**PARENT HANDBOOK**

Fatima Townsend/ Erika Snell

**Director/Owner**

**10522 22nd Ave E**

**Tacoma, WA 98445**

**(253)368-9705**

**ATCCENTER.ORG**

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**WELCOME**

Hello Parents! Thank you for choosing Around the Clock Child Care Center Inc. (ATC)

We are looking forward to getting to know you and your family.

Please take the time to read the following policies.

This booklet is meant to create a mutual understanding

of the way our center operates.

Feel free to contact the Director with any questions or comments.

Fatima Townsend/ Erika Snell

Director/Owner

Around the Clock Child Care Center Inc.

10522 22nd Ave E.

Tacoma, WA 98445

(253) 368-9705

Support@atccenter.org

**MISSION STATEMENT**

Around the clock childcare center (ATC) has a singular purpose to provide children with a well-rounded education that will lay the

foundation for kindergarten and beyond while implementing agricultural curriculum and community development. Early childhood is a crucial stage in every

child’s life in terms of intellectual, physical, social and emotional development.

At ATC Center children will receive high quality care and positive learning experiences.

**LICENSING INFORMATION**

The following is the contact information for our licensing office:

Office of Child Development and Early Learning

Department of Early Learning State Office P.O. Box 40970 Olympia, WA 98504-0970

**Around the Clock Child Care Center Inc.**

**SUBJECT: Nondiscrimination In Service**

**TO: Parents**

**FROM: Fatima Townsend**

Admissions, the provisions of services, and referrals of clients should be made without regard to race, color, religious creed, disability, ancestry, national origin, age or sex.

Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aides, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any student (and/or their guardian) who believes they have been discriminated against, may file a complaint of discrimination with:

Around the Clock Child Care Center Inc.

10522 22nd Ave E Tacoma WA 98445

Department of Social & Health Srv

Bureau of Equal Opportunity

1949 State St, Tacoma, WA 98405

U.S. Department of Health and Human Services

Office of Civil Rights

Suite 372, Public Ledger Building

150 South Independence Mall West

Philadelphia, PA 19106-9111

DSHS Department of Health & Social Srv

1301 72nd St E, Tacoma, WA 98404

Tacoma Pierce County Health Department

3629 S D St, Tacoma, WA 98418

**ABOUT OUR STAFF**

Owner Erika Snell is completing her Stem Degree Science Education and plans to continue her education by obtaining a master’s degree in Elementary Education with a Reading Specialist Certification by early next year. Erika Snell is also CPR, First Aid, and Fire Safety certified along with all staff employed by Around the clock Child Care Center Inc.

All prospective employees are screened on a broad range of background information. The personnel selection process includes a thorough reference check, federal and state criminal history checks, and PA child abuse history clearance. Ongoing training in Early Childhood Education is required.

Director Fatima Townsend has dedicated her working career to youth development, community outreach, and child welfare. She is also trained and certified with C.P.R. & Basic life & Health skills to adequately ensure the safety of your children while attending our program. Your relationship with our Director Fatima, will consist of enrollment, scheduling, and structuring the best wellness and education program suited for your child’s learning, growth, & development. Meet our Classroom and teachers online at [www.atccenter.org](http://www.atccenter.org)

**ENROLLMENT PROCEDURE**

1. Call the Director to schedule a tour of the facility and receive registration instructions. If you fill out the online registration form on the ATC’s website, the Director will automatically receive electronic notification of your request and will contact you within 24 hours regarding your inquiry.
2. You must complete an enrollment packet prior to your child starting school.
3. You will receive an email confirming your child’s start date. By the start date, a two-week security deposit and a signed Fee Agreement form must be received.
4. If enrollment space is not available, you will be placed on a waiting list (no payment required). In the event that you find another daycare center that readily has enrollment space for your child, please contact us to have your child removed from the waiting list.

