



Parent Handbook

Trinity Learning Center
12733 Kingston Pike
Knoxville, TN 37934
865-288-3420

Dear Parents:

Welcome to Trinity Learning Center (TLC). We are excited and consider it a privilege to share in your child's life throughout the coming school year. No matter your child's current age or stage, the year is sure to bring milestones, challenges, and plenty of joy!

Our goal, here at TLC, is to foster the development of the "whole" child: intellectually, socially, emotionally, physically and spiritually. We have chosen a comprehensive and balanced developmental curriculum with activities and experiences creatively presented at appropriate stages. We will facilitate the natural unfolding of each child's progress through these activities so that every child can experience success. As we begin this program together, we hope to create countless blessings in this nurturing environment. A theme of love and respect flows through TLC and we hope you will be enriched through your experience here.

Trinity Learning Center is a Christian-based child care program and provides an opportunity for spiritual growth. Children will participate in chapel, share in prayer time, listen to stories from the Bible and understand that God loves each of them. We will also have the opportunity to serve others by helping provide for local ministries here within our building at First Farragut United Methodist Church.

We are excited for the wonderful year that lies ahead. We ask for your prayers of God's blessings as we learn and grow together this year!

In Christ,

Jennifer Cline, TLC Director

Trinity Learning Center General Information

Mission

Through play based learning our teachers work to help children develop as a whole person; intellectually, socially, emotionally, physically, and spiritually. We provide a loving, Christian environment where children can grow through praise and encouragement. We believe that each child has a natural curiosity and desire to learn. By making learning fun, we will develop a love for learning that children can take with them throughout their educational lives.

Curriculum

At Trinity we strongly believe that play-based learning is best for children. Each day children will have time set aside for both free and guided play. Children will have access to centers that change regularly and offer different materials, methods, and areas of learning. They will be able to access these items every day with plenty of time for well-developed play. Teachers will help children learn, grow, and develop different learning areas with one-on-one time, reaching each child where they are.

Bible Curriculum

While we are working to prepare your children for school, we also want to prepare them for life. We do have a bible curriculum that our teachers will use where kids will learn a bible verse each month, hear bible stories, and learn fun songs that teach them about our great God.

Teaching Literacy through Emergent Curriculum

Early literacy is weaved throughout everything we do. Ways we will be teaching literacy are:

- ❖ ZooPhonics, a multi-sensory approach to teaching letter sounds and names.
- ❖ Language rich conversation.
- ❖ Bible stories, verses, songs and activities.
- ❖ Reading, both in organized group time and as naturally presented in play.
- ❖ Sound and letter awareness through games and activities.
- ❖ Multi-sensory approaches to letter introduction: writing in sand, painting letters with shaving cream, making letters with beans.
- ❖ Print rich environments.
- ❖ Songs teaching the alphabet, rhyming, and alliteration.
- ❖ Opportunities for emergent forms of writing: scribbling, drawing, random letter strings, coping words, writing names and other words.
- ❖ Engaging children in the writing process: captioning artwork, sign-in sheets, calendars, journaling, "writing the room."
- ❖ Interactive reading with child participation: using rhymes, fingerplays, choral repetition, clapping syllables, picture association, and identifying parts of a book.

Student Safety Curriculum

Children three years and older will be taught a state-mandated personal safety curriculum. The purpose of this safety curriculum is to improve self-confidence, develop emotional awareness and problem solving skills, create awareness and assertiveness to avoid child abuse, and give knowledge of every day safety skills like street, water, and fire safety. A copy of the curriculum is available in the school office for review.

In addition to the personal safety curriculum, students three years and older will also use a portion of the preschool “Safe Kids” preschool curriculum to learn how to listen and respond quickly to their teachers or trusted adults should a potentially dangerous situation arise. A copy of this curriculum is also available in the school office for review.

Licensing

We are licensed by the State of Tennessee, Department of Human Services (DHS) and operate as a 3-Star Child Care Center. Through regular visits, our evaluators look for enriching learning environments that teach health and safety, social, and academic skills. Our State licensing guidelines also include strict safety and security measures, specific teacher/child ratio, staff background checks, teacher continued education training and the confidentiality of your child’s records. We have scheduled visits with a licensed official along with unannounced visits yearly.

Fees, Eligibility and Enrollment Priority

Registration Date

- Mid-February for enrollment for the following school year.

