a physician's statement that the child is free from communicable disease and the returning poses no risk to the child or others.
- If visibly free from communicable disease, fever free without benefit of fever reducing medications for 24 hours, and free of vomiting/diarrhea for 24 hours while on a normal diet.
- After being on prescribed antibiotic medication for a full 24 hours.

**17.4 Medication**

In order to insure the safety of the children, the following steps must be taken in order for the staff to administer medicine to your child.

- Tell the care staff that your child has medicine to take on the day.
- Fill out a medicine slip with the name of the child, name of the medicine, dosage, time needed to be given, parent's/guardian's signature, and date.
- Provide prescription medication in original, labeled container.
- Inform the teacher of the medication in original, labeled container.
- Please make sure that all non-prescription medicines are labeled with the child's name.
- A written log will be kept of all medications dispersed.

**17.5 Injuries and Other Emergencies**

Minor cuts and abrasions suffered while at A Shining Star Learning Center will receive proper care – specifically, they will be washed with soap and warm water and properly bandaged. Bumps and bruises will be cared for with an ice pack when needed. Treatment will be logged and you will be notified of the injury.

A Shining Star Learning Center is also required to log any injuries observed on your child which have occurred outside of the Center.

**A Shining Star Learning Center will not be financially responsible for the treatment of any illness or accident occurring at the center, unless the illness or accident is a direct result of the gross negligence on the part of the personnel of A Shining Star Learning Center. Further, parent/guardians agree to indemnify and hold harmless A Shining Star Learning Center, its officers, directors and employees against any financial costs and expenses associated in any way for the treatment of any illness or accident occurring at the center, unless**

**such illness or accident was a direct result of the gross negligence on the part of the personnel of A Shining Star Learning Center.**

If a medical emergency arises, A Shining Star Learning Center will attempt to contact the parent/guardian first, unless doing so endangers the child's life. If a parent/guardian cannot be contacted, the child's needs will be taken into consideration first, calling the hospital, doctor, poison control, etc. If needed, an ambulance will be called. If a parent/guardian cannot be reached, A Shining Star Learning Center will continue trying until he/she is available.

#### **17.6 Accident/Incident Reports**

If your child is involved in an accident or incident during the course of the day, a staff member will complete an Accident/Incident Report. Upon pick up, the parent/guardian will be required to sign the report. A copy will be given to the parent/guardian and a copy will be placed on file at the center.

#### **17.7 Firearms and Weapons**

Firearms and weapons are not allowed at A Shining Star Learning Center. Violation of this policy will result in immediate dismissal from the center. Parents who are law enforcement personnel are asked to follow this policy.

#### **17.8 Biting**

A Shining Star Learning Center recognizes that biting is a developmentally appropriate behavior in the infant through two year old classrooms. Occasionally this behavior is seen in a preschool room as well. The staff understands that parents/guardians are concerned and can be upset when their child is involved in an incident with another child. The staff request that parents/guardians recognize this behavior is developmentally appropriate for young children. Young children have not developed skills to verbalize, so often they interact with their friends by biting, scratching, hitting, etc. The staff will make every attempt to identify the situations that elicit this behavior so that it may be prevented in the future. The center's staff, track the incidents and strive to strategize with staff/parents to prevent the biting from occurring. The staff also confer with specialists training with infant/toddler behavior. We ask that parents/guardians cooperate and work with the staff to identify strategies to help their child control this behavior.

#### **17.9 Potty Training**

When you begin potty training at home, please let the teachers in your child's room know the procedure you are using at home, and they will follow the same procedure. During this time, please provide extra changes of clothing (at least three changes are recommended). The best way for potty training success at school is to have open communication with the teachers in your child's classroom.

#### **17.10 No Smoking**

For the health of all employees, children, and parents/guardians, smoking is prohibited anywhere on the center's property. Parents/Guardians who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

#### **17.11 Security Cameras**

A Shining Star Learning Center has security cameras in the entrance, every classroom, hallways, parking lots and playground areas. This enhanced security is for the safety and security of the welfare of the children and staff within the center. Viewing is not available off site.

