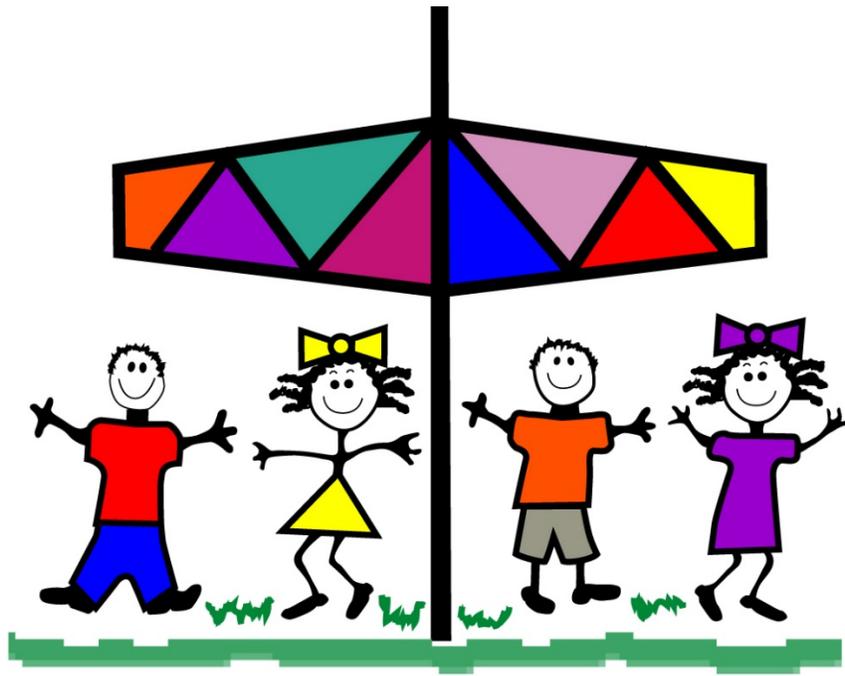


TLC Early Learning Center



Family Handbook 2018

WELCOME

We are pleased you have chosen TLC Early Learning Center for your childcare needs and look forward to the partnership we will share during these early years. We want to assure you that your child will be loved and well taken care of while he/she is with us. Our program has been a ministry of Transfiguration Lutheran Church since 1985.

Our mission, in conjunction with Transfiguration Lutheran Church, is to provide a warm, loving, healthy, and safe Christian environment for our community. As children of God, we teach and model positive self-image, individuality, independence, and respect for other's rights and properties. Children will be offered the opportunity to grow and develop spiritually, cognitively, emotionally, and physically.

This handbook was designed to help explain our program. We hope you will read it carefully and keep it for future reference.

We encourage your participation, cooperation, comments, and support.

Barb Wigstadt

Director, TLC Early Learning Center

bwigstadt@tlcmn.com

952-884-7955

www.tlcelc.com

*I am so glad you chose the Early Learning Center. You could not find a more caring, compassionate and committed place to provide loving care for your child. We place a very high value on the development of children at **Transfiguration Lutheran Church**. The ELC is a crown jewel of the ministries we offer. Having the dedicated team ministering to our children at the ELC makes us feel very proud and blessed as a congregation.*

We invite you to also take advantage of all the other ministries we provide for children and families at TLC. We offer Baptism, quality nursery care on Sunday mornings, excellent Sunday school classes from pre-school all the way through to adulthood, camps, family ministry opportunities and much more.

The Gallup research institute did an interesting study on Christian faith. They found that unless a child is exposed to the Gospel message and the teachings of Jesus Christ by the time they are 18 years of age, the chances of them coming to a meaningful faith in adulthood is almost zero. It happens, but it's rare. So we see the work we do in our faith based ministries to children as extremely vital to their spiritual well-being. Faith comes through hearing. Children need to hear the great promise of forgiveness, unconditional love and eternal life offered through Jesus Christ. We would love to partner with you in making sure your child understands the incredible love and life that God has for them. Please join us.

Rev. Dr. Edward R Treat

Senior Pastor

952-884-2364

PastorEd@tlcmn.com

TABLE OF CONTENTS

WELCOME	1
<hr/>	
OUR PROGRAM	6
<hr/>	
Who We Are	6
Mission	6
TLC-ELC Program Philosophy	6
Program Goals.....	6
Operating Program.....	6
General Educational Methods	7
Ongoing Assessment	7
Confidentiality	7
Accreditation	7
Personnel.....	8
Group Sizes & Ratios	8
TLC-ELC's Standard Program Numbers	8
The TLC Adventure Club (Kindergarten through start of 6 th Grade)	8
Field Trips	8
Transportation: Car Seats.....	9
ENROLLMENT PROCEDURES & POLICY	10
<hr/>	
Enrollment/Registration.....	10
Hours of Operation.....	10
Charge for Late Pickup	11
Late Payment Policy.....	11
Application & Wait List.....	11
Forms	11
Child Care Program Plan	12
Transition Between Classrooms	13
Vacation Policy	13
Fees & Payment Procedures	13
Tax Information.....	13
Withdrawal Policy.....	13
Termination / Grievance.....	13

<u>HEALTH & SAFETY</u>	15
First Aid Policies and Procedures	15
Health Form	15
Immunizations	15
Medications.....	15
Prescription	16
Non-Prescription (Over the Counter - OTC)	16
Dispensing Medication	16
Severe Allergies.....	16
Individual Care Plan for Children with Severe Allergies	17
Medical Management Procedures.....	17
Illness & Injury.....	17
Sick Children	17
Individual Child Care Plan for Children with Ongoing Medical Needs.....	18
Food & Nutrition	18
Breast Feeding Policy	19
SUIDS	19
Rest/Naps.....	19
Outdoor Play.....	20
Indoor Environment	20
Pets.....	21
Security	21
Release of Children	21
Abuse Reporting.....	21
Where to Report	22
Retaliation Prohibited	22
Failure to Report	22
<u>EMERGENCY PROCEDURES</u>	23
Hospital Information.....	23
Child Caused Injury.....	23
Fire and Tornado Procedures.....	23
Emergency Evacuation Procedures	23
Pandemic Outbreak.....	23
Unforeseen Closings.....	23
Weather Related Closings	23
Weather Related Exceptions	24
Instant Alert for Schools.....	24
<u>PARENT PARTICIPATION</u>	25
Arrivals and Departures.....	25
Facility Access and Parking	25
Parent-Teacher Communication.....	25

PARENT PARTICIPATION (con't)

Parent-Teacher Conferences	26
Fundraisers	26
Scrip (Gift Cards)	26
Spring Flower Sale	27
Box Tops for Kids	27
Fall Fundraiser	27
Other	27
Annual State of the Center Meetings	27
Board of Directors	27
Parent Surveys	27
Family Functions	27
Birthday Parties	27
Photos	28
Families Hiring TLC-ELC Staff to do Private Daycare	28

CHILDREN'S NEEDS **29**

Clothing	29
Clothing at School	29
Clothing Suited to the Weather	29
Toys	29
Guidance and Discipline	29
Limits of Behavior	30
Behavioral Issues	30
Individuals with Disabilities Education Act (IDEA)	30
Children with Special Needs	30
Individual Child Care Plan (ICCP)	30
Children With a Developmental Disability	31

RESOURCES FOR BLOOMINGTON RESIDENTS **32****Appendix A:**

Illness, Symptoms, and Implications for Attendance	34
--	----

OUR PROGRAM

WHO WE ARE

TLC Early Learning Center (TLC-ELC) is a nationally accredited, non-profit Christian childcare program that is a ministry and outreach of Transfiguration Lutheran Church.

MISSION

Our mission is to be, as a ministry of Transfiguration Lutheran Church, a warm, loving, healthy, and safe Christian environment for our community. As children of God, we teach and model positive self-image, individuality, independence, and respect of other's rights and properties. Children will be offered the opportunity to grow and develop spiritually, cognitively, emotionally, and physically.

TLC-ELC PROGRAM PHILOSOPHY

We believe that each child is a unique individual created by a loving God. We strive to create an environment for children and their families that is safe, stimulating and encouraging. We believe that young children learn most effectively when they can explore a variety of materials and situations through play and hands-on experiences. Each child will learn of his or her self-worth through seeing his or her individual importance in the eyes of God, while also learning the importance of others and respecting their rights.

PROGRAM GOALS

TLC-ELC is open to any child between the ages of 6 weeks and the start of 6th grade (or 13th birthday, whichever is first) regardless of race, creed, religion, national origin, or other uniquely identified need. The program goals are to:

- Foster, by example, a sustaining relationship with Christ and the church.
- Provide a nurturing and flexible atmosphere where self-concept is enhanced, independence is encouraged, and expectations are made clear.
- Develop intellectual growth.
- Promote emotional and social growth.
- Develop Spiritual growth.
- Promote physical and motor development.
- Provide an atmosphere fostering respect for people and property.
- Support parents and families.
- Support and develop staff to reach their fullest potential.

OPERATING PROGRAM

Basic program goals have been developed to promote the spiritual, emotional, social, intellectual and physical development of each child. These are given to the parents at the time of enrollment. The goals have been developed based on the philosophy that each child is a unique individual with a variety of interests, needs and abilities. Through daily activities each child will learn of his/her self-worth through seeing their importance in God's eyes, while also learning the importance of others and respecting their rights. Using the Creative Curriculum as the framework of the curriculum, and program goals and the needs of the individual child as the focus for the curriculum, each teacher is responsible for the writing and implementation of lesson plans to guide their daily activities.