Enrollment at ATC is open to children from 1mo - 12 years of age. Continued enrollment is contingent upon the parents’, emergency contact persons’ and child’s adherence to the policies and procedures as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

A current health assessment is required within the first 60 days of enrollment. Please make an appointment with your child’s doctor as soon as possible. To print a blank health assessment form, visit the registration page of our website. Or contact the Director to receive the form.

Parents are required to notify ATC immediately, should any of the information collected at the time of enrollment or any time thereafter change. ATC reserves the right to dismiss any parent or child at any time with or without cause.

**CONFIDENTIALITY**

Confidential and sensitive information will only be shared with employees who have a “need to know” in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as ATC strives to protect everyone’s right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and health related information.

Outside of ATC, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of the program, persons with whom the information will be shared, and the reason(s) for sharing the information.

Financial Requirements

Registration Fees

An annual, non-refundable registration fee for each enrolled child is due upon enrollment and thereafter on the enrollment anniversary. For families that have multiple children enrolled, a sibling discount is available. Please refer to the Enrollment Agreement for details.

Tuition Fees

Tuition fees are due on a weekly basis in advance for all anticipated fees to be incurred for the upcoming week. Your account is charged each Friday prior to the week that services are to be provided and payment is due on that same day. Long-term prepayment plans may also be arranged. If interested, please see the Director for details.

If tuition fees are not paid by 6:30 p.m. on Tuesday of each week, a late fee will be assessed. Nonpayment of tuition and other fees may result in suspension or disenrollment. Please refer to the Enrollment Agreement for details.

Absences and Vacations

Due to staffing requirements and operational costs incurred on the basis of fixed levels of enrollment that do not fluctuate when one child is temporarily absent, tuition and other fees must be paid in full without deduction for absences for any cause and without substitution of any other days of attendance as “make-up” days.

Notwithstanding the above, each child is allowed two (2) weeks per calendar year at one half (1/2) tuition for vacation or illness. Such weeks must be taken Monday through Friday consecutively, during which time the child may not attend the school.

Parents must provide written notice to the Director in advance of their child’s planned vacation/absence. Such notice shall be accompanied by an advance payment equal to one half (1/2) of the regular tuition. If advance notice is not provided, the full tuition and other applicable fees for the vacation/absence period will be due and payable.

All custodial parents and/or legal guardians are required to sign a Fee Agreement prior to enrollment of their child at ATC Daycare. Parents are required to indicate to whom all billing information and correspondence are to be addressed. A two-week security deposit is required to secure enrollment space and first week’s tuition. The security deposit must be received prior to your child’s start date.

Cash, check, money order, or credit card are all acceptable forms of payment. Credit card payments are to be made through our PayPal account. Receipts will be given for all tuition payments. All cash payments must be handed directly to Center Director or Assistant Center Director. There will be a $40.00 fee charged for tuition checks returned by the bank. Returned tuition checks will not be re-deposited. Parents or legal guardians will be responsible for re-issuing a second check. If at any future time the bank returns a parent’s check, all future tuition payments must be made by cash, certified check, or money order.

All payments are due in advance of provided service. Families are not permitted to carry balances on tuition accounts. Late payments will result in an additional fee of $15 per week. Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment. However, if you anticipate difficulty with paying on time, please discuss the matter with the Director immediately. If alternative arrangements for payment are approved, you will be notified by the Center Director.

Tuition is charged based on enrollment, not based on attendance. No refunds or credits will be issued for absenteeism, scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather or acts of God.

ATC Daycare does accept childcare subsidies. Subsidized children must have the case manager call before they start care, and we follow our contractually obligation with CCIS and require parents to pay their copay by Monday the beginning of the week or we will have to report non-payments to our CCIS office.

Parents of a subsidized child must complete all required paperwork on time to continue enrollment at ATC Daycare. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition, in the event they become ineligible to receive childcare subsidies.

**WITHDRAWAL PROCEDURE**

Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and security deposit will be refunded within thirty days of the withdrawal. If the required notice is not given, any unused tuition and security deposit will not be refunded. Your child’s records are available to be transferred to your child’s new educational setting, upon your written request.