#### **17.12 Pest Control**

A Shining Star Learning Center works with American Pest Control to insure the building is pest free. Monthly inspections are conducted and seasonal treatments are administered. Treatments are administered on the weekends when children are not in attendance.

#### **17.13 Chewing Gum**

Chewing gum is not allowed at A Shining Star Learning Center.

#### **17.14 Individual Care-Behavior**

A Shining Star Learning Center does not have the staff to take care of children who have behavioral issues. If your child is repeatedly sent to the office for behavior, a phone call will be made and you may be asked to take the child home. If the child continues to not follow the discipline guidelines established by A Shining Star Learning Center, a meeting will be scheduled with the director, staff, and parents/guardians to discuss permanent removal from the program.

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## **POLICY 18 FIELD TRIPS**

Field trips are occasionally scheduled with the older children in our center. This may result in an additional fee that is due, prior to the day of the event. Parents/Guardians will need to give written authorization for their child to participate in the field trips. Public transportation or the Shining Star bus will be used to transport children and staff when attending a field trip. Notices will be posted in advance.

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## **POLICY 19 PLAY**

### **19.1 Indoor Play**

Indoor play takes place both in the classroom and in the large motor room when the weather is not conducive to outdoor play. Children are provided with age appropriate toys and educational activities.

### **19.2 Outdoor Play**

Please dress your child appropriately for the current weather. When the weather permits, we spend our play time outdoors, ranging from walks to playing on the playground. All children, toddlers to school age, are required to spend time outdoors, unless the child has a doctor's note requiring the child to stay inside. **Parent/Guardian requests for children to stay inside cannot be accommodated.** On a day-to-day basis, the center will use information provided by the National Weather Service and a chart entitled *Child Care Weather Watch* provided by the Iowa Department of Public Health to determine whether or not the children play outside.

The directors will also take into consideration wind chill and heat indexes when determining outdoor play.

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## **POLICY 20 TOYS FROM HOME**

A Shining Star Learning Center is not responsible for lost or damage to toys or other belongings brought from home. Families are discouraged from bringing toys from home, except for show and tell days. See your child's teacher for schedule of show and tell days. When bringing toys, please make sure they are labeled with your child's name. Place the toys in your child's cubby upon arrival. Guns swords, sabers, or any other weapons are not allowed at the center.

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## **POLICY 21 DISCIPLINE**

A Shining Star Learning Center is committed to providing a supportive environment where children can experience and grow. Our discipline procedures are intended to help children learn self-discipline as they build self-esteem. The Center focuses on redirection and positive reinforcement.

Parents should never engage in any disciplinary action, verbal or physical interaction, with another child other than their own. If a parent has concerns about another child's behavior, please notify either the staff or one of the directors.

There are many ways to keep children's interests high and frustration level low, which create positive behaviors. Playing, learning, friendships, and respect for others are all behaviors given positive attention, while inappropriate behavior is redirected or dealt with in accordance with the incident. Physical punishment is NEVER used at A Shining Star Learning Center. Guidance will always be positive, productive, and immediate when behavior is inappropriate. However, when it does become necessary to manage a child's behavior, and he/she is more than 24 months old, time

out will be used until the child has regained composure. Time out is the separation of the child from group activities for one minute per year of child's age. During this time out, the teacher will then discuss why the child needed to sit and how next time the child might handle the situation differently. Instead of physically reacting to the situation, the child is encouraged to use his/her words to express how he/she feels. The child is then encouraged to engage in the classroom activities. However, if after receiving 3 time outs within the classroom, the child may be brought to the office to regain composure before returning to the classroom environment.

If a child is brought to the office more than 3 times in one given day, the parent/guardian will be contacted by the administration, and may be asked to take the child home for the remainder of the day. If the child continues to not follow the discipline guidelines established by A Shining Star Learning Center, a meeting will be scheduled with the director, staff, and parents/guardians to discuss permanent removal from the program.