General Educational Methods

TLC-ELC teaching staff follow the NAEYC Accreditation standards in writing their general educational lesson plans, weaving together lessons of faith building. Their goal is to provide a high quality developmentally appropriate program for the children addressing the following objectives:

- Science
- Health & Safety
- Mathematics
- Physical Activity
- Literacy
- Technology
- Social Studies
- Faith Building
- Creative Expression & the Arts

Taking into account the individual needs of the children in each classroom, teachers develop lesson plans that include a balance of:

- Child initiated and teacher directed activities.
- Quiet and active educational experiences.
- Activities that motivate the children to learn and explore through play.

Areas in the classrooms that the children can interact with include:

- creative arts & crafts
- sensory stimulation activities
- dramatic or practical life play
- construction
- music
- fine motor activities
- fine motor activities
- science
- large muscle activities

Due to the number of children in the different groups, and the set-up of the rooms, the children may share some large outdoor & indoor times and play equipment. Toys are rotated between the rooms.

Ongoing Assessment

Ongoing observational assessment is important to understand and support young children's development. Areas of development include: sensory, language, cognitive, gross-motor, fine-motor, and social-emotional.

Developmental assessments are ongoing with results discussed with the parents during the two scheduled parent/teacher conferences. In the event of a potential developmental delay the teachers will use the information gathered as evidence for referral for future diagnostic screenings and assessment.

Confidentiality

All information obtained regarding any center family/child(ren) is considered confidential. All parents/legal guardians may gain access to their child's information by asking either the teacher, assistant director or director. All information compiled during screenings and assessment will be used to promote the healthy developmental growth of the child. No information can be shared with an outside agency without written consent from the legal guardian. On request, the regulatory authorities (MN Department of Human Services & NAEYC authorized assessor) of TLC-ELC will have access to our confidential materials.

ACCREDITATION

Since 1993, TLC Early Learning Center has been a nationally accredited program through the National Association of Educators of Young Children (NAEYC), Washington DC. We have regularly undergone a comprehensive process of internal self-study and an external professional review to verify compliance with the Academy's Criteria for High Quality Early Childhood Programs. TLC Early Learning Center has always been found to be in substantial compliance with the Criteria.

The NAEYC Accreditation stresses an environment that promotes positive relationships for children and adults, a curriculum that provides a variety of developmentally appropriate activities and materials that emphasize concrete experiential learning to foster the development of each child as well as effective teaching approaches to best reach each child. It also stresses the importance of low staff/child ratios and group size as well as teacher development and parent involvement.

PERSONNEL

The TLC ELC takes great pride in its dedicated and qualified staff. Turnover among staff is extremely low in a field plagued with high turnover. Many staff members have over fifteen years of experience at TLC-ELC. There are some staff members who attended the center as children. The atmosphere at TLC-ELC is one of family. The center employs a cook who prepares healthy, child centered meals on site. All staff members are required to participate in on-going training designed specifically for the center to ensure consistency with our mission and program goals.

GROUP SIZES AND RATIOS

In comparison to other child care centers and state requirements, the TLC-ELC prides itself in maintaining lower staff to child ratios.

TLC-ELC's Standard Program Numbers

- Turtles (infants, generally age 6 weeks-14 months), staff to child ratio is **1:3**, group size is 6.
- Penguins (infants & toddlers, generally age 12-24 months), staff to child ratio is **1:3**, group size is 6.
- Chipmunks (toddlers, generally age 24-36 months), staff to child ratio is **1:4.5**, group size is 9.
- Aardvarks (preschoolers, generally age 3-4 years), staff to child ratio is **1:6.5**, group size is 13.
- Duck Tails (preschoolers, generally age 4-5 years), staff to child ratio is **1:6.5**, group size is 13.
- Kinder-Plus (children who either missed the kindergarten cut off, or whose parents wish them to have that gift of an extra year before they start public or private school kindergarten) group size is 10 max.

The TLC Adventure Club

The TLC Adventure Club (TAC) is the name for our school age program. The children who are in the TAC group range from the Kinder-Plus class through those who have finished the summer after 5th grade in school. The TAC program offers before and after school care as well as full daycare during school release days and the summer break. The staff to child ratio is 1:10.

TAC children are transported to the following schools by TLC-ELC:

- Bethany (pm only)
- Olson
- Ridgeview
- Normandale Hills

TAC children are transported to the following schools by the school system:

- Westwood
- Seven Hills
- Hillcrest
- Nativity

When TLC-ELC transports the children to and from the schools, there will always be a two-way communication system on the bus. The staff member on the bus will be current in first aid, CPR as well as the C.A.R.S (child passenger safety course) training.

FIELD TRIPS

TLC-ELC recognizes that children benefit greatly by exploring the world beyond the center. All field trips are communicated to parents in writing in advance. Parental approval is required for children to participate. Field trip fees are in addition to tuition and must be paid prior to the field trip. Field trips requiring advance ticket purchase are non-refundable, even if your child is unable to attend. The safety of the children and staff is of utmost importance on field trips. Lower ratios of staff to child are implemented on field trips. Parents accompanying children on field trips are not counted in the child to staff ratios. All field trips include staff trained in first aid and CPR as well as staff who have been trained in child passenger restraints. The children's emergency cards, completed by their parents are carried on all field trips. The TLC-ELC buses are inspected weekly and any concerns are promptly addressed. There is always at least one cell phone along on the trip so teachers can reach parents or the center if help is needed. In addition to the bus first aid kit, each classroom group brings its own first aid kit that is compiled specifically for that classroom.

For child care on non-school days, parents must submit the field trip/non-school day form at least 2 weeks prior to the non-school day. The center requires advance notice for adequate staffing and capacity planning. If the form isn't turned in at least 2 weeks prior to the days off, we may not be able to accommodate the child at TLC-ELC.

No refunds or deductions are made for absences including illness. Non-school day sign ups may be cancelled and tuition will not be charged if requested in writing one week prior to the non-school day.

TRANSPORTATION: AND CAR SEATS

The TLC-ELC complies with the child passenger restraint law for child care centers. Our staff has been fully trained in these compliance laws. Our buses have seat belts. TLC-ELC's policy is that a child has to be four years old to be able to ride in our buses without a car seat. All children under four years of age must be transported in a car seat. Booster seats cannot be used on our buses.

If required, parents are expected to provide a state approved car seat for their child's use.

Parents are responsible to make sure their child's car seat is not on the recall list.

The following guidelines apply to car seats used at TLC-ELC:

- (1) **Infant Rear Facing Seats** are necessary for babies up to two years, 20 pounds, or beyond the car seat's stated limits. TLC's buses are not capable of accommodating rear facing car seats. Children under 16 months old are not transported by TLC buses.
- (2) **Convertible Seats** - Car seats that are either forward or rear facing are used for children up to 35 pounds (weight limits may vary depending on the manufacturing guidelines). Convertible car seats may be used for children up to four years old.
- (3) **Combination Seats** - These seats always face forward and have harness straps. Some of these can be used as boosters when the child is older.
- (4) **Booster Seats** - These seats require the use of both the shoulder belt and the lap belt. Since we do not have shoulder belts, we cannot use booster seats in our buses.

The TLC-ELC does not have extra car seats on hand. If your child does not have a proper car seat, she/he will not be able to participate in the field trip and will remain at the center.

ENROLLMENT PROCEDURES AND FEE POLICY

ENROLLMENT/REGISTRATION

Enrollment in TLC-ELC program is open to any child between the ages of 6 weeks and the start of 6th grade (or 13th birthday, whichever is first). Enrollment is limited to the capacity available in each program area. The TLC-ELC is licensed for a total of 75 children.

Prior to your child's first day at the TLC-ELC, all necessary forms, including your contact and emergency information, must be completed. We encourage you to visit the center and meet with the director and your child's teachers. Your child can begin after all of the required forms are submitted.

TLC-ELC admits children of any race, color, religion, national and ethnic origin, sex, and qualified children with disabilities to all rights, privileges, programs and activities of the center. The TLC-ELC does not discriminate on the basis of any of these factors in administration of its educational and admissions policies, fee payments, and other school administered programs. The TLC-ELC also accepts children who are on the county assistance program. Prior to the child's first day, the TLC-ELC must receive written authorization from the county assistance worker.

TLC-ELC is licensed by the MN Department of Human Services to operate a child care center. The rules and regulations that govern TLC-ELC also include local regulators such as the city of Bloomington – fire and health inspectors. National policies also affect our operation such as OSHA, USDA, ADA, IDEA and NAEYC Accreditation standards. Families may access these rules and regulations via each entity.

TLC Early Learning Center, a nonprofit organization, is operated in accordance with U.S. Department of Agriculture policy which does not permit discrimination because of race, color, national origin, religion, age, sex, or disability. It is also our philosophy to respond to the needs of each individual child and to comply with the American Disabilities Act within a reasonable framework. More information may be obtained from the Office of Equal Opportunity, U.S. Department of Agriculture, Washington, DC 20205. Any person who feels he or she has been discriminated against in any USDA related activity may write to the Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Ave SW, Washington, DC 20250-9410 or call (202) 720-5964. USDA is an equal opportunity provider and employer.

HOURS OF OPERATION

Our hours of operation are from 6:00am to 6:00pm Monday through Friday.

The TLC-ELC will be closed the following holidays:

- Labor Day
- Thanksgiving (Thursday and Friday)
- Christmas Eve (at noon)
- Christmas Day
- New Year's Day
- Memorial Day
- Independence Day
- Thursday and Friday before Labor Day weekend

When a holiday falls on a weekend the center will be closed on the closest work day.