Registration Fee

- Due when the child is registered.
- \$200.00 per child per year of registration. Siblings are an additional \$150.00 each. Registration Fees are non-refundable.
- \$50.00 Activities Fee per class will be charged with the first month’s tuition for fun events throughout the year.

Eligibility

Children must be at least 12 months of age as of August 15th to be eligible for enrollment in our center.

Enrollment Priority Status

1. Children currently enrolled in Trinity Learning Center
2. Siblings of children currently enrolled
3. Members of First Farragut United Methodist Church, Waitlist & Military families
4. General public

Waitlist

All families who are on the waitlist will be contacted as vacancies occur throughout the school year according to the date placed on the list and space available. Siblings of children currently enrolled have priority.

Tuition & Late Fees

1. Tuition is determined by the number of class days offered, with holidays and school closing days factored into those fees. All fees are to be paid on a monthly basis. The first tuition payment is due in May, or for summer enrollees with enrollment paperwork. The next payment will be due in August with subsequent payments due each month through April for a total of 10 payments.
2. After a 5 day grace period, a late fee of \$25 will be automatically assessed if payment has not been received.
3. All returned checks will incur a \$30 charge.
4. Unpaid tuition by the last day of each month could prevent continued enrollment.
5. In order to attend extended care and/or enrichment activities at TLC, you must have your tuition paid in full.

Enrollment Requirements Checklist

Enrollment cannot be confirmed until completion and submittal of the following:

- Registration Form and fees for each child
- Download and Sign-up with Brightwheel Child Care Management Mobile App
- First month's tuition along with a signed Tuition Agreement
- Completed TLC Student Information Form
- "Help Us Get to Know Your Child" Questionnaire
- Completed Health History Checklist
- Parental Release and Authorization Form
- *For children 3 years and up:* Personal Safety Curriculum Notification
- Signed Parent Orientation Checklist.
We will have an in-person parent orientation in August and allow for questions.
- Completed TN Department of Health Preschool Immunization Certification **with proof of having a physical examination.** This form must be signed or stamped by a Physician or Health Care Agency, with up-to-date documentation of age-appropriate vaccination
- *For children aged 5 by August 15:* Signed Parental Waiver/Understanding of Kindergarten Eligibility
- *For children 13 months and under or not yet walking:* Signed Infant Safe Sleep Policy
- Completed Influenza Information Notification Form (completed each Aug/Sept)

Children's Records

Changes in Emergency Information

It is critical that we have up-to-date information regarding releasing your child. We also need to maintain reliable emergency contact information for each child. Please keep your child's Brightwheel profile up-to-date. Notify the office if there are any changes to the following:

- Parent contact telephone numbers for work, home and/or cell, or email address.
- Changes to special medical information or allergies, etc.
- Removal of an authorized pick-up and/or emergency contact

Confidentiality of Children's Records and Photos

Your children's records are treated confidentially. Teachers only distribute a child's home address, phone number or email to classmates based upon your written permission. Records of children are required to be maintained for one year following the end of the child's enrollment. If you wish to see your child's records at any time or request a copy of something from the record, please make your request with the Director.

In brightwheel, we will send pictures of the activities happening in the classroom. Our Parental Release allows you to give written permission for these pictures to be shared with classmates. **Please never share a photo of another person's child on social media without their parent's permission.** Our Parent Release form will also allow you to choose whether or not you want your child's photo being used for our social media or website.

Withdrawal, Limited Refund Policies & Termination of Enrollment

Withdrawing from the Program

- A thirty (30) day notice is required to withdraw from a class. If you need to withdraw, please request our Withdrawal Form to formally do so. Forms can be dated with initial request/notification date.
- If any further tuition is due, TLC will invoice the family within a week of withdrawal notice. These funds will be due within 5 days. All future tuition invoices will be canceled.
- Refunds for class tuition will be given only in the event that a family has paid more than the currently due tuition. A refund will be given for any pre-payments or account credits going beyond the 30 day notice date required for withdrawal.
- Due to the unlikeliness of filling spots late in the school year, if a withdrawal date is after Feb 15th, 50% of the remaining school year tuition will still be due. The remaining tuition due will be calculated and one last invoice will be created for the total balance.

- If withdrawal is after registration in February and the child has already registered for the following school year, their spot will be forfeited with the withdrawal. Families can get on the wait list with priority as a previous family to register for the following year.