Some basic discipline guidelines that A Shining Star Learning Center follows are:

1. Every child is expected to behave in a respectful manner.
2. Bodily harm to oneself or another individual will not be tolerated.
3. Foul language or profanity will not be tolerated.
4. Every child is expected to follow the rules set forth by the classroom teacher and administration.

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## **Policy 22 CURRICULUM**

### **22.1 Creative Curriculum**

A Shining Star Learning Center offers an outstanding curriculum that is designed specifically for your child. *Creative Curriculum* is the curriculum that our staff is trained to use in each classroom. Our trained staff observe what skills each child is working on, and what their interests are. Then they plan activities that will be both educational and fun. This way, our children are learning at their own pace, through their play experiences. Through all activities at our center, there are several broad objectives:

- To help create security and self-confidence in each child.
- To explore learning and make it fun and exciting for every child.
- To create the ability to problem solve.
- To develop fine and gross motor skills.
- To allow children to make choices and experience the consequences of personal decisions.
- To encourage children to make good health and safety choices.
- To help children distinguish between acceptable and unacceptable behavior.
- To develop a concern for the rights and well being of others.
- To develop an appreciation that everyone has his/her own unique characteristics that make each person different.

Our daily program allows periods of quiet and active play, with set routines, such as meals, naps, and bathroom time. Each classroom has their daily schedule posted within the classroom.



## 22.2 Developmental Screenings

The staff periodically administers developmental screenings throughout the year. One of the instruments used is the *Ages and Stages Questionnaire*.

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## Policy 23 SUPPLIES

Please label all supplies with your child's name. Each child is provided a cubby to store supplies. You are responsible for providing the following supplies for your child:

Infants	disposable diapers, wipes *diaper rash ointment or cream *sunscreen (no spray sunscreen) *teething medication labeled bottles with caps (no glass bottles) formula if not using Sam's Simply Right two complete changes of clothing blanket (not allowed in the crib with the child) Optional: mobile
Toddlers	disposable diapers, wipes *diaper rash ointment or cream *sunscreen (no spray sunscreen) *teething medication two complete changes of clothing blanket water bottle
Twos & Preschool	disposable diapers, wipes (until your child is toilet trained) *sunscreen (no spray sunscreen) two complete changes of clothing, including underwear and socks blanket water bottle optional: small travel size pillow (no large pillows)

\* DCFS requires that you sign a permission slip before we can apply any topical ointment, including sunscreen.

During summer months, your child will need to bring in a swimsuit, towel, and water shoes for outside water play.

During the winter months, please provide a warm winter coat, hat, gloves/mittens, and winter boots for outside play when the weather is appropriate.

A Shining Star Learning Center requests that children come to school dressed in seasonally appropriate, play clothing. Closed-toe shoes are requested for the safety of your child.

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## CLOSING STATEMENT

A Shining Star Learning Center hopes that visitors and participants will sense that we have created a home away from home. Each person on our staff respects the right and needs of young children, and is dedicated to providing them with a warm and supportive atmosphere in which they can feel a sense of excitement about learning and discovery. We appreciate your trust and the opportunity to be a part of your child's growth and development.

A Shining Star Learning Center reserves the right to amend policies at any time.