CHARGE FOR LATE PICK-UP

We expect children to be picked-up and out of the facility by the time the center closes at 6:00 pm. Families who do not pick up their children and leave by 6 p.m. will be charged \$15.00 for the first 15 minutes, and \$2.00 for each minute after 6:15 p.m.

If a child is not picked up by 6 p.m., the TLC-ELC staff will attempt to contact a parent, then the individuals from the authorized pick up list. If the parents cannot be reached, the child may be released to anyone on the authorized pickup list before 10pm. If the child is not picked up by 10:00 p.m., the center will contact Child Protective Services to take custody of the child.

LATE PAYMENT POLICY

Timely payments of tuition are necessary for the successful administration of the TLC-ELC. Parents are responsible for agreeing to weekly, bi-weekly or monthly payments of their child's tuition. A \$35 late fee will be assessed if payment is not made in full, including any assessed fees. The family may be asked to leave if tuition is not being paid. All accrued tuition and fees are due in full upon departure.

APPLICATION & WAIT LIST

Parents interested in having their child attend TLC-ELC should contact the director for enrollment materials and information on space availability. A wait list for the Turtle room is generated until April 1st based on the following criteria:

1. Children of TLC-ELC staff.
2. Siblings of children currently enrolled in the center.
3. Members of Transfiguration Lutheran Church (TLC).
4. New families.

After April 1st, a \$500 deposit payment for the Turtle room is made by the families to secure their spot in the upcoming Turtle room (fall of the upcoming year). To secure a spot in other rooms a deposit equal to one week of classroom's tuition is due at registration and will be applied to the first week of the child's attendance.

FORMS

The TLC-ELC is required to maintain a file on all registered children. Parents are responsible for returning all of the following completed forms before their child's first day at the TLC-ELC.

- **TLC-ELC Registration Form**
This form gives the center the necessary background information about your child and states where you can be reached in an emergency. The names and contact information of two other adults who can assume responsibility in an emergency must be listed in case you cannot be reached. It is essential that this form be completed so we can better care for your child.
- **Emergency Cards**
Two (2) emergency information cards must be completed for your child. One stays in the director's office, the other goes to the classroom and is put in the emergency kit which accompanies all field trips and times outside of the center. These cards must be filled out clearly and signed. They are our authorization to act in an emergency for your child's wellbeing. The names and contact information of two other adults who can assume responsibility in an emergency must be listed in case you cannot be reached.
- **Tuition Agreement**
This form is revised annually and explains the different tuition rates at TLC-ELC. It also lists the days when TLC-ELC will be closed and our vacation policy. Prior to the beginning of each school year, a new form needs to be signed and returned to the center.
- **Health Care Summary & Immunization Record**
Pursuant to state law, the Health Care Summary must be filled out and signed by your child's medical care provider within 30 days of enrollment to TLC-ELC. It must include the date of your child's last well check-up. Updated well-checkups must be given to the center within a month of your child turning 16 months and 33 months, as well as their check up for entrance to kindergarten. If parents bring their child in for well check-ups through their elementary school these are not required in your child's paperwork, but they are helpful.

The Immunization Record of your child must be turned in to TLC-ELC by the time they begin attending. Immunizations must be kept current. Parents are responsible for providing the TLC-ELC updated immunization records each time the child receives new immunizations.

- **Medical Authorization Form**
This form authorizes the TLC-ELC staff to administer medications to your child. (See page 14 for specific information required.)
- **Severe Allergy Form**
This form authorizes the TLC-ELC staff to act on your behalf in administering medications to your child with severe allergies. It must be signed by both the parent and the child's physician. (See page 15.)
- **Behavior Guidance**
This form describes the behavior guidance policies and procedures followed at TLC-ELC. This form must be read and signed by the child's parents. If there are any questions about this form, contact the child's teacher or the center's director.
- **Permission to Participate at TLC-ELC**
Parents sign this form to give general permission to TLC-ELC for a variety of things such as permission for diaper wipes and ointment, application of sunscreen, going for walks, etc.
- **Photo Permission Form**
Photos are taken of the children on a regular basis. They may be displayed in the classroom and hallways; published on the newsletter (which is distributed in hard copy and online); featured in brochures, pamphlets or other advertising material; published on the center's Shutterfly online account (these are password protected); and/or posted on the ELC website (www.tlcelc.com). Parents are given the choice of giving their permission for their child's image to be used or not. This permission must be given annually.
- **Authorized Pick Ups**
In order for a child to be picked up by anyone other than the parents, written authorization is required. This form explains rules for picking up a child and provides authorization for the TLC-ELC to release your child to the authorized adults. (See also Release of Children on page 20.)
- **TLC-ELC Family and Cultural Information Form**
The TLC-ELC would like to know as much about you as possible to best provide for your child. Part of this is understanding the culture the children are from. This form asks a variety of questions to better understand your child's home culture.
- **Health and Safety Procedures Form**
This form lists the specific health and safety procedures used by the TLC-ELC. Parents must read and sign this form, and will receive a copy of the procedures for their personal records.

It is the parent's responsibility to make sure these forms are kept up to date as much as possible. This is especially important when there is a job change, a move, or anything else that would change any or all contact information. The contents of each child's file is kept confidential, but it is immediately available to the parents or legal guardians of the child, the administrators and teaching staff of TLC-ELC, and the state and local authorities. They also may be viewed by Accreditation authorities.

CHILD CARE PROGRAM PLAN

The TLC-ELC has an updated Child Care Program Plan (CCPP) that is given to every family when they tour the center. This document gives the family an overview of our program and includes information on our general education methods, goals of the center, as well as a daily schedule. Parents can request an additional copy of the CCPP at any time.

TRANSITION BETWEEN CLASSROOMS

All children are generally promoted from one room to the next on the first Tuesday following Labor Day. This date may change based on Bloomington Schools start date. At the director's discretion, along with consulting with teachers and parents, a child's assignment may change at other times during the year. In addition, children may be added to a classroom throughout the year based on enrollment.

Parents will be given an opportunity to talk with their child's new teachers, ask questions and receive pertinent information about the upcoming year prior to the transition to the next classroom.

FEES & PAYMENT PROCEDURES

Our fees and billing are based on your child's enrollment, not attendance. Parents will be billed for days the child is absent regardless of reason. Current fees and payment terms are described in the annual tuition agreement.

VACATION POLICY

After attending the TLC-ELC for a full year, children enrolled full-time will receive 2 weeks of vacation each year. Parents can take the child out of the center for a maximum of two weeks and NOT pay tuition. The days may be taken as a two week block OR in shorter periods of time. Arrangements for the vacation period is made by sending an email to info@elc.tlcmn.com before the vacation day(s). Children who are not enrolled in the center during the summer months are not considered full-time and are not eligible for 2 weeks of vacation. Children who pay hourly or daily are also not eligible for vacation.

TAX INFORMATION

Taxpayers wishing to claim either the Child Care Tax Credit or the Dependent Care exclusion can request a statement of statement of childcare PAID in the tax year by sending an email to info@elc.tlcmn.com. The TLC-ELC is a tax-exempt, not for profit entity. The Federal I.D. number is 41-1531888

WITHDRAWAL POLICY

The center requires a two-week written notice for withdrawal from the center. Parents are responsible for the payment of fees during this two-week period. If a parent wishes to enroll a child at a later time, the parent may request that the child's name be kept on the waiting list, but the center cannot guarantee an opening will exist on a specific desired return date.

TERMINATION / GRIEVANCE

In the event any of the following occur, the child's enrollment at the TLC-ELC will be terminated.

- Non-payment of fees.
- Physical or verbal abuse by child toward staff or other children at the center.
- Behavior or health issues that may affect the safety, health and general well-being of other children.
- Inability of staff to adequately care for child's needs:
 - i.e. ongoing medication form and needed medications
- Chronic late in child pick-up.
- Parental hostility, the use of profane language, and verbal or physical threats or abuse toward staff or clients of the center.
- Abuse of center policies.

If a parent has a complaint or concern about some aspect of the program, they should first attempt to settle the grievance with the teacher or other adult involved. Policy matters or unresolved conflicts should be discussed with the center director. Further unresolved matters may be taken to the TLC Early Learning Center board of directors.

If you have any questions of the Minnesota Department of Human Services concerning TLC-ELC, or any other aspect of childcare, their phone number is 651-431-6500. If you have a question about maltreatment of a minor, the phone number is 651-431-6600.

HEALTH & SAFETY

In accordance with Minnesota State licensing requirements, parents must submit a statement certifying the date of the child's last physical examination; the child's immunization records; a list of specific health needs; and the name, address and telephone number of the child's physician. (See list of forms on page 8.)

FIRST AID POLICIES AND PROCEDURES

All administrative staff, teachers and assistant teachers are required to have first aid and CPR training by a qualified training source. Most aides also have first aid and CPR training. All staff have current OSHA training in Blood Borne Pathogens and the Employee Right to Know.

If first aid procedures are required they will be administered by the first person on the site. The second teacher/aide will remain with the rest of the children. If additional help is needed, staff from other rooms will be called. All first aid procedures administered will be documented on Accident/Incident Reports, signed by the parents and director, and kept in the child's file. Parents are responsible for making sure the center is aware if their child ever needs to be seen by medical personnel due to an accident or incident at the center.

Each classroom will have its own first aid kit and manual as a part of their emergency kit that goes with them on all field trips. The general first aid kit is located in the office and all staff have access to it as needed. There is also a first aid kit located on the playground and one in fellowship hall as well as one in each of the buses.