Missing School Due to Illness or Vacation

- No refunds will be given due to absence for short-term illness.
- No refunds will be given due to absence for family vacations.
- No refunds will be given due to absence for personal reasons.
- When a child misses a day of class, no credits are given in the form of additional days.
- In the event a child has a prolonged illness or serious injury that prohibits him/her from participating in a class for an extended period of time, please discuss the situation with the Director.

Termination of Enrollment by TLC

We reserve the right to terminate a child's enrollment at any time. Causes may include but are not limited to:

- If TLC is unable to appropriately meet a child's needs, a recommendation to terminate enrollment may be made by the Director and/or the Advisory Board. This decision will be at our discretion after prayerful consideration.
- Failure to provide accurate information on a child's enrollment documentation including information about a child's special needs, IEP's, medical concerns, diagnoses, or interventions a child might be receiving.
- Failure to pay tuition or extended care fees.
- Failure to provide required health documentation/records.
- In cases of excessive behavior that is dangerous to staff, other children, or the child himself, the child can be temporarily suspended or permanently removed from the program. Severity, danger, and nature of the behavior are considerations for how consequences are assigned. *See section on Extreme Behaviors below for more details.*

Class Transition Plan

Each child will remain with their assigned teacher for the duration of the school year. In May each child will complete that class and in August will be promoted to their next class.

Regular School Hours, Office Hours, and Extended Care

TLC School Hours

9:00 a.m. - 2:00 p.m. Monday-Friday

TLC Office Hours

8:30 a.m. - 2:30 p.m. Monday-Friday

TLC Extended Care Hours

8:00 a.m. - 9:00 a.m. and 2:00 p.m. - 3:15 p.m. Monday-Friday

CHILDREN CANNOT BE ACCEPTED EARLIER OR KEPT LATER THAN OUR POSTED SCHOOL/EXTENDED CARE HOURS

After hours, you can call and leave a message on our voicemail and it will be returned the following work day. If you should have an emergency after hours, you may contact us at any time through the Brightwheel app.

Trinity Learning Center is a No Phone Zone

Dropping your child off and picking them up is a very important part of their day. They may be nervous or excited, but giving them your full attention as you send them off to school is very important and helps them have a good and loving start to their day. The same is true with picking up your child. They will be excited to see you and tell you about their day. We want those times to be special for your children so cell phone usage will not be allowed inside the preschool with the exception of the Brightwheel App to check-in and check-out. Please finish all calls before entering the building so you are able to focus on what you love the most, your precious children.

Bringing Children to Class

- School doors will be opened from 8:50 to 9:00. The classroom door may remain closed while teachers prepare and will be opened by the teacher by 8:55 a.m.
- **Sign your child(ren) in with Brightwheel upon entering TLC and then take your child(ren) to wash their hands in the bathroom before entering the classroom.**
- Walk your child to their classroom and put items in the appropriate places. Quick hugs and kisses are best! Prolonged goodbyes make transitions more difficult for children.
- Class begins at 9:00 a.m. and school day activities will begin at that time. If you are dropping off two children, keep in mind it will take longer to get both to class.
- Please do not be late! Late arrivals interrupt activities already in progress. If you do arrive late, please make a quiet entrance with your child and make sure a teacher clearly acknowledges your child's presence. If your child is in a younger class, your late arrival may amplify or rekindle separation anxiety in other children. Therefore, infant & toddler teachers may request that you knock on the door and remain in the hallway for the Teacher to receive your child.

Picking Up Children from Class

- Class ends at 2:00 p.m. Please arrive on time to pick up your child. School doors will be open from 1:55-2:05.
- Any child remaining in the classroom past 2:10 p.m. will be taken to administration and will incur a \$20 “Late Pick-up Fee.”
- Please be on time for pick-up. It is very upsetting for a child to be picked up late. Also keep in mind if you are picking up two children, this process will take longer.
- If your child is staying for extended care, they will be taken by their classroom teacher to the designated classroom for after-hours play. They will need to be picked up by 3:15 p.m. Late fees also apply for late pick-ups from extended care after 3:15. Regular late pick ups from after care may result in the inability to be enrolled in after care.

Only in cases of extreme emergency will your child be allowed to stay after hours. Please contact the Director immediately if there is such an emergency.

Leaving School Grounds

Permission to Leave School

As a condition of your child’s enrollment, your TLC application includes your written designation of individuals who may pick up and transport your child from school. This information is also required on the student information cards you submitted upon enrollment and a part of your Brightwheel profile.

This information is critical and must be kept UP-TO-DATE!

Please contact TLC Office Staff immediately upon removing someone as an authorized pick-up.

