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Welcome and Welcome Back!!!!!

Congratulations!!!! The Flanner House Staff extends our warmest welcome to new and returning families! We are excited and humbled that you have chosen to entrust us with your scholar’s Pre-K learning experience. We look forward to this being our most exciting and productive year thus far.

Childhood is full of exciting new experiences which we, as parents and teachers, relive through the eyes and laughter of our children. The first day of school is an exciting milestone in your scholar’s life. Your scholar is starting a journey that will lead them on many roads of discovery and learning.

Preschool is essential for children because a child’s mental and physical development is most rapid during infant years through the age of 8 years. For many children this may be their first experience of separation from parents/guardians at home. It is common for them to feel anxious the first day of school. In spite of this, we plan to have some exciting activities for them so that they can adjust quickly!

We also would like to provide a few suggestions for assisting your scholar during this transition. Remember, the preschool staff will be available to provide support and assistance; making your child’s first school days’ happy days.

- Prepare your scholar for the new school experience by explaining what to expect.
- Answer all questions directly and honestly.
- Convey a positive attitude. (Young scholars are aware of your feelings. Your excitement will assure them that school can be a fun and exciting place.)
- Establish a routine involving both the night before a school day as well as morning prep.
- Lay out your scholar’s outfits the night before so there is no problems in the morning.
- Put homework in the car after finishing it so it will not be forgotten the next day.
- Clearly state to your scholar where you will be and when you will return.

Welcome again!!!!!!!

Together we will make this experience exciting, fun, and educational for everyone. Please note that the information contained in this handbook is not intended to be all inclusive of every rule and/or policy; the handbook is subject to change at any time.
Philosophy/Hours/General Information

Program Philosophy and Goals
All scholars deserve a high quality early education. Flanner House Child Development Center is a school where scholars can learn AND have fun while achieving age appropriate skills that will promote personal and academic success. Our staff provides a quality, developmentally appropriate, child care environment. Scholars can learn, grow and explore while being supervised by caring and professionally trained adults. Flanner House is a partner in the progress of developing and maintaining quality environments which are accessible and affordable for their families. Programs and activities which equip scholars to become engaged learners and strong leaders are provided daily for scholars ages Infants (3 months) through 5 years.

Commitment to Quality
* Year round academics
* Extra-curricular activities
* Small classroom settings
* Community partnerships
* Family-friendly environment and events
* Safe and healthy learning centers
* Informed, knowledgeable, and professional trained teachers/staff
* Nationally recognized curriculum and assessments
* Developmentally appropriate programs/activities
* Adequately equipped classrooms with age appropriate supplies and materials

Program Highlights
* Licensed Child Care Center
* Level 4 Indiana Paths to Quality
* Partnership with United Way
* Child Care Adult Food Program Provider
* Child Care Development Fund (CCDF) Provider
* On My Way Pre-K Provider
* Department of Veterans Affairs TANF Grant Provider

Program Services
* Infant Care
* Toddler Care
* Preschool
* Pre-K
* Monday-Friday
* Hours: 6:00 am - 6:00 pm
* Family Engagement Opportunities
* Volunteer Opportunities

We look forward to partnering with you in the care and education of your scholar!
USDA Non-discrimination Long Statement
(Flanner House Child Development Center does not discriminate for any reason. If providing care is not within our means, we may decline service.)

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: https://www.ascr.usda.gov/ad-3027-usda-program-discrimination-complaint-form, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. Submit your completed form or letter to USDA by mail, fax or email to:

U. S. Department of Agriculture
1400 Independence Avenue, SW
Washington, DC 20250, Mail Stop 0115
PHONE: (202) 720-3808
FAX: (202) 690-1782
email: program.intake@usda.gov.

This Institution is an equal opportunity provider.

Confidentiality and Privacy Statement
The confidentiality of each scholar’s information is strictly maintained to protect the privacy rights of the parents and scholars. There will be no discussion or otherwise communication in any form of information concerning the care or condition of any scholar with unauthorized individuals unless required by law.

Business Hours
We are open Monday through Friday from 6:00am to 6:00pm; each family chooses a block of time for childcare. It is important to call in advance if there are any sudden changes including, but not limited to: late arrivals, late pickups, absences, and any other important scheduling issues.

Drop-offs can be as early as 6:00am. Pick-ups can be no later than 6:00pm. There is a $25 fee after 6:00pm and $5.00 per minute after 6:07pm. These fees apply to the pick-up times that you select in your enrollment packet. Additional fees and/or different fees apply to professional development early closure days and will be posted when necessary. Staff will call the proper authorities for scholars who are still at the center at 6:30pm.

To ensure the safety of your scholar, only you or the person(s) listed on your “Additional Emergency/Authorized Contacts” sheet may pick up your scholar. You must add/remove people from the
pickup list in writing and in person. Please inform them to have proper identification (valid state issued picture identification). Your scholar will NOT be released to anyone who is not on a list that you provided in writing.