HEALTH FORM

The State of Minnesota requires that all childcare centers maintain a medical record for each child. A health form will be furnished by the TLC-ELC for the child's physician to sign. A newly signed health form is required:

- Upon starting TLC-ELC
- Around the child's turning 16 months and 33 months
- When entering Kindergarten

IMMUNIZATIONS

The Minnesota Department of Health requires your child's immunizations to be up to date in order for him or her to be enrolled in the center. The recommended schedule is available at your doctor's office or at www.health.state.mn.us/divs/idepc/immunize/schedules.html. Your child's current immunization record must be given to the TLC-ELC at the time of enrollment and by the first day of attendance. It is the parent's responsibility to make sure that the immunizations are up to date.

If your child is under immunized or following an alternative vaccine schedule, please let us know so we may reflect this in our records. **Please note that if a child in the center contracts a vaccine-preventable illness, all under immunized children will be asked to remain at home until no longer contagious.** This exclusion also applies to children or staff who have not been immunized for conscientiously held belief or medical contraindications. For legal information, contact: Child Care Law Center, www.childcarelaw.org, 415-558-8005.

MEDICATIONS – PRESCRIPTION AND NON-PRESCRIPTION (OVER THE COUNTER – OTC)

- Staff must have written permission from a parent/guardian (Medication Authorization Form).
- Parents provide the medication in its original container, the container must include:
 - A legible label with administration directions
 - The child's first and last name (hand written if OTC)
 - The expiration date
 - Additional proper medication dispensers when needed
 - Any sample medications must be accompanied by a doctor's written prescription

- Staff will only follow the written instructions on the label of the medication.
- Medications are only given to the child indicated on the label (twins and siblings cannot share).
- Staff reserves the right to request specific training in advance of administering medications they are unfamiliar with.
- All medications given to your child will be recorded.
- Medications past the expiration date will not be administered.
- Any medication that is unused will be returned.

A separate authorization is required for each medication and each episode of illness.

Prescription Medications

The pharmacy label constitutes the written instructions from the prescribing physician or dentist. These instructions will not be altered. Ongoing medications can only be given for 6 months, then the permission must be renewed, this includes authorization from the child's source of medical care.

Non-Prescription Medication (over the counter – OTC)

Parents cannot ask for administration procedures that vary from the label on the medication. Parents need the physician's specific written permission when age limits are listed on the label and the child's age is outside of those limits.

DISPENSING MEDICATION

The TLC-ELC staff will follow safety standards while administering medications. The TLC-ELC staff who dispense medications have received training to be up to date on all procedures. Parents are responsible to:

- Provide medication in its original container with prescription or manufacturer's label.
- Provide proper dispensers (dosage measurement devices) for the medication.
- Pharmacy label must include child's name, physician's name, prescription number, medication name, dosage, route, times to be given, duration, pharmacy's name & phone number, issue & expiration date.
- Fill out the medication form provided by TLC-ELC
 - The form must be filled in completely and must match doctor's or manufacturer's instructions.
 - Medications cannot be dispensed without start and stop date and specific reasons to administer ("As Needed" does not meet these requirements).

Medication cannot be administered to children after mixed with liquids or foods.

The TLC-ELC will not administer medication doses that can be done at home. Any medication to be given once or twice a day needs to be done at home.

SEVERE ALLERGIES – ALL FAMILIES

All parents are asked to be mindful of the transfer of allergens (i.e. tree nuts, peanuts and eggs) which can create a potentially life threatening situation for our children with allergies. The TLC-ELC is a peanut free environment.

For the health and safety of the children with allergies, please take the following preventative measures to prevent allergen transfer:

- Observe the center's policy of washing your child's hands immediately upon arriving at the center and prior to entering their classroom.
- Refrain from giving children any items with tree nuts, peanuts or peanut butter prior to their arrival at the center. Allergens can be easily transferred on clothing and other items touched and shared by children.

INDIVIDUAL CHILD CARE PROGRAM PLAN FOR CHILDREN WITH SEVERE ALLERGIES

Parents/guardians have the responsibility to inform the TLC-ELC when their child has any special needs, allergies or conditions requiring attention. If a child is admitted having special needs, procedures stipulated by our licensing requirements will be followed. If your child has severe allergies, obtain the severe allergies packet from the director. These forms must be filled out and signed by the parent and the child's physician. Parents must provide the necessary documentation from their child's medical source, medications and an epinephrine pen (epi-pen) before the child can start at TLC-ELC. An individualized child care plan (ICCP) will be developed to meet the child's individual needs. The plan will be coordinated with either the service plan, education plan and/or with the physician, psychiatrist, psychologist, and or health consultant. The severe allergy forms must be updated every six months and re-signed by both the child's parent and health care provider.

Any child who has severe allergies that require Epinephrine must have a current Individual Child Care Program Plan (ICCPP) on file at the center. This plan must include:

- a description of the allergy
- specific triggers
- avoidance techniques
- symptoms of an allergic reaction
- procedures for responding to an allergic reaction, including: medication, dosages, and physician contact information

This plan must be completed, reviewed and signed every six (6) months by the child's physician and the TLC-ELC staff to make sure the needs of the child are being met. The child cannot be in attendance at the center until the signed plan and current Epinephrine pen (epi pen) along with any other necessary medication have been given to the center staff.

Parents and child's source of emergency medical services will be notified if Epinephrine is administered to the child. Parents will be notified, as soon as possible, if their child has an instance of exposure.

MEDICAL MANAGEMENT PROCEDURES

If a physician has ordered a special medical management procedure for a child in care, an adult trained in the procedure will be on-site whenever the child is present. If the medical management is unusual, it is the parent's responsibility to provide the necessary training for the staff.

ILLNESS AND INJURY

Parents should notify the teacher when they drop their child off if the child did not eat well, did not sleep well, or seems to be out of sorts. Parents should also notify the teacher if their child has been diagnosed with pink eye, strep throat, chicken pox, measles, lice, scabies, etc. If a child becomes ill at the center, you will be notified to pick your child up immediately (within 1 hour). If a parent cannot be reached, the child's emergency contacts will be contacted. Until the ill child is picked-up they will be separated from the group. Minor injuries will be treated with appropriate first aid and you will be informed about them on an accident report. Parents must sign this accident report and return it to the center's staff.

It is the parent's responsibility to inform the staff at the TLC-ELC if their child needed any medical care after an accident/incident that happened at the center.

SICK CHILDREN

Your child cannot attend TLC-ELC when he/she:

- Is ill enough to require one-to-one attention in order to be comfortable.
- Has a body temperature of 100°F or above (axillary) [do NOT give your child acetaminophen or other medications to reduce fever and then bring them to the center]. A child must be fever free for at least 24 hours before returning to the center.

- Has any communicable infectious disease such as pink eye, measles, chicken pox, mumps, strep or bronchial infections.
- Has profuse, thick yellow or green nasal discharge or discharge from the eyes or ears.
- Has any infectious skin disease or communicable condition, such as lice, ringworm, or scabies; or rash, active fever blisters, thrush, or impetigo.
- Has a persistent, non-productive, excessively forceful, or 'barking' cough that interferes with their program day.
- Has an intestinal disorder accompanied by nausea, diarrhea, or vomiting. To prevent the outbreak of gastro-intestinal disease in the center, all children and staff with diarrhea are excluded from the facility. DO NOT bring your child to the center if your child has diarrhea or vomiting, regardless of the cause. Your child cannot return to the center for 24 hours following the last episode of vomiting.

A detailed list of illnesses and associated symptoms outlining when your child can return to the TLC-ELC can be found in the appendix to this handbook. A separate Addendum (that parents are required to read and sign), explaining the DHS health forms, ill children symptoms and exclusions, medication procedures & emergency procedures is handed out with all registration material.

INDIVIDUAL CHILD CARE PLAN FOR CHILDREN WITH ONGOING MEDICATIONS

Any child who, for any reason, including needing ongoing medication due to identification by the school district, or been determined by a licensed physician, licensed psychiatrist, licensed psychologist, or licensed consulting psychologist must have a signed Individual Child Care Plan (ICCP) for the ongoing medication that is reviewed annually by all parties involved. Parents are responsible for notifying the TLC-ELC immediately of any changes to the medication including dosages, different type of medication, times of delivery, etc. These must be accompanied by written physician's directions, at this point the ICCP will be updated. Individual child care plans must be in writing and followed by designated ELC staff.

FOOD AND NUTRITION

The TLC-ELC believes that good nutrition is very important for health and learning. Children need a variety of healthy foods, especially fruit, vegetables, and whole grains. Fruits will be fresh or canned. Fruits will be offered at least two times per day. Vegetables will be served at least once daily without added fat and never fried. High-fat/pre-fried meats and potatoes are rarely offered. Whole grain breads and pasta are used as much as possible.

Children, preschool age and above, are served family style to encourage development of fine motor skills, independence, healthy food intake and good table manners. To help children develop healthy eating habits, at least one TLC-ELC staff member will sit with the children during their meals and snacks. Children are encouraged to try new foods but never forced or bribed to eat a food they choose not to eat. Food, especially sweets, will not be used as a reward.

It is important for children to be well hydrated. Milk will be offered at each meal. Water will be offered with every snack and children are encouraged to drink water on their way to or from the bathroom. Water will be available to children throughout the day.