If you need someone to pick up your child, (other than those designated on your information card or Brightwheel App.) you must provide written permission to the Teacher or Director. This applies to grandparents, relatives and friends. They need to be prepared to show identification.

In addition, with regard to releasing your child, please note the following:

- We will verify the identity (via official photo ID) of individuals prior to releasing your child to them.
- An appropriate child restraint seat/booster seat must be available to your child in any vehicle in which they ride. We will not release your child to ride in a vehicle unrestrained.

- *Impaired Release Policy:* If ANY person who, in our judgment, seems impaired in such a way as to place your child in imminent risk we will not release the child; however, if we believe that refusal to release the child could place staff or other children in imminent risk, 911 will be contacted upon release.

Building, Parking Lot, and Playground Safety

Building Safety

- TLC is a non-smoking facility.
- The building front doors will be locked during the school day and unlocked during pick-up. If you arrive and the doors are locked, please ring the doorbell for assistance.

Parking Lot Safety

- Please follow our traffic signs by taking the back drive into our parking lot. This will keep the front drive clear of cars for families to safely cross to the sidewalk.
- Park only in designated spaces, not along the curb or drop off areas.
- Only use “Handicap” spaces if authorized.
- SPEED LIMIT IS 5 MPH!
- Enter by following the crosswalk/sidewalk to the right of the building down to the first floor.
- Keep your child(ren) at your side and firmly in hand when walking in the parking lot.
- Follow any posted special notices or restrictions in lot usage.
- Never leave children in cars or in the parking lot unattended.

Playground Safety - During School Hours (9:00 a.m.- 2:00 p.m.)

- Each class has a designated playground time; children are closely supervised by our staff. Posted rules for safety using the playground and equipment are strictly enforced.
- Gates are kept closed at all times.

Playground Safety - after School Hours

- Due to DHS regulations and insurance liability concerns, the only children allowed on the playground after regular school hours are those enrolled in TLC’s Enrichment Programs or Extended Care.

After-Hours Building Safety

- Children may only re-enter the building with a parent or other designated adult.
- Children must be supervised by an adult while in the building.
- After-Hours play is not allowed in the Indoor Playroom.
- No running or shouting, please! (Same rules as during school hours).
- Children are to remain under the supervision of their parent/guardian after dismissal from school while on the school campus, inside and outside the school, or in the parking lot. Children are to refrain from climbing on or being destructive to church property after dismissal.

A Day at TLC

Throughout our day we may experience:

- Circle time
- Free play
- Language & Literacy
- Story time
- Playground time
- Directed Art and Free Art
- Snack
- Lunch
- Craft activities
- Music & Movement
- Bible stories

Our 2's and under classes have nap time. Children that nap will be allowed to awaken on their own or awakened at pick-up. Those that do not nap will be offered quiet activities.

Children 13 months and younger must follow our Safe Sleep Policy:

- Infants will always be put to sleep on their backs.
- Educators will check to make sure no food is in the child's mouth before putting the child down to sleep. Children can not be put to sleep with a bottle.
- No toys, mobiles, soft objects, stuffed animals, pillows, blankets, bib, positioning devices, or extra bedding will be in or draped over the crib.
- Our complete Safe Sleep Policy is distributed to families of infants at enrollment.

Bible lessons are taught in every classroom. Our 3's, 4's and 5's also have Chapel once a month.

Our 3's, 4's, and 5's have a scheduled STEAM class once a week. STEAM classes may be offered for younger children periodically throughout the school year.

Special events that occur throughout the year include:

Pumpkin Patch
Picture Day
Christmas Celebrations
Fun Day
Jersey Day
Dr. Seuss Week

Trunk-or-treat
Christmas Program
Valentine's Party
In- School Field Trips
PJ Day
Easter Celebrations

TLC Video Policy

Classrooms use videos in a limited manner at TLC as children learn best with hands-on learning. We do understand though that a short video can enhance the learning for a lesson. All videos will be previewed by a teacher and approved prior to use. Parents will be notified in advance of a video viewing in their child's classroom. These will be less than 5 minutes in length unless for a special event or party that is detailed to parents prior to the event. No videos will be used for students under 3 years old.