The parents and child, following their last day of enrollment, are not permitted to re-enter the Center without prior permission of the Director. A withdrawn child and his/her parents are required to call and request an appointment with the Director if they wish to return to the Center following the last day of enrollment. Appointments are made at the discretion of the Director and are not a right of the withdrawn child or parent.

**SCHEDULE CHANGES**

Parents who wish to change their child’s days or times of enrollment, must submit a written request to do so two weeks in advance of the proposed change. The Director will notify the parents in writing if the new schedule is available. A schedule change will not be considered final until a new fee agreement is signed. If the schedule change requires an additional deposit and/or registration fee, the change will also be contingent upon payment of these monies. If the requested schedule is not available parents may choose to continue with the current schedule until the requested schedule becomes available or may choose to withdraw their child from the program. (Please see withdrawal policy requirements above.)

**PROGRAM HOURS**

ATC is open from 4:00 am to 9:00 pm, Monday through Friday. Saturday from 9:00am- 11:00pm & closed on Sundays. We will also be closed on the following days:

* New Year’s Day
* Memorial Day
* Independence Day (July 4th)
* Labor Day
* Thanksgiving Day
* Black Friday (Day After Thanksgiving)
* Christmas Eve
* Christmas Day
* New Year’s Eve

**CURRICULUM**

###### At Around the Clock Child Care Facility our teachers use ATC’s very own M.A.S.T.E.R.S. Curriculum. M.A.S.T.E.R.S. stands for Math, Art, Science, Technology, Engineering, Reading, and Social. This curriculum was created to give young learners a fun and engaging learning experience. Our child-centered approach allows children to use their natural curiosity, and it provides ample opportunities for children to be active learners. By being given countless opportunities to explore and investigate, M.A.S.T.E.R.S. creates a solid foundation for future academic success.

Your success is our priority. To support our inclusive community, we provide a personal approach, tailoring learning methods to each student's needs. We incorporate an optional agriculture curriculum adopted through science techniques that allow children to develop distinctive survival skills. Plants and projects produced from this curriculum generate profits from our local farmer’s market. All proceeds recycle back into the center for additional projects. Furthermore, and most importantly the median of left-over profits will be calculated to adjust and generate a credit to all current, active, and enrolled accounts lowering the financial obligations financially responsible parties.

Activities in all age groups are based on the most up-to-date practices recognized by experts in the field of early childhood education. Our staff has access to publications and conferences on the latest developments available. We also conduct professional developments with our staff to provide equal opportunities to gain and improve the knowledge and skills important to their position.

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

###### ATC also offers 2 versatile monthly membership one tailored to part time care while the other gives you a little more freedom on a few Saturdays out of the month to get caught up on life! Review these options on our website. Because we allow so many part time members to help our community, we do not provide permanent part time potions. We highly recommend you learn more about our monthly membership if full time care is not intended.

**DAILY ROUTINE**

The daily routine is subject to change based upon the age and needs of each group. There is a potty time/diaper check before each transition. Hands are washed after toileting, before and after meals, and after messy activities and outdoor play. Outdoor play occurs daily if weather permits. On inclement weather days, large motor activities are offered inside the classroom. After lunch children will have a nap/rest period from 12:30pm to 2:30pm. Our staff will post the daily schedule and the learning objectives for that day in the classroom. In addition, children will bring home a daily report outlining the events of that day.

**MEALTIME**

Children are permitted to eat at designated meal times. All food sent from home to be served to your child must be labeled with your child’s name, date, and the preferred mealtime (breakfast, lunch, or snack). Meals sent from home cannot be heated up, so we ask that you please choose healthy foods that your child will enjoy cold, such as sandwich components, cheese, fruit, etc. Avoid peanut butter and tree nuts to protect classmates with food allergies.

**Nutritional Services**

ATC provides daily menus that meet the USDA requirements for young children according to their age. Menus are posted each week so that parents can be aware of what their children will be eating each day.