The TLC-ELC provides breakfast, lunch and two snacks for children. A monthly menu is available for the parents through the monthly newsletter, the TLC-ELC website and posted at the center. Menus are written monthly and are based on a cycle menu of about 6 weeks. Every attempt is made to rotate a balance of foods; including favorite meals and offering some new foods. Cultural meals are also included in the monthly menu. Children's allergies are taken into account in preparing the meals. Alternative foods will be prepared for children who are allergic to items in the meal (i.e. eggless noodles for those with an egg allergy) to the best of our ability. The TLC-ELC is a nut-free center. Peanut butter is not served, and labels are checked to assure foods did not come from a factory that may use processed nuts. Parents are asked to not serve their children foods with nuts or nut products on their way to the center, or as an early morning snack to eat upon arrival.

Nutrition education/activities will be included in regular curriculum that includes tasting and cooking experiences, as developmentally appropriate.

The TLC-ELC's kitchen facilities are monitored by the City of Bloomington's Health Department.

Parents can send their own meals for their children if they wish. Foods sent from home should be healthy foods that meet USDA's food guidelines. Staff will make sure that foods requiring refrigeration will be placed in the refrigerator in the center's kitchen. Staff are not responsible for cooking or heating up the child's meals. Children are still welcome to eat the food that is offered to the rest of the class. Meals from home should be labeled with the child's full name and the date. Parents are responsible to letting the staff know if they want uneaten food to be thrown or returned to the family.

BREASTFEEDING POLICY

The TLC-ELC recognizes the importance of breastfeeding and supports families who have chosen this method and wish to continue it while their children are at The TLC-ELC. We demonstrate our commitment to breastfeeding in the following ways:

- We train our staff to support and promote optimal infant and young child feeding.
- We provide learning and play opportunities which normalize breastfeeding for children.
- We provide written guidelines for families about how to properly store and label breastmilk.
- We provide a breastfeeding-friendly environment.
- We support breastfeeding employees.
- We develop a feeding plan that supports best feeding practices with each family.

All breast milk brought to the center should be labeled with your child's full name and the date expressed. A copy of our infant feeding policy, which includes breastmilk storage and feeding guidelines, will be given with enrollment.

SUIDS

The TLC Early Learning Center recognizes the importance of following the American Academy of Pediatrics (AAP) guidelines in reducing the risk of Sudden Unexpected Infant Death Syndrome (SUIDS). In addition to having special training for the staff, we follow the Safe to Sleep strategies such as placing infants on their back to sleep and keeping cribs free of blankets and soft toys. In addition to following these guidelines, we will provide parents of infants (Turtles and Penguin rooms) a copy of these procedures should they desire.

REST / NAPS

It is The TLC-ELC's policy that all children, through preschool, will have a body rest. They will not be required to remain on their cot, crib or mat more than 30 minutes. Due to many studies that have shown naps to be beneficial for brain development, we believe that it is detrimental to wake up a sleeping child, their body needs that rest. Being overly tired can also hinder their ability to sleep at night.

Children nap in their designated rooms on their designated cots, cribs or mats. Individual blankets are encouraged since the rooms can get chilly during this time. Children may also have a pillow or soft toy, as long as it is not distracting. It is important that the parents provide an adequate bag to hold their child's sleep items. These items must be taken home weekly; the blankets should be washed.

Two staff members will be in each of the rooms to help the children fall asleep. Methods staff may use to help the children fall asleep include:

- calming methods such as rubbing or patting their backs
- playing calming music in the room, or white noise to drown out hallway noises
- darken the room - still light enough to see the children's faces
- quietly reading a group story or quietly talking with individual children

One staff member will stay in the nap room with the sleeping children.

Children who get up will be provided a place to play away from the napping children. Staff will be assigned to pull out equipment/activities and supervise these children. Children can be grouped together during this time following DHS Rules, Ratio and Group size guidelines.

The Turtle group (infants) will also follow the above guideline, except infants are not allowed to have a blanket or anything else in the crib with them except for a pacifier. Staff will work with parents as to the sleep schedule of the children. Calming methods will be used to help the children fall asleep.

Infants will be placed on their back to sleep. If the infant rolls over onto their stomach, they can remain on their stomach to sleep if they are over six months old. Infants younger than six months will be returned to sleeping on their back. Parents are required to supply two fitted sheets that fit firmly on the crib mattresses (these can be purchased from the center). Infants cannot have anything in the crib with them except a pacifier. While Infants can fall asleep in staff members' arms, bouncers or even their own car seat, they will not remain there and will be placed in their cribs. Infants are always within sight and sound while sleeping, in addition to the staff checking on them every 10-15 minutes.

OUTDOOR PLAY

The TLC-ELC believes that it is important for the children to play outdoors daily unless there are overriding reasons for them not to. Going outside offers an environment that encourages exercise and regular physical activity. Being outside reduces the spread of infectious disease and is important for the healthy development of each child. Children with runny noses, cold or ear infections will go outdoors unless they have a documented condition identified by their doctor that it can be worsened by cold, wind or being outdoors. Parents are responsible for providing clothing that is outdoor play appropriate to the weather conditions. Temperatures can vary a great deal during the day, so the children need to be prepared for those changes in temperature.

Parents need to be aware that:

- In the summer they should provide light colored, lightweight sun protective clothing and hats.
- In the winter children need to dress in warm, dry layers.
- When it is snowing or snow is on the ground, children need to have water-resistant clothing.

Children do not play outdoors when:

- The temperature is below zero, regular temperature or wind chill.
- The temperature is above 95 degrees heat index.

When local air quality alerts are issued, children will remain indoors in a controlled environment.

Children will not be taken on field trips when:

- The temperature is below zero regular temperature or wind chill.
- It is above 95 degrees, heat index.
- And, if a field trip is scheduled when the heat index is above 90 degrees, the field trip must be within a 20-minute driving distance.

Teachers will take all weather conditions into consideration before going on the field trip.

INDOOR ENVIRONMENT

The church has a working filtered HVAC system. In 2004, the building was remodeled. During the remodeling construction, all current city and state environmental standards, including the remediation of lead and asbestos, were met.

PETS

Pets are not allowed at TLC-ELC.

SECURITY

The TLC-ELC takes security very seriously:

- Security cameras are located in the TLC-ELC area and throughout the church.
- Identified photos of the staff are displayed by the entry way.
- Children are released ONLY to adults given prior written consent (see Release of Children, below).
- Only two doors are unlocked in the entire church building during center operations. One is near the ELC office; the other near the church's office. Exceptions may exist due to funerals and other church events when added precautions are taken.
- Parents are responsible for bringing their children into the building, signing sign-in sheets, and bringing them to their groups. Parents are expected to interact with the teacher in charge upon leaving their child.

RELEASE OF CHILDREN

Only those persons authorized by the parent on the Registration Form and/or Authorization to Pick-Up form may sign-out, pick up, or visit a child. Parents must notify the center when persons other than themselves will be picking up children. Photo identification will be checked. Verbal permission will be accepted over the phone ONLY if that person is already authorized. Children will not be released to anyone under the age of 16.

If a child is not picked up by 6 p.m., the TLC-ELC staff will attempt to contact a parent, then individuals from authorized pick up list. If the parent cannot be reached after 6pm, the child may be release to anyone on the authorized pick up list. If the child is not picked up by 10:00 p.m., the center will contact Child Protective Services to take custody of the child.

If there are custodial issues surrounding a child, the custodial parent must have on file, at the center, a complete copy of the legal documents stipulating custody and/or visitation, such as a Minnesota Voluntary Recognition of Parentage. Unless the custodial parent designates the other parent as authorized, only the parent who is listed on the child's most recent documentation as having legal custody is authorized to pick up the child.. If TLC-ELC does not have this documentation, the child may be released to the non-custodial parent.

ABUSE REPORTING

By Minnesota Statute, any person who in good faith suspects abuse of a minor is obligated to report that suspicion.

All TLC-ELC employees are mandated reporters.

Where to Report Abuse

If you know or suspect that a child is in immediate danger, call 9-1-1.

All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at (651) 431-6600.

Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the Hennepin County Child Protection agency at 612-348-3552 or the Bloomington Police at 952-563-4900.

If your report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call the Department of Human Services, Licensing Division at (651) 431-6500.

Retaliation Prohibited

An employer of any mandated reporter shall not retaliate against the mandated reporter for reports made in good faith or against a child with respect to whom the report was made.

The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliations have occurred.

Failure to Report

A mandated reporter who knows or has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or reoccurring maltreatment may be disqualified from employment positions allowing direct contact with persons receiving services licensed by the Department of Human Services and by the Minnesota Department of Health, and unlicensed Personal Care Provider Organizations.

EMERGENCY PROCEDURES

HOSPITAL INFORMATION

If a child becomes seriously injured or is seriously ill, the TLC-ELC will contact 911 to request emergency medical assistance and transportation. Parents will be immediately called after 911 and notified to go to the appropriate hospital. A staff person will accompany your child to the emergency room and stay until you arrive.

CHILD CAUSED INJURY

If a child injures another person such that medical costs are incurred, it is understood that the parent(s) of the child causing the injury may be responsible for payment of those medical costs.

If a child bites another child and breaks the skin, the parents will be encouraged to seek medical help. If they see a physician, the injury will be reported to the DHS.

FIRE AND TORNADO PROCEDURES

The TLC-ELC practices monthly fire drills and follows routine evacuation procedures. Monthly tornado drills occur April to September. Emergency evacuation routes and procedures are posted in each room.