Impromptu videos will only be shown in instances where indoor recess is necessary and these will be age-appropriate fitness/exercise/movement videos. These may be shown *without prior parent notification*. Please note that any time a video is shown, children are provided with another play alternative. No child is required to sit and watch a video as they will always be allowed to choose another activity,

Visitors at TLC

If you come to TLC to help in a classroom or be part of a special event during regular school hours, you must sign in on our Visitor Log on the desk in the front lobby. You will need to leave your name, address and phone number. This is a requirement of DHS.

A written parental permission form must be completed any time a child is to be observed by a non-child care agency staff (i.e., Lions Club, DENVERs Testing, etc).

Parents will be required to sign a release of liability form for all after school hours Enrichment Activities (which may include, but not limited to: Soccer Shots, Teams of Tomorrow Basketball, etc.)

Dressing for School

Clothing

- Dress your child in comfortable clothing that will allow him/her to enjoy activities such as art, outdoor play & sand play. Label all coats, hats, or items that are frequently removed during the school day. Please include an extra change of clothing in your child's backpack in case of accidents or extreme messes.

- If a child does not have a change of clothing in his/her backpack, the child will be put in borrowed clothing from TLC. Please wash and return this clothing ASAP. In the event where the child does not have a change of clothes and borrowed clothing is unavailable, parents will be asked to pick up their child from school. Please consider TLC when upgrading your child's wardrobe. We are always in need of spare clothing for children to borrow.
- Please check TLC's lost and found for missing clothing and personal items.
- Choose clothing which is free of complicated fasteners and ties. We encourage independence in using the bathroom. Children should require as little assistance as possible
- Please dress diaper wearers in pants that pull down easily from the waist. We all want diaper changes to be over as quickly as possible!

Shoes

- To protect your child's feet during the very active play that we do while in school, please have your child wear tennis shoes or other closed-toed, soft-soled shoes.
- To help prevent accidents and injuries, please do not send your child to school in sandals or flip-flops. Loose fitting shoes such as "croc's" are not a good idea either. These types of shoes get filled with mulch on the playground, slip off easily, and can get hung up on climbing structures.

Outerwear & Jackets

We go outside everyday for outdoor play when the temperature range, after adjustments for wind chill and heat index, is between 32 degrees and 95 degrees and not raining. (*Note: We also follow the Knox County Health Department's Air Quality Conditions pertaining to outdoor activity.*) It is recommended that you send seasonal outerwear each day. On our coldest winter days, it is nice to have a hat and gloves as well. Please make your child aware of the items in their backpack so they can get them as needed.

Bringing Items from Home

Except for comfort items needed during rest time or the first days of school, we ask that you leave personal toys and items at home. Many Teachers offer "sharing time" or "show and tell" where special items may be brought to school. These items will remain in the child's backpack or in the "share" box. Please check with your child's Teacher for specific instructions on items from home. **Please - No toy weapons will be allowed at school.**

Food at School

Parents are required to provide a healthy snack and lunch each day. Please make sure you cut foods into CDC recommended “bite-size” pieces appropriate for your child’s age. All circular, air-way sized foods that are considered choking hazards must be cut in half lengthwise to avoid the danger of choking. This includes foods such as hot dogs, cherry tomatoes, grapes, olives, baby carrots, etc.

Snacks

All children will have a mid-morning snack each day. The snack, according to the DHS standards, must contain a grain and a fruit and/or vegetable. We will serve water if a drink is not provided.

Lunch

All children will need to bring lunch from home. This helps us to avoid any allergy concerns. TLC refers to the USDA and the American Academy of Pediatrics Lunch Food Guidelines for Children ages 1-12 in selecting and recommending food choices for enrolled children. Please include in your child’s lunch each of the following:

- **milk (required)** unless your child has milk allergies.
- 2 servings of fruit or vegetables.
- 1 serving from the bread/grains group (Ex. - bread, roll, pasta, rice).
- 1 serving from meat/meat alternative group (Ex. - meat, cheese, egg, peanut butter).

Other Lunch Suggestions

- Lunch foods cannot be heated or refrigerated (use an ice pack).
- Each lunch also needs to contain a napkin and any utensils that are necessary.
- Finger foods are a great choice. Make sure you cut foods into CDC recommended “bite-size” pieces appropriate for your child’s age. Cut choking hazards (i.e., hotdogs, grapes, etc.) lengthwise.
- Do not send food in glass containers.
- Please, no candy, high-sugar desserts or carbonated beverages.
- Small snacks that are considered choking hazards by the American Academy of Pediatrics will not be allowed. Examples are fruit snacks, marshmallows, and popcorn.
- Remember, milk is the best beverage and is a **MUST** for school lunches unless your child has milk allergies.