## A SHINING STAR LEARNING CENTER PARENT AGREEMENT FORM

NAME OF CHILD: \_\_\_\_\_

Policy Number	Policy Statement	Initial & Date
<b>1</b>	<b>MISSION STATEMENT</b>	_____
<b>2</b>	<b>WELCOME</b>	_____
2.1	Hours of Operation	
<b>3</b>	<b>PROGRAM PHILOSOPHY</b>	_____
<b>4</b>	<b>LICENSING INFORMATION</b>	_____
<b>5</b>	<b>CONFIDENTIALITY</b>	_____
<b>6</b>	<b>ENROLLMENT</b>	_____
6.1	Enrollment Guidelines	
6.2	Part Time/Full Time Status	
6.3	Attendance	
6.4	Children with Special Needs	
<b>7</b>	<b>TUITION AND FEES</b>	_____
7.1	Method of Payment	
7.2	NSF Fee	
7.3	Sibling Discount	
7.4	Vacation	
7.5	Subsidized Care	
7.6	Delinquent Tuition	
7.7	Schedule Changes	
7.8	Clothing Fees	
7.9	Late Pick Up Fees	
7.10	Activity Fees	
7.11	Sick Child Late Pick Up Fees	
7.12	Equipment or Property Damage	
<b>8</b>	<b>ARRIVAL</b>	_____
8.1	Parent's/Guardian's Responsibilities at Arrival	
8.2	Center's Right to Refuse Admission	
<b>9</b>	<b>DEPARTURE</b>	_____
9.1	Parent's/Guardian's Responsibilities at Departure	
9.2	Late Pick Up	
9.3	Persons Appearing to be Impaired by Drugs/Alcohol at Pick Up	
<b>10</b>	<b>COMMUNICATION</b>	_____
<b>11</b>	<b>EMERGENCY CLOSING</b>	_____
<b>12</b>	<b>WITHDRAWAL</b>	_____
<b>13</b>	<b>TERMINATION OF CARE</b>	_____
<b>14</b>	<b>MEALS AND SNACKS</b>	_____
<b>15</b>	<b>DRESS CODE</b>	_____

15.1	Children	
15.2	Parents/Guardians	
<b>16</b>	<b>NAPS</b>	_____
<b>17</b>	<b>HEALTH AND SAFETY</b>	_____
17.1	Medical Forms	
17.2	Handwashing	
17.3	Health	
17.4	Medication	
17.5	Injuries and Other Emergencies	
17.6	Accident/Incident Reports	
17.7	Firearms and Weapons	
17.8	Biting	
17.9	Potty Training	
17.10	No Smoking	
17.11	Security Cameras	
17.12	Pest Control	
17.13	Chewing Gum	
17.14	Individual Care-Behavior	
<b>18</b>	<b>FIELD TRIPS</b>	_____
<b>19</b>	<b>PLAY</b>	_____
19.1	Indoor Play	
19.2	Outdoor Play	
<b>20</b>	<b>TOYS FROM HOME</b>	_____
<b>21</b>	<b>DISCIPLINE</b>	_____
<b>22</b>	<b>CURRICULUM</b>	_____
<b>23</b>	<b>SUPPLIES</b>	_____

As part of the Center's activities, the children may be observed in their classrooms by child care professionals not employed by A Shining Star Learning Center. In such cases, the confidentiality of information related to the child will be maintained. I give A Shining Star Learning Center permission to allow my child to be observed in the classroom.

\_\_\_\_\_  
Parent/Guardian's Signature/Date

\_\_\_\_\_  
Parent/Guardian's Signature/Date

Occasionally A Shining Star Learning Center may take photographs of children at the center. I give A Shining Star Learning Center permission to photograph my child for center purposes only. My child may be photographed for photos to display on ASSLC's website and Facebook page. My child's name will not be used, photo only.

\_\_\_\_\_  
Parent/Guardian's Signature/Date

\_\_\_\_\_  
Parent/Guardian's Signature/Date

I agree to comply with policy Injuries and Other Emergencies (#17.5):

A Shining Star Learning Center will not be financially responsible for the treatment of any illness or accident occurring at the center, unless the illness or accident is a direct result of the gross negligence on the part of the personnel of A Shining Star Learning Center. Further, parent/guardians agree to indemnify and hold harmless A Shining Star Learning Center, its officers, directors and employees against any financial costs and expenses associated in any way for the treatment of any illness or accident occurring at the center, unless such illness or accident was a direct result of the gross negligence on the part of the personnel of A Shining Star Learning Center.

\_\_\_\_\_  
Parent/Guardian's Signature/Date

\_\_\_\_\_  
Parent/Guardian's Signature/Date

I agree to comply with the policies within this Parent Handbook. This includes the Late Pick Up Policy (#9.2) and the Discipline Policy (#21).

\_\_\_\_\_  
Parent/Guardian's Signature/Date

\_\_\_\_\_  
Parent/Guardian's Signature/Date

\_\_\_\_\_  
Director's Signature/Date