EMERGENCY EVACUATION PROCEDURES

If the TLC-ELC is advised to evacuate the building because it is deemed unsafe for us to remain in our space, we will move to:

Westwood Elementary School
3701 W 108th Street
Bloomington, 55431
952-806-7200

We will post this information on signs on our doors when leaving the building. We will contact the parents through Instant Alert. Your children's safety is our utmost concern at all times.

PANDEMIC OUTBREAK

The TLC-ELC will cooperate with government agencies responsible for disaster planning to prepare for or react to emergencies presented by a pandemic outbreak.

UNFORESEEN CLOSINGS

If the TLC-ELC has to close for any unforeseen reason, the decision to close will be made by the director and the President of the Board of Directors. Parents will be notified via email, telephone or Instant Alert and requested to immediately pick up their child(ren).

WEATHER RELATED CLOSINGS

The TLC-ELC closes when Bloomington Public Schools are closed due to adverse weather conditions. If Bloomington Public Schools are delayed due to weather, the TLC-ELC will open at 9:30 a.m. Bloomington Public School's cancellation information is broadcast on local media outlets as well as at www.bloomington.k12.mn.us.

If the Bloomington Public Schools close early, the TLC-ELC will close two hours following the elementary school's closing time. We will attempt to contact parents or an emergency contact to coordinate the pick-up of your child as quickly as possible. Parents are encouraged to use their best judgment in determining whether or not their child will attend on severe weather days. Tuition fees will be incurred during these closures.

WEATHER RELATED CLOSINGS EXCEPTIONS

If the TLC-ELC decides to close when the Bloomington Public Schools are already closed due to a prior event (i.e. President's Day), the decision will be made by the director and the President of the Board of Directors. The decision to close will be made by 5 a.m. Parents will be informed via Instant Alert (phone and/or email). Parents are responsible for making sure the TLC-ELC has their correct contact information.

INSTANT ALERT FOR SCHOOLS

The TLC-ELC has chosen to go with Honeywell **Instant Alert for Schools** as a tool for notification and communication with parents. We can use Instant Alert to deliver a single, clear message to parents by telephone, cell phone, email, pager or PDA in any combination. Parents fill out the basic information sheet needed to register the family in the system with their child's registration packet. We Instant Alert system for urgent and timely communications.

PARENT PARTICIPATION

ARRIVALS AND DEPARTURES

Parents and authorized adults must accompany children into and out of the center at all times, this includes the crossing the parking lot when arriving or leaving the center. Children must be signed in and out when arriving and departing, and must be accompanied to the child's room and acknowledged with the staff in the room. Parents are encouraged to keep routine arrival and departure schedules to provide smooth transitions for the children. Once the parent has taken their children from their classrooms they are responsible for child(ren).

If children are transported to and from TLC-ELC by the school district, attention will be directed to designated drop off times to ensure that the children have arrived as planned. If a child does not arrive as scheduled, action will be taken to determine the whereabouts of the child and to notify the parent. It is the responsibility of the parent to notify the center if their child will not be attending after school.

FACILITY ACCESS AND PARKING

Access to TLC-Early Learning Center is from the east parking lot of Transfiguration Lutheran Church. Parents are expected to park their vehicle and walk their children into the center. Please do not park along the curb adjacent to the building, this is an emergency lane (yellow curb) and is also used for school bus access. We expect our parents and children to demonstrate safe behaviors in the parking lot. Drop-off and pick-up times can be very hectic making the parking lot a dangerous situation. Children should not be allowed to run in the parking lot and they should be accompanied by a parent at all times.

NOTE TO PARENTS: Never leave your car running when you bring in or pick up your child; except if your vehicle needs to idle in extreme heat or cold to maintain interior or engine temperatures. **NEVER** leave a child alone in your car.

PARENT-TEACHER COMMUNICATION

A number of methods are utilized in communicating between the center and families.

- Regular reports are provided to parents based on the child's room.
 - In the Turtle and Penguin rooms, a daily report is provided that documents food intake, elimination, sleeping patterns, and general behavior and daily activities.
 - In the Chipmunk and Aardvark rooms, a daily report is provided that contains general information about the day's activities
 - In the Duck Tails and Kinder-Plus rooms, a weekly report is prepared
- Talk with your child's teachers at drop-off and pick-up.
- Parents write in classroom communication books about different things coming up such as vacations, doctor's visits, late arrivals, different person pick-ups, etc.
- Visit us at www.tlcelc.com.
- Read posted weekly lesson plans and daily schedules.
- Read special event notices posted throughout the center.
- Review the Parent Bulletin Board.
- Examine the various photo and art documentation of children's work throughout the center.
- Check child's cubbies and folders for notices.
- Instant Alert communications: Instant Alert is used to inform parents of emergency situations, center closings, monthly newsletters, classroom information and reminders.

- Please do not contact your child's teacher via their cell phone, call the center office 952-884-7955.
- TLC-ELC has three email addresses for your convenience to connect with the staff:
 - Fundraising@elc.tlcmn.com
General communication, questions suggestion for our fundraising events.
 - Info@elc.tlcmn.com
Requests for statements, notify us about scheduling issues (vacations, etc.) general information about the center.
 - Marketing@elc.tlcmn.com
General comments, questions, suggestions about the newsletter, blog and website.
- Visit the center! You are welcome to stop any time. Parents and legal guardians of any enrolled child will be allowed access to their child at any time while their child is at TLC-ELC.
- At any time, if parents have any suggestions or recommendations to improve the TLC-ELC program we ask that you pass them on to the administration or board of TLC-ELC, we will take these in consideration to further enhance the quality of our program. Please send these suggestions and recommendations to info@elc.tlcmn.com.

PARENT-TEACHER CONFERENCES

The TLC-ELC and NAEYC recognize that parent-teacher conferences are important. The teacher's written assessment of your child will be presented at conferences as an opportunity to review their intellectual, physical, social and emotional development. The conferences also offer parents and teachers to the opportunity to have specific time to talk about the classroom and the experiences their child is having. Conferences are offered to the parents at least twice a year. These conferences are documented and copies of the child's progress is offered to the parents if they wish to keep them, a copy is also kept in the child's file.

Parents may request a formal conference at any time. Teachers are also available to talk with parents informally. Parents are encouraged to call or stop in. E emails can also be sent directly to the classroom and will be read by the teacher. Teachers may not be able to check or respond to emails in a timely manner, since their first attention is with the children. **Parents should contact their child's teacher through the office if they need an immediate response to any question or situation.**

Special conferences can be called at any time by the teacher, director, or parent, due to questionable behavior by the child, a change in behavior by the child, or for any other reason. A plan is written, that might involve outside consultation, to address the behavior if it is felt necessary by any person involved. This plan will be kept in the child's record to be followed by center staff and parents.

FUNDRAISERS

The TLC-ELC, as a non-profit organization, relies on fundraisers and gifts to supplement its operating and capital budgets. For example, previous fundraisers have been used to purchase things like playground equipment and buses.

Scrip (Gift Cards)

The TLC-ELC sells gift cards for dozens of local and national retailers. Retailers have agreed to pay the TLC-ELC a percentage of each sale and we split the proceeds with parents! Parents can use the money earned through SCRIP orders to help pay for tuition or field trip costs. SCRIP order forms can be picked up by the parent bulletin board. Parents complete the form and drop it off with check for payment.

Spring Flower Sale

The TLC-ELC's annual flower sale is the center's major fundraising event involving the TLC-ELC families, TLC-ELC alumni, TLC congregation and the neighborhood. The flowers and plants are supplied by local growers. A variety of annuals, herbs, tomatoes, hanging baskets, patio pots and more are offered. Orders are taken in March with delivery of the plants to TLC-ELC in May.

Box Tops

The TLC-ELC collects Box Tops from the packages of your favorite products. The TLC-ELC earns 10 cents for every Box Top. This may not seem like a lot, but it adds up fast! Box Tops may be found on packages of many General Mills products including Betty Crocker, Yoplait, Ziploc, Kleenex and more. Check www.toxtops4education.com for a list of products offering Box Tops.

Other

The TLC-ELC welcomes other fundraising opportunities as they fit in the ELC schedule and philosophy. Parents will be notified as these arise.

ANNUAL STATE OF THE CENTER MEETINGS

Annual State of the Center Meetings are held in January. An identical meeting is presented multiple times by the board of directors to provide parents with different options of when to attend. Parents are asked to sign up in their child's classrooms to indicate which meeting they will be attending. We ask that at least one parent from each family attend one meeting. Child care is provided during these meetings. Different topics are covered different years depending on the needs at that time. An overall update is given as well as discussing the goals of the past year. Parents are encouraged to bring any questions they may have.

BOARD OF DIRECTORS

TLC Early Learning Center is governed by a board of directors elected by Transfiguration Lutheran Church. All members of the board of directors must have an affiliation with either TLC Early Learning Center (i.e. parent or guardian of an attending child) or is a member in good standing of Transfiguration Lutheran Church. It is understood that elected board members will participate in fundraisers and special events to support the ELC.

PARENT SURVEYS

TLC-ELC's board of directors recognizes the importance of family input in answering concerns that come up and in developing goals for the upcoming year. One way that is used to gather input from parents is through regular surveys sent via email utilizing a survey instrument (such as Survey Monkey). We ask that you complete these surveys when you receive them; your input is valuable and important to our program.

FAMILY EVENTS

Family functions, training opportunities, and pot lucks will be planned throughout the year. Your participation in these activities is encouraged and appreciated by children and staff.