Special Treats

You may wish, or you may be asked to periodically send snack foods or special treats for the entire class. Please check with your child's teacher regarding any restrictions, allergies, etc. and follow the teacher's requests carefully.

Absences

If your child is absent or unusually late for any reason please notify us via Brightwheel messaging so that teachers can be made aware. For pre-planned absences, let your teacher know the dates as soon as possible so that they may plan accordingly. If your child is absent due to illness please let us know the symptoms or diagnosis. It is helpful to have this information so that we can keep track of general or seasonal illnesses to which children may have been exposed.

Illnesses

If your child shows signs of illness, please do not bring him/her to TLC. This is for your child's comfort and recovery as well as the protection of the other children and our staff. We cannot care for a child at TLC who shows signs of the following:

- Fever
- Sore Throat
- Earache
- Persistent Cough
- Rash of unknown origin
- Thick, runny nose (that requires frequent wiping)
- Unusually fussy or lethargic, requiring more attention than normal, or more attention than we can reasonably provide in a room with other active children. (Your child's behavior can be a guide to how they really feel).
- Diarrhea
- Vomiting
- Headache
- Pink Eye

In addition, a child must be **fever free for 24 hours without fever controlling medications before returning to school, free of diarrhea or vomiting for 24 hours** and in the case of strep, the child must have been under antibiotic treatment for at least 24 hours. If a child is to become ill at school, or show signs of any illness listed above, we will isolate the child from others and contact a parent. We will not hesitate to call if we suspect illness. If deemed necessary we will call 911 for medical assistance.

Accidents

In case of accidental injury, we will make an immediate attempt to contact the parent. If we cannot reach you and feel it necessary, we will call the child's Physician (as listed on your enrollment information). If deemed necessary, we will call 911 for professional assistance. You will receive an Accident Report that will require a parent signature on the date of the accident.

Please keep your emergency contacts and phone numbers up to date in Brightwheel. This is most important in case of an emergency.

Medication

If your child is to receive medication at TLC, you must complete the appropriate "Permission to Administer Medication" form with directions for the Director to administer the medication. All medication MUST be in the original container with an expiration date, labeled with your child's name, and include clear dosing instructions including time. Fever reducing and cough/cold medications will not be given at school. If a child needs these, they should stay home. If a child has life-threatening allergies, a written plan of action endorsed by the child's pediatrician or licensed medical provider will be required.

Per DHS rules, Diaper cream, sunblock, and chapstick are considered medication and must have a completed "Permission to Administer Creams" form to be administered by staff personnel.

Potty Training Policy

Children enrolled in our 3's and older classes are expected to be potty trained before the start of school. Our definition of potty trained is that children are wearing underwear, not pull ups, and that they are able to tell someone when they need to go to the bathroom. If a child is having 2 or more accidents in a day, we will call their parents to come pick them up. If frequent accidents are a regular occurrence, we will talk with the family to come up with a plan to help overcome this hurdle. We do understand that starting school is an adjustment period and that accidents do happen. We will work with students and families to get through this process. If students are still continually having accidents into October, they may be asked not to return after fall break until the process is complete. We also want to ensure that our school stays healthy and sanitary and the days run smoothly for all of our students.

As our 2 year old students turn 3 during the school year, they will be expected to be using the potty as well. Our teachers want to help parents through this challenge and potty training is part of our 2 year old curriculum. As students begin to show potty readiness, our 2's teachers will communicate with parents and children will need to wear pull ups with velcro sides to help support this process. Teachers will work with parents throughout their 2 year old year to potty train and be ready to hit that big milestone. This will require consistency and work at home too. We appreciate your support with this as we work together to jump this big parenting hurdle.

Children with Developmental Delays or Special Needs

Young children develop at all different rates and many developmental delays are noticed in preschool when children are with their peers. If teachers notice that your child shows some delays, they will reach out to you and recommend that you seek further screenings with your pediatrician or another professional. We have many resources and referral information that we can share with families, with many being free services. Our TLC staff wants to be a support to families during this time. Early intervention is critical in helping children catch up and reach their full potential. We want to work together with specialists to create continuity of care for children and include as much of the same strategies at school. In order to do this, families must share any IEP's or treatment plans with TLC. If it is found that more assistance is needed for a child than we can provide at TLC, we will work with families to help their child transition to the appropriate care.