Due to licensing regulations, parents are not permitted to bring food to our school, except as follows. Should your child have any allergies or special food related needs, please speak with the Director (or designate) so that arrangements can be made to accommodate those special needs.

Parents are permitted to bring food to school for special occasions, such as birthdays, holidays, etc., as those foods will not be served to meet nutritional requirements. However, to ensure the safety of our allergic students, all food brought into the school, along with the ingredient labels, must be cleared by the front desk administration before it is brought into the classroom. On such special occasions, our regular meals and snacks will still be served.

**Birthdays**

If you wish to celebrate your child’s birthday at Around the Clock Child Care Center Inc, please notify your child’s teacher in advance. Our staff will be glad to assist you in making your child’s special day a memorable occasion. However, due to licensing regulations, latex products, such as latex balloons, are not permitted in our school as they may cause an allergic reaction.

**CHILDREN WITH SEVERE ALLERGIES**

Parents are required to provide a signed copy of the “Authorization for Emergency Care for Children with Severe Allergies” form, detailing any allergies, food or otherwise, from which their child suffers, at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child’s physician and parent(s) or legal guardian(s), and must be updated every six months, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional physician’s orders and procedural guidelines relating to the prevention and treatment of the child’s allergies.

Parents must also execute a “Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies” form.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy.

ATC is fully monitored with live web stream during operational hours. At any time during the day parents can open the assigned ap with a designated username and password to access the live feed from our center. At no time can anyone outside of ATC access this footage and usernames are DESTROYED when a child is unenrolled from our program. The security footage is for you to be connected to you child even when you are away.

**WHAT TO BRING**

Children will always need one seasonably and size appropriate complete change of clothing at the center. A complete change of clothing includes shirt, pants, underwear, and socks. All clothing items must be clearly labeled with the child’s first and last name. This includes coats, hats, gloves, scarves, and boots. ATC is not responsible for lost or damaged items of clothing.

For children who are not potty trained, please bring at least five clean diapers or pull-ups, and wipes.

Please remember to check your child’s cubby on a daily basis to make sure they have seasonably and size appropriate complete change of clothing, and an adequate number of clean diapers or pull-ups, and wipe.

For nap time, cots are provided by ATC Children should bring a blanket that can be folded neatly and stored with the bedding supplies. Blankets must have the child’s first and last name on them. We strongly suggest taking the blankets home on Fridays, or as often as needed, to wash them.

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum.

**DRESS CODE**

Children are engaged in various activities during the day. Some of these activities can be messy and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing.

Please do not dress children in clothing with difficult closures. These types of clothing present challenges for children and/or staff in relation to toileting.

Coats, hats, gloves, scarves, and winter boots must be provided in the fall and winter months. It is not necessary for the children to wear their winter boots to school. Teachers will change the children into their winter boots when they go outdoors.

Children are not permitted to wear open toed, and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes.

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

**NOTIFICATION OF ABSENCE OR LATENESS**

Parents who know in advance that a child will be late or absent are required to notify the center by 8:15am so that we can best prepare for the school day.

**ARRIVAL PROCEDURE**

If you would like your child to eat breakfast at school, please arrive by 8:30 am with their breakfast food. We strongly encourage parents to arrive by 8:45 am at the latest, so that children are included in greeting activities and have time to calmly set their minds for the day ahead. Drop-off after 10:00 am is not permitted unless parents notify the Director in advance (please see notification requirements above).

Upon arrival at ATC, the parent or the adult dropping the child off must sign the child into care on the sign-in sheet and help children put away their outerwear and get settled for the day.

Parents are required to notify the child’s teacher or the Director of any special instructions or needs for the child’s day. Please present the special instructions in the form of a letter and verbally discuss them with either the classroom teacher or Director. These special instructions include but are not limited to: Early Pick-Up, Alternative Pick-Up Person, health issues over the previous night which need to be observed and/or any general issues of concern which the childcare providers should be aware of to best meet the needs of your child throughout the day.