BIRTHDAY PARTIES

Birthday Parties are handled on a room to room basis. It is the parent's responsibility to talk with their child's teacher about any special plans they would like. General TLC-ELC birthday policies include:

1. Treats: Parents are allowed to bring store bought treats in original packaging with a list of ingredients to enable staff to check for potential allergies. (Please remember that the TLC-ELC is a nut-free center.)

2. On-Site Parties: Parents may host birthday parties for their child's class at the TLC-ELC provided permission has been obtained from their child's teacher and the director. The parent will plan activities, incur all costs, and must be in attendance during the party.
3. Off-Site Parties During Center Hours: If parents plan a field trip for their child's class, the parents are responsible for all arrangements and will cover all costs. All children in their child's classroom must be included on the field trip. At least one parent/guardian who is hosting the party must attend the field trip/party.

All TLC-ELC field trip policies will remain in effect at the event. TLC-ELC will provide enough staff for proper staff-child ratios and transportation to the party location.

The child's teacher must be given at least a six week notice of the date needed, and a four week notice of the specific details of the event.

Final approval of the date lies with administration, who will factor in all needs of the center.

4. Off Site Parties NOT During Center Hours. Parents may extend invitations at the TLC-ELC as long as either all of the children in the class are invited, or all of the children of the same sex of the child are invited.

PHOTOS

Teachers use a variety of recording devices (such as digital cameras and cell phones), to capture the activities of children at TLC-ELC. Documentation of children's activities is a way for parents to see what their children are doing in the center as well as to broadcast back to children, in visual ways, what they have done. The pictures are used for classroom portfolios, special photo books for the children, and displayed throughout the facility.

Parental yearly permission is required to:

- display a child's photo on our website, blog and on the Shutterfly website (password protected)
- published in the monthly newsletter
- used for public relations purposes such as brochures, pamphlets or other advertising
- hung around the center and in classrooms

FAMILIES HIRING TLC-ELC STAFF TO PROVIDE PRIVATE CHILD CARE

Parents may request and employ the TLC-ELC staff to independently perform child care services on their own time. Both parties (families and staff) must understand that TLC-ELC and Transfiguration Lutheran Church bear absolutely no legal or professional responsibility for such private, independent "babysitting" arrangements.

The TLC-ELC does not approve or give references for any TLC-ELC staff to do private child care for families who are a part of the TLC-ELC.

Confidentiality is important to families and the TLC-ELC. Information gained from private child care arrangements by TLC-ELC staff must remain confidential. Information, other than that shared with all parents about the TLC-ELC, its family clients, and/or staff, is not to be shared by the TLC-ELC staff with parents employing them to provide private child care.

The terms of agreement between the parent and the TLC-ELC staff must remain strictly a private agreement. The TLC-ELC and Transfiguration Lutheran Church cannot be held liable for any disagreement or dissatisfaction between the two parties.

CHILDREN'S NEEDS

CLOTHING

To support a child's full participation in the TLC-ELC program and be successful in dressing themselves, parents should keep the following in mind when dressing their children for the center; clothing should:

- be simple enough so the child can put it on and take it off easily.
- be loose enough to provide freedom of movement.
- be durable and washable enough to permit vigorous play.
- be inexpensive so that soiling, damage, or loss will not cause great concern.
- be appropriate to the day's weather conditions.
- ALL clothing should be labeled with the child's name.

Clothing at School

All children (Turtles through Kinder-Plus) need a complete change of clothing at the center. Please check with the child's teacher for a list of specific items that are required, recommended, or prohibited. Children who are growing quickly need to have their spare clothing updated so that it will fit when needed.

Clothing Suited to the Weather

Parents must provide indoor and outdoor clothing appropriate to the weather each day your child attends. This includes enclosed shoes for the playground (year 'round); wide-brimmed hats for summer, and light jackets for fall and spring. Clothing in the winter includes: snow boots, snow pants, coat, hat, scarf, mittens, extra mittens, extra socks, and extra pants. All clothing, including shoes and boots, must be marked with the child's name.

TOYS

Toys brought from home present problems for the children and the staff. Personal possessions are often difficult to share or may get broken. Ultimately, each teacher will determine what is and is not acceptable for their room. Please coordinate with the child's teacher prior to sending a toy.

Toys that resemble weapons are NOT acceptable at the center because they can be used as a weapon or encourage fighting.

If your child has a special toy, expensive toy, or toy with many pieces, please keep it safely at home. The TLC Early Learning Center is not responsible for their damage or loss.

GUIDANCE AND DISCIPLINE

The Center's daily schedule, curriculum plans, classroom arrangements, and staffing patterns are designed to promote positive and enjoyable learning experiences, including respectful and trusting relationships among adults and children. When guiding children's behavior, the TLC-ELC staff helps children learn acceptable behavior and develop inner controls. A child's age, intellectual development, emotional makeup, and past experiences will be considered in guidance, and consistency will be maintained in setting rules and limits for your children. The following is a list of some child guiding techniques we will use:

- Logical consequences
- Verbal reminder
- Time out

LIMITS OF BEHAVIOR

Children will be instructed and expected to:

- NOT HURT OTHERS.
- NOT HURT THEMSELVES, and
- NOT HURT THE EQUIPMENT.

BEHAVIORAL ISSUES

If a child is demonstrating behavior that requires her to be separated from the group, less intrusive methods of guiding the child's behavior have already been tried. Also, the child's behavior threatens the wellbeing of the child or other children in the classroom. The teacher will fill out a separation report. If a child is separated from the group three or more times in one day, or five times in one week or eight times in two weeks – the parents will be notified.

When a child engages in persistent unacceptable behavior, parents are required to meet with teachers to find a solution to the problem behavior and resolve the difficulty. Outside professional consultation or evaluation may be necessary. Occasionally a child does not adjust to the center environment or a child's repeated behavior interferes with the daily activities of the center. In such cases the center reserves the right to request the child leave the program when there is no improvement in the child's behavior subsequent to the implementation of the plan agreed upon by the parent and teacher.

The TLC-ELC will not care for a child who is suspended from his/her elementary school due to behavior or discipline issues during the suspension period.

INDIVIDUALS WITH DISABILITIES EDUCATION ACT (IDEA)

As a child care provider, we continually monitor the development of all children in our care through ongoing observation and recording. We want the best outcomes for all children. Child care providers are considered a primary referral source for early childhood intervention under federal IDEA special education law. We are required to refer a child in our program who has been identified as having developmental concerns or a risk factor that warrants a referral as soon as possible. We wish to have open communication with parents about this situation before a referral is made. We believe we are partners in the referral process.

CHILDREN WITH SPECIAL NEEDS

TLC-ELC enrolls children with special needs whenever feasible for the child and the center. For these children, an appropriate statement from the child's physician or professional referring agency must be submitted. If a child currently enrolled develops signs of special needs, center staff will recommend available resources to parents for the diagnosis of the condition. Child care providers are considered a primary referral source for early childhood intervention under federal IDEA special education law. We are required to refer a child in our program who has been identified as having developmental concerns or a risk factor that warrants a referral as soon as possible, but in no case more than seven days after the identification. While this is a mandate, we want to keep open communication with parents and address any concerns we have before a referral is made. TLC-ELC will work with the parent to implement therapies to the best of its abilities. Parents are responsible for sharing information between their child's school and the center. If a child has a written Individual Educational Plan (IEP) the parents are responsible for providing a copy of their child's IEP to the center. TLC-ELC will make all attempts to follow all written recommendations and/or IEP's. It is important that the center staff has opportunities to meet with any special needs teachers who are involved in the child's care and to be a part of the ongoing public school's IEP meetings (once or twice a year). The TLC-ELC staff will write up their own center IEP (also called Individual Child Care Plan) for any special needs child, it will address changes that need to be made or issues that need to be addressed or recommendations made by the public school's IEP. In the unlikely event that TLC-ELC can no longer adequately meet the individual needs of the child, the director will set a date for termination of center services and will offer the parent information about alternative resources.

Individual Child Care Plan (ICCP)

Any child who has developmental disabilities that have been identified by the local school district, a licensed physician, psychiatrist, licensed psychologist, or licensed consulting psychologist as having a special need relating to physical, social or emotional development is required to have an Individual Child Care Plan prepared by all invested parties to meet the special needs of the child. This individual plan must be evaluated at least annually, or if there is any change in the treatment plan by all invested parties. Parents are responsible for informing TLC-ELC immediately upon any changes to the agreed upon plan.

Children with a Developmental Disability

If a family with a child with a diagnosed case of developmental disability or related condition applies to TLC-ELC, we will follow directives set down by Health Consultants (the TLC-ELC public health nurse), the public school's IEP and the Positive Supports Rules set up by MN DHS. More information addressing this can be obtained from the director.