Behavior Policy

TLC School Rules

1. We Show Respect
We use quiet voices inside.
We listen with our ears.
We use kind words.
2. We Are Safe
We walk.
We keep hands and feet to ourselves.
We stay together.
3. We Are Responsible
We clean-up.
We take care of our toys.
We help each other.

Rules on the Playground

1. Slide only on your bottom.
2. Tell a teacher if you are hurt.
3. Keep sand in the sandbox.
4. Only throw balls; not rocks, mulch, or sand.
5. Let our friends inside learn by staying away from the windows.
6. Stay where a teacher can see you.

Discipline & Behavior Management

We use discipline in positive ways to help a child achieve the behaviors necessary in a classroom setting-not to punish. Children are redirected when possible and teachers work to catch them “being good”. Teachers will discipline quietly in order to preserve the child’s dignity and are always kind toward the child, even when firm guidance is required.

Consequences for Breaking the Rules

- 1st time rule broken - Remind of rules and attempt redirection.
- 2nd time - Verbal warning and reminder of the rule.
- 3rd time - Find a spot to relax and “Think it Over” spot - one minute per age of child (only ages 3 and up).
- 4th time - Child comes to Director’s office for a talk about rules.
- 5th time - Student returns to Director’s office and a note is sent home to the parents.

Extreme Behavior Policy

TLC’s primary focus is to keep all students and staff safe while at school. While we work extensively to help children who are struggling, we cannot sacrifice the care of others while doing so. Our goal is to create positive learning environments that focus on preventing termination from our program, encourage partnerships with families that support healthy development, and ensure fairness, equity and continuous improvement to support children’s social, emotional and behavioral health.

The following behaviors will require special intervention from parents:

- Continuous daily disruptive behaviors (i.e. not following school, class, or playground rules, non-compliance towards staff, refusal to physically transition between spaces, etc.)
- Showing aggression towards or hurting other children, staff, or self
- Turning over furniture or throwing items
- Tantruming or exhibiting tantrum-like behaviors for longer than 30 minutes
- Requiring one-on-one attention to manage self for longer than 30 minutes

If a child has continued difficulties with behavior and/or exhibits aggressive behavior, TLC will take the following steps to help the child manage his/her behavior:

1. The teacher will provide intervention with redirection and/or a calm down time in the classroom.
2. Director, Assistant Director, or Support Staff will assist with intervention and redirection and/or a calm down time away from classmates. Office notes will be sent home.
3. If defiant or aggressive behavior continues or the child is still unable to calm down, parents will be contacted and the child will need to leave the school for the remainder of the day.

TLC will actively work alongside parents to help a child who is struggling. Parent conferences will be required to help find the best way to help the child. The following interventions may also be required to properly support the child and maintain enrollment at TLC:

- Creating and following a behavior management plan
- Identifying and engaging with mental and behavioral health consultants and community resources after obtaining parent permission (this may include classroom observations, consultations with parents and/or staff to support the child's learning environment)
- Reducing the number of days or amount of time the child attends TLC
- Daily documentation and communication between staff and parents
- Parent attendance and/or enrollment in outside programs that support children's social, emotional and behavioral health

Parent refusal to participate in interventions to improve child's behavior concerns or lack of behavior improvement during interventions may result in termination from TLC. If a termination must occur, TLC will attempt to assist the child and family in transitioning to another program or finding alternative care.

Communication

Each class teacher will use communication methods such as brightwheel messaging, monthly newsletters, parent conferences, etc. The TLC office's main source of communication will be through a monthly newsletter which will be issued through brightwheel messaging.

Please make sure you have your notifications turned on in brightwheel and that you take time to read your messages and monthly newsletters. This will keep you up to date on everything you need to know.

Brightwheel will be the best way for you to communicate with our staff. These messages are checked regularly. If you would like to talk with your child's teacher at any time, this is a great way to do it. While teachers will have access to messages, please do not expect an immediate response as teachers will be focusing on your child throughout the day. If you need immediate assistance, please message administration or call the school.

A Parent Engagement Bulletin Board is located right inside the building entryway. Useful information is posted on this board on current parenting topics and what's happening in our school.

Questions/Concerns

Please DO NOT try to talk to your teacher or other staff about issues regarding your child during drop-off or pick-up time. We want to make sure these conversations are at a time and place where they can remain confidential. Arrival and dismissal are hectic periods in our school and it is neither fair nor productive to try to have a discussion about your child at these times.