**PICK-UP PROCEDURE**

Parents or other authorized adult are required to sign their child out of care on the sign-out sheet. No cell phone usage is permitted at this time. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. Parents are required to handle all business issues prior to signing out their child, and should directly exit the building once they have signed their child out of care.

Parents who drive must park in an available parking space and may not leave a vehicle idling in the middle of Ridge Avenue. Please be aware that it is against the law to leave an infant or child in a car unattended.

Parents will receive written daily reports at pick-up. The classroom teacher will be able to briefly discuss the matter with you or another authorized adult at pick-up. However, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom.

**Field Trips**

Children who are four (4) years of age and older are taken on field trips from time to time. In order for a child to participate in a field trip, parents must sign a Field Trip Consent form for each trip. Field Trip Consent forms will be available for signature several days in advance of the trip. Phone or email consents will not be acceptable. Any fees for field trips will be noted on the form and must be paid prior to the trip.

For the safety of your child, other children and our staff, we ask that parents do not drop off or pick-up children at field trip locations.

**EMERGENCY/ALTERNATE PICK-UP ARRANGEMENTS**

At enrollment, parents will complete Emergency/Alternate Pick-Up information. Parents are encouraged to include any and all persons who, in the course of events, may at one time be asked to pick-up their child from ATC In an emergency situation the child’s parents will be called first. If they cannot be reached staff will call the persons listed on this form until someone can be reached.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list.

The persons on the Emergency/Alternate pick-up form will be required to provide photo identification. There will be no exceptions to this rule.

All changes and/or additions to the Emergency/Alternate Pick-Up form must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

**LATE PICK-UP**

Our program ends at 9:00 pm, however enrolled children must not be left in our care over a 10hr. span. Parents who pick-up children after we close or have reached 10hr marker will be charged $2.00 per minute, to be paid in cash at the time of pick-up (total late fee will be calculated based on the clock on the wall in the classroom). All late pick-up fees go directly to the staff members who stay past their regularly scheduled shift. If payment in cash is not possible, it is to be paid at drop-off the following program day. If balance is not paid, payment will be combined with tuition payment.

**DISCIPLINE**

Staff will encourage children to respect other people, to be fair, respect property, and learn responsibility for their actions. We will use the following techniques in doing so:

* Planning ahead to prevent problems
* Consistent clear rules
* Encouragement of appropriate behavior
* Positive guidance
* Redirection
* Involving children in problem-solving.

“Time-out” will be used if other management techniques are ineffective. “Time-out” or removal of a child from the environment, may be used selectively for children who are at risk of harming themselves or others. The time period will be just long enough for the child to regain self-control. As a general rule, this time period will not exceed one minute per year of age. Staff will monitor the effectiveness of “time-out” and maintain open communication with parents to use the most effective and appropriate means of discipline.

ATC recognizes that young children go through various stages of development. Certain behaviors are indicative of age. However, no child will remain enrolled if he or she:

* Causes continual, deliberate physical or emotional harm to other children.
* Requires more care than the staff can adequately provide without compromise to the other children.
* Continually disrupts the class to the extent that activities cannot be completed.

**PARENT/TEACHER CONFERENCES/COMMUNICATION**

Parent/teacher conferences are scheduled twice per year and include an overview of the observations of the child while at the program. Topics will include the child’s strengths, achievement of developmental milestones, and social-emotional growth in a classroom environment. Parents are welcome to schedule a conference at any time and are encouraged to communicate freely with staff and the Director.

During program time, staff members are usually not available to have long conversations. Parents are welcome to write notes, call or send e-mails to the Director. If you leave a message on the answering machine, the Director will return your call as soon as possible.

**PARENTS RIGHT TO IMMEDIATE ACCESS**

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at ATC, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order), ATC must be provided with a certified copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file, both parents shall be afforded equal access to their child as stipulated by law. ATC cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, it is suggested that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. Staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Director and are allowed in the childcare facility only at her discretion. An employee will always accompany visitors throughout the center.

**AGENCY’S RIGHT TO REFUSE ADMISSION**

Around the Clock Child Care Inc. reserves the right to refuse admission to any child at any time with or without cause.