RESOURCES FOR BLOOMINGTON RESIDENTS

DIAL 911 for Police, Fire, or Medical Assistance

Acute Psychiatric Services-HCMC (24hr walk-in help)	612-873-3161	hcmc.org
Bloomington Community Education	952-681-6100	bloomington.ce.eleyo.com
Bloomington Public Schools District Office	952-681-6400	bloomington.k12.mn.us
Bridging (Furniture Donation)	952-888-1105	bridging.org
CAP-HC (Community Action Partnership for Hennepin County)	952-933-9639	caphennepin.org
Energy Assistance Program (Oct. 1-May 1)	952-930-3541	caphennepin.org
Financial Budget Counseling (Lutheran Social Services)	1-888-577-2227	lssmn.org/debt
Avivo (Adults w/Mental Illness)	612-752-8350	avivomn.org
City of Bloomington Civic Plaza	952-563-8700	bloomingtonmn.gov
Creekside Community Center & City Diner	952-563-4944	bloomingtonmn.gov/parks/creekside-park
HRA Bloomington Housing & Redevelopment (Section 8 Housing)	952-563-8937	bloomingtonmn.gov/hra
Human Rights Commission	952-563-8733	bloomingtonmn.gov/hrc
Parks and Recreation	952-563-8877	
Police (Non-Emergency)	952-563-4900	
Public Health	V/TTY 952-563-8900	blommingtonmn.org
WIC (Women Infants, & Children)	952-563-8993	bloomingtonmn.gov
Cornerstone (Domestic Violence)	952-884-0376	cornerstonemn.org
US National Suicide Prevention Lifeline	800.273.8255	suicidepreventionlifeline.org
Disability Hub	1-888-333-2466	disabilityhubmn.org
Family Partnership (Counseling/Intake)	612-728-2061	thefamilypartnership.org
Fare for All (Food Program)	763-450-3880	fareforall.org
Good in the 'Hood (Food Program)	612-440-7463	goodinthehood.org
H.O.M.E. (Household/Outside Maintenance for the Elderly)	952-746-4046	seniorcommunity.org
Hennepin County	612-348-3000	hennepin.us
Adult Protection	1-844-880-1574	email: adultprotection@hennepin.us
Aging & Disability Services	800.596.1300	leadingagemn.org
Child Care Financial Assistance	612-596-1300	hennepin.us/residents/human-services/cash-assistance
Child Protection	612-348-3552		hennepin.us/residents/human-services/child-protection/services
Front Door (Mental Health, Children Services)	612-348-4111	hennepin.us
Bloomington Human Services	952-593-8733	bloomingtonmn.gov/hs/Bloomington-human-services
Office of Multi-Cultural Services	612-348-2193	hennepin.us/residents/human-services/multi-cultural-services
Hennepin County Veterans Services	612-348-3300	hennepin.us/residents/human-services/veterans-service
Home Line (Tenant Rights and Advocacy)	612-728-5767	homelinemn.org
La Misión	612-869-1824	assumptionrichfield.org
Mid-Minnesota Legal Aid	612-334-5970	mylegalaid.org
Loaves & Fishes	952-948-0746	loavesandfishesmn.org
Meals on Wheels	952-835-1665	bloomepmeals.com
Medicare	(TTY 1-877-486-2048)	1-800-633-4227
Metro Shelter Hotline	1-888-234-1329	openaccessconnections.org/participants/metro-shelters/
Metro South Adult Basic Education	952-681-6170	metrosouth.org
Metro Transit Bus Service	(TTY 612.341.4287)	612-373-3333
Metro Mobility	(TTY 651 221-9886)	651-602-1111
Transit Link	651-602-5465	transitlinktc.org
MIRA Spanish Resource	612-243-3064	casadeesperanza.org
MN Workforce Cntr Bloomington, Hennepin So	(TTY 952 346-4043)	952-346-4000
Rehab Services	(TTY 952-346-4302)	952-346-4050
Women, Infants & Children (WIC)	952-563-8900	bloomingtonmn.gov/ph/wic-program
Poison Control Center	1-800-222-1222	poison.org
Senior Linkage Line	1-800-333-2433	metroaging.org
Senior Outreach & Caregiver Services	952-888-7121	bloomingtonmn.gov/cc/creekside-community-center
Social Security Office (Bloomington)	1-800-772-1213	socialsecurity.gov
Help at Your Door Grocery Assistance	651-642-1892	helpatyourdoor.org
Headway Emotional Health Services (Counseling)	612-861-1675	headway.org
Think Small (Childcare/Early Learning)	651-641-0305	thinksmall.org
United Way 2-1-1	651-291-0211	211unitedway.org
Veterans Linkage Line	1-888-546-5838	linkvet.org
V.E.A.P. (Volunteers Enlisted to Assist People)	952-888-9616	veap.org
Minnesota Relay Service	1-800-627-3529 or 711	mnrelay.org
(for resources with no TTY number listed, call 711)			

For a complete list of resources, go to

https://www.bloomingtonmn.gov/sites/default/files/media/2018%20Resource%20Catalog_2.pdf

APPENDIX A: ILLNESSES, SYMPTOMS, AND IMPLICATIONS FOR ATTENDANCE

Illness	Symptoms and/or Exclusion Time (when your child cannot be at the center)
Exclude children with any of the following conditions:	<p>With an elevation of body temperature above normal when accompanied by behavior changes, stiff neck, difficulty breathing, rash, sore throat, and/or other signs or symptoms of illness; or if the child is unable to participate in routine activities.</p> <p>If medication is prescribed by the health care provider it must be administered for 24 hours before the child can attend, even if the health care provider has cleared the child for readmission.</p>
Fever	Measure temperature before giving medications to reduce fever. Axillary (armpit) temperature 100° F or higher. Child must be fever free for 24 hours without any medication.
Vomiting	Until vomiting stops. Child must be out of the center 24 hours symptom free.
Rash with Fever or Behavior Change	Until a medical exam indicates these symptoms are not those of a communicable disease that requires exclusion.
Unusual Color of Skin, Eyes, Stool, or Urine	Until a medical exam indicates the child does not have Hepatitis A. Symptoms of Hepatitis A include yellow eyes or skin (jaundice), gray or white stool, or dark (tea or cola colored) urine.
Chickenpox	Until all the blisters have dried into scabs and no new blisters or sores have started within the last 24 hours; usually by day 6 after the rash began.
Croup	Until fever is gone and the child is well enough to participate in routine activities
Fifth disease	None, if other rash-causing illnesses are ruled out by a healthcare provider, since persons with fifth disease are no longer infectious once the rash begins.
Head Lice	Until first treatment is completed and no live lice or nits are seen.
Herpes, Oral Infection	Until those children with primary infection who do not have control of their oral secretions no longer have active sores inside the mouth. No exclusion is necessary for children who have recurrent infections (fever blisters and cold sores).
Impetigo	Until treated with antibiotics for 24 hours and sores are drying or improving.
Measles	Until 4 days after the rash appears.
Mumps	Until 9 days after swelling begins.
Pinworm Infection	Until 24 hours after treatment has started.

Illness	Symptoms and/or Exclusion Time (when your child cannot be at the center)
Respiratory Infection (Viral)	Until fever is gone and the child is well enough to participate in routine activities.
Ringworm	Until 24 hours after treatment has started.
Rotavirus Infection	Until diarrhea has stopped for 24 hours.
Scabies	Until 24 hours after treatment begins.
Staph Skin Infection (excluding impetigo)	While draining sores are present.
Viral Gastroenteritis caused by Norovirus (Norwalk-like viruses)	Until diarrhea and vomiting have stopped for 24 hours
Signs/Symptoms of Possible Severe Illness	Until a healthcare provider has evaluated the child to rule out severe illness, when the child is unusually tired (lethargic), or has uncontrolled coughing, unexplained irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs for the child.
Diarrhea	Until diarrhea stops and has not had a bout of diarrhea for 24 hours. Diarrhea is defined as an increased number of stools compared with a person's normal pattern, along with decreased stool form and/or watery, bloody, and mucus-containing stools. Stools need to be contained within the diaper. Children must leave the center after 2 bouts of diarrhea.
Mouth Sores with Drooling	Until a medical exam indicates the child may return or until sores have healed
Eye Drainage	Until 24 hours after treatment has started when purulent (pus) drainage and/or fever or eye pain is present, or a medical exam indicates that a child may return.
Acute Bronchitis (Chest Cold)/Bronchitis	Until fever is gone and the child is well enough to participate in routine activities
Conjunctivitis (Pinkeye)/Conjunctivitis with pus and/or fever or eye pain.	Until the child has been evaluated by the healthcare provider and until 24 hours after antibiotic treatment begins, or until the healthcare provider has cleared the child for readmission. If any medication is prescribed by the health care provider it must be administered for 24 hours before the child can attend, whether or not the health care provider has cleared the child for readmission.
Hand, Foot, and Mouth Disease	Until fever free for 24 hours and the child is well enough to participate in routine activities (sores or rash may still be present).
Hepatitis B	Children who have the hepatitis B virus in their blood may attend childcare unless they have unusually aggressive behavior (e.g., biting), oozing sores that cannot be covered, or bleeding problems.

Illness	Symptoms and/or Exclusion Time (when your child cannot be at the center)
HIV/AIDS	Exclude infected child if they exhibit biting behavior, has open sores which cannot be covered, or any bleeding disorders.
Influenza	Until fever free for 24 hours and the child is well enough to participate in routine activities.
Meningococcal Disease	Until the child has been on appropriate antibiotics for at least 24 hours and is well enough to participate in routine activities.
Pertussis (Whooping Cough)	Until 5 days after appropriate antibiotic treatment begins.
Pneumonia	Until fever free for 24 hours and the child is well enough to participate in routine activities.
Respiratory Syncytial Virus (RSV) Infection	Until fever free for 24 hours and the child is well enough to participate in routine activities.
Rosella	Provided that the other rash illnesses, especially measles, have been ruled out, the child may return when the fever is gone for 24 hours.
Rubella (German Measles)	Until 7 days after rash appears.
Shingles (Zoster)	None, if blisters can be covered by clothing or a bandage. If blisters cannot be covered, exclude until the blisters have crusted.
Streptococcal Infection (Sore Throat/Scarlet Fever/Perianal Cellulitis)	Until 24 hours after antibiotic treatment begins and the child is without fever for 24 hours.