It is helpful if you can share important information, make special requests, ask questions, or share concerns through brightwheel. If you would like to talk with your child's teacher, letting them know ahead of time will allow them to plan a confidential time talk with you. If you would like to talk with an office staff, you can select the Admin-Parent feature and your messages will only be seen by our administration.

Parent Conferences

Parent/Teacher conferences will be scheduled 3 times throughout the school year. These are scheduled for the fall, winter and spring. Parents are welcome to ask your child's teacher for a conference at any other time they feel necessary. These can be arranged as face-to-face appointments or pre-scheduled phone calls at a mutually convenient time.

Family Engagement

Parents are a child's first teacher and at Trinity we want you to be a part of your child's preschool years. This shows a child that school is important to you, that you are working with their teachers, and that we work together to create their supportive community.

Our school offers different monthly opportunities where you will be able to be a part of your child's educational experience. We may have you share part of your family with us through pictures, do fun activities with your child at home that follow along with what they are doing at school, send in special items for school projects, as well as volunteer opportunities, parent education opportunities, or ways you can serve on a parent committee.

Some of our current parent involvement opportunities include:

- Substitute Teachers
- Special Events Volunteers
- Hospitality Team
- Gardening Crew
- Helping Hands Committee

We hope that you will take advantage of some of these great opportunities to be a part of your child's first school years.

Babysitting or Child Care Policy

TLC discourages our staff from babysitting or providing child care for our families. If you choose to employ any member of our staff for this service, a "Hold Harmless Agreement" must be completed and signed by both the staff member and the family.

Emergency Preparedness / Multi-Hazard Plan

At TLC, we have a very extensive emergency preparedness plan. It is our top priority that we keep your children safe under any circumstances while they are in our care. We have done our best to plan for any special circumstances that might require a different type of care. Plans for emergency situations (fire, extreme weather, etc) are reviewed annually and will be continually maintained. Staff is trained in the appropriate response for each of these emergency situations. The specific type of emergency will guide where and what special care will be provided. We want you to be aware of your role if one of these events might occur.

In the event of a weather emergency or unsafe outside conditions or threats, we would **Shelter On-Site**. In this plan, the children and staff will be cared for indoors at the center and the center may be secured or locked to restrict entry. If conditions call for relocating to a safer area, we will shelter in the basement. Parents will be notified if they need to pick up their child before their regular time.

Should we need to leave the building, our first evacuation site would be the parking lot. If the entire premises is deemed unsafe, we would **Evacuate to another Site**. We would transport children and staff to Christ Covenant Presbyterian Church's parking lot (12915 Kingston Pike). In the case of an emergency evacuation, children will be walked or transported in staff vehicles, making every attempt to use a seat belt for each child.

If an emergency situation does occur, we will notify parents in Brightwheel. We will also place a note on our doors and notify news and radio stations with details. You can also attempt to call First Farragut United Methodist Church's office number at 865-966-8430. Once the emergency is over, parents will be informed and reunited with their children as soon as possible. Staff will remain with children until they are reunited with parents or guardians.

TLC does follow the Knox County schools' inclement weather plan. Therefore, if Knox County schools are closed or implementing a delayed start, TLC will follow the same plan. In addition, if Knox County is released early due to the weather, you will need to pick-up your child immediately.

The purpose of sharing this information with you is to reassure you that in the unlikely event of an emergency, we are prepared to handle all types of emergencies in a way that will ensure the safety of the children in our care. If you have questions regarding this information or wish to review our entire emergency preparedness plan, please talk with the TLC Director.

Tennessee Health and Wellness Initiative

TLC follows the health and wellness guidelines set by the TN Department of Health and observed by periodic reviews by the Department of Human Services. They are designed to enhance policies related to health and wellness within licensed childcare facilities across Tennessee.

Your child's health is very important to us and we want to give your child the healthiest start possible. By integrating nutrition and physical activity into your children's daily routine and teaching healthy habits, children receive repeated exposure to information and principles for healthy living. It is this repeated exposure and experience with nutrition education and physical activity that will influence children in a positive way. Children will begin to understand that nutrition and physical activity are a regular and essential part of each day, thus reinforcing a lifetime of healthy habits.

Tobacco-Free Campus Policy

- The childcare provider campus shall be free of all tobacco-related products, including smoking, smokeless and electronic products. Childcare employees and volunteers may not use tobacco or tobacco-related products while off-campus at provider-related activities (i.e., field trips, walks, and or other outdoor activities).
- "No Smoking" signs are posted at our entrance, as required by state law.