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

1. The need to maintain compliance with licensing regulations.
2. Staff deems the child too ill to attend.
3. Domestic situations that present a safety risk to the child, staff or other children if the child were to be present at the center.
4. Parents’ failure to maintain accurate, up to date records.
5. Parents’ failure to complete and return required documentation in a timely fashion.

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

**STAFF EMPLOYMENT BY CLIENTS**

The staff of ATC is prohibited from being employed by any client (current or former). Parents are prohibited from soliciting any staff member for the purpose of employment. Such relationships include but are not limited to, baby-sitting, house-sitting, mother’s helper, nanny services, and carpooling regardless of whether or not those services are voluntary or paid.

**MANDATED REPORTING OF SUSPECTED CHILD ABUSE**

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of ATC are considered mandated reporters, under this law, and are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior, or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at ATC take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children. As mandated reporters, staff cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in “good faith.”

Causes for reporting suspected child abuse or neglect include, but are not limited to:

* Unusual bruising, marks, or cuts on the child’s body
* Severe verbal reprimands
* Improper clothing relating to size, cleanliness, season
* Transporting a child without appropriate child restraints (car seats, seat belts, etc.)
* Dropping off or picking up a child while under the influence of illegal drugs or alcohol
* Failure to attend to the special needs of a disabled child
* Children who exhibit behavior consistent with an abusive situation

Immunization

In order to comply with state law, parents are required to provide ATC with an immunization report, Washington Certificate, no later than thirty (30) days after enrollment and ongoing as the certificate expires. The certificate may be completed at the county health department or by your child’s physician. A child’s continued enrollment is predicated upon parents providing us with updated immunization reports as they become due. You can download a blank immunization form for your child’s physician to fill out located on our website http://www.ATCCENTER.ORG. Immunization exemption forms are also available.

**COMMUNICABLE DISEASES**

Please do not send your child to school if the following symptoms are present:

* Fever of 100 degrees or above (within the past 24 hours).
* Needs fever-reducing medication to maintain a normal body temperature.
* Vomiting for any reason.
* Diarrhea.
* Chronic cough.
* Excessive mucus coming from nasal passages, mouth or eyes.
* Needs cold medicine to suppress sneezing, coughing, or runny nose.
* Has an unexplained rash which has not been treated by a doctor.
* Any other symptoms of communicable disease.

When a child is prescribed antibiotics by a doctor, parents must wait 24 hours after the first dose of medication before sending the child to school.

Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached, but cannot pick their child up within 45 minutes, it becomes the parent’s responsibility to arrange for alternate pick up with someone listed on the child’s emergency contact form.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children must present a doctor’s note stating they are no longer contagious and can return to the program. ATC reserves the right to refuse to allow a child to return if staff believes the child to be too ill to participate in the program.

If your child will be absent due to illness, we request that you notify the center director. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with faculty on a “need to know” basis. If your child has a communicable disease, we ask that you share the diagnosis with the center director, so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. We will take all measures necessary to protect your child’s confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child’s absence from school.

**DISPENSING MEDICATION**

Around the Clock Child Care Inc. will only dispense over the counter and/or prescription medication that is in its original, labeled containers, and is accompanied by a doctor’s note with explicit dosage and administration instructions. Parents are required to submit a completed a Medication Form each day that medication is to be dispensed. One doctor’s note per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the doctor’s note must identify the dates that the medication is to be given. Medication will be stored in a locked area, out of the reach of children.

**INCIDENT REPORTS**

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident Report. The Incident Report will be placed in a sealed envelope and put in the child’s cubby. Parents are required to sign the report at pick-up time and return it to staff. Should a person other than the parent pick-up the child, a parent must sign the report and return it to the Director within 24 hours.

**Emergency Medical Procedures**

Children who require emergency medical attention while at ATC will receive immediate attention from our staff that is trained in First Aid and Basic Life Support. The person in charge will make the immediate decision as to whether further medical attention is necessary.

If a situation is not an emergency, you will be notified so that you can pick up your child for further medical treatment.

In the event that emergency medical treatment is necessary, your child will be transported to the facility identified on the Emergency Medical & Transportation Agreement and you will be notified to meet your child and a member of our staff at that location.

**Potty Training**

At Around the Clock Child Care Center Inc., we believe that it takes a partnership between the staff, parents and child to have a successful, positive potty-training experience. It is recommended that potty training begin when a child shows an interest. Parents and staff will meet to establish the training process. Patience and positive support will be given to children and their parents as they go through this learning experience together. We ask that you provide several changes of clothing each day for your child in the event of minor setbacks.

Special Needs or Referrals

Around the Clock Child Care Center Inc. is committed to providing a facility that allows children with special needs to remain in a “natural setting” while receiving the extra care that they need. Our staff and management are prepared to work with you to provide and/or locate the services that are necessary for you and your child.

**Security**

The safety of your child/children is our primary concern. As such, best effort is made to ensure the safety of all children in our care. In addition to the operational policies described in this handbook, ATC employs physical building security and safety training to its staff as well.

ATC locations employ either an automatically locking front door that can only be opened from the inside or by a unique key fob that is issued to each parent, or a secured door located behind the reception area with security code or key access to the classrooms. Additionally, there is a fenced perimeter with locking gates around the building and security surveillance cameras are in all classrooms and playground areas. You can access the security camera for your enrolled child’s classroom at any time of day. Upon withdrawal of your student your unique assigned access code to our facility and the live security footage will be disabled immediately.

Our staff is required to attend seminars on Safety and Injury Control, and Infectious Disease Recognition and Prevention. Our staff also receives CPR and First Aid training and is required to maintain their certification.

**FIRE/EMERGENCY DRILLS**

Fire drills are conducted every 60 days. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into or out of the program. Parents may feel free to wait with the child’s class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the Director will inform staff that the school will be closing early. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 1 hour of the telephone call.

**ALTERNATE SAFE LOCATION**

Should the Director or any emergency services personnel determine that the facility is too dangerous to be occupied, the staff will walk with the children to Lennie’s Hoagies, located at 6141 Ridge Avenue; or the Roxborough Branch Library, located at 6245 Ridge Avenue. Once children are assembled inside the building, the staff will begin contacting parents or emergency contacts for pick-up.

**EMERGENCY CLOSING AND INCLEMENT WEATHER**

If the Tacoma School District is closed or declares a delayed opening due to inclement weather, ATC will also be closed or delayed. Closing information is available on the Tacoma local news and our ATC website HTTP://WWW.ATCCENTER.ORG.

If you are unsure, please call the Director directly at (253) 368-9705.

If ATC must close during the day, staff will attempt to reach the child’s parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call, of the pick-up location should the children need to be evacuated from the child care center. Parents or emergency contact persons should report directly to the alternate location if one is given.

Should the center need to close for an emergency, tuition will not be refunded.

Around the Clock Child Care Center Inc.

**Parent Handbook Acknowledgement**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the parent/guardian of

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have received a copy of the Parent Handbook for Around the Clock Child Care Center. I understand that I must read, understand and agree to abide by the policies set forth in the ATC CHILD CARE Parent Handbook.

I acknowledge that I have received a copy of the Parent Handbook for ATC childcare. While I understand that the Parent Handbook is neither a contract nor a legal document, I recognize that it is my responsibility to read and understand the policies, provisions, and procedures contained in the Parent Handbook.

In addition, I understand that the contents of the Parent Handbook are subject to change. I acknowledge that the Parent Handbook will be revised in accordance with the rules or regulations of state, federal, and accrediting entities, best practices for child care service providers, or at the discretion of the Director. I recognize that any such revisions will supersede, modify, or eliminate the current contents of the Parent Handbook.

Moreover, I recognize that it is my responsibility to contact the Director for any questions I may have about the contents of the Parent Handbook now and in the future.

Parent/Guardian Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_