**Inclement Weather Policy**
It is the policy of Flanner House Child Development Center to remain open during most periods of inclement weather; however, where extraordinary circumstances warrant, due to weather or other unforeseen business interruption the center reserves the right to close the facility.

As it pertains to inclement weather, Flanner House will operate based on Indianapolis Public Schools (IPS) closing schedule. If IPS is closed due to inclement weather, Flanner House Child Development Center will be closed. If IPS is on a two-hour delay, Flanner House scholars have until 10:00 a.m. to arrive. Regardless of any time change at the beginning of the school day, all scholars MUST be picked up no later than 6:00 pm every evening, or parents will owe late fees based on the late pick-up fees policy.

**Teachers/Scholar Ratio**
All volunteers and staff employed by the center must undergo state mandated background checks, physicals, be at least 18 years of age to work with children Infant (3 months) to 5 years old (at least 21 years of age to work with infants). Teachers/assistant teachers must have earned a high school diploma or its equivalent and hold a CDA or be working toward earning a CDA.

Classrooms are staffed to remain in the state mandated teacher to child ratio:

<table>
<thead>
<tr>
<th>Age Group</th>
<th>1:4</th>
<th>1:5</th>
<th>1:10</th>
<th>1:12</th>
<th>1:15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant</td>
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<tr>
<td>Toddlers</td>
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<td>3 years</td>
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<td>4 years</td>
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<td>5 years</td>
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<tr>
<td>Maximum Students per Room:</td>
<td>8</td>
<td>10</td>
<td>20</td>
<td>24</td>
<td>30</td>
</tr>
</tbody>
</table>

**Enrollment Process**
Before your scholar can be enrolled, we must have the following:

- The completed and signed enrollment packet
- CACFP (meal form) application
- All documents listed on the enrollment checklist
  - Current immunization record
  - Physical examination completed (physical must have been completed with 11 months prior to the enrollment date)
  - Signed fee agreement form
  - Parent/guardian valid state issued picture identification
  - Scholar’s birth certificate
- Asthma management form if medically necessary and signed by physician
- Medical management form signed by physician if necessary

**Verification of Legal Custody**
We must have a copy of the court order recognizing the parent who has legal custody of the child, as well as visitation schedules. Otherwise the center will only release a child to his/her parent. In the event that there is a discrepancy, Indianapolis Police Department will be notified to sort out the matter. We are limited on what we can and will enforce.
**Payments and Late Fees**
Payments are due and expected weekly; each Friday prior to the week the scholar is attending. Parents/guardians may pay as far in advance as they wish. Money orders and debit/credit card payments are accepted only. We allow a two-business day grace period. Those payments not received by the following Tuesday at 12 noon will incur a 15% late fee and your scholar will not be able to return until all fees are current. If there are any emergency situations or extenuating circumstances, feel free to have a discussion with the Director or Assistant Director. Parents/Guardians will be held to this contract unless exceptions are made and agreed upon in writing and signed by all parties via the fee agreement form. Should it become necessary, we will take all outstanding accounts to court and collections and the parent/guardian is responsible to all court costs and incurred fees and or late charges.

**CCDF Grant Parents**
Parents have to be in compliance with the CCDF rules and regulations (please see your information packet provided by the CCDF office), which includes but are not limited to swiping your Hoosier Works card daily as well in signing in/out your scholar daily. If there are extenuating circumstances as to why you cannot swipe, **you may only miss two swipes.** Your swipes must be caught up by day three or your scholar(s) may not return until all swipes are up to date. Failure to remain in compliance will result in contacting the agency of which your scholar’s tuition is funded and possible termination of services. CCDF Scholar are also required to have **25 hours** accounted for attendance each week. We encourage parents/guardian to keep track of your scholar(s)’ attendance by utilizing the portal at www.hoosierchildcare.com.

**On My Way Pre-K Grant Recipients**
All OMWPK scholar are required to have a minimum of **85% attendance** for the entire school year and must sign your scholar in/out daily to remain in compliance with the grant.

**General Attendance**
All scholars must arrive to school no later than **9:00am** regardless to the selected attendance block. Scholar(s) must be picked up by the end time based on their block selection. All scholars must be signed in/out daily and swipe in/out daily (if applicable). Non-compliance will result in possible expulsion from the program and/or lose grant funding.

**Arrival and Departures**
Children are to arrive clean, healthy, and properly dressed. Your scholar(s) should also be fed prior to arriving, if a late arrival causes him/her to miss meal time. Breakfast is served at 9:15am and completed by 9:45am. Lunch is served at 11:30am and completed by 12:30pm. Afternoon snack is served at 3:00pm.

Scholars who are dropped off to school for the day are only to be released to authorized parties at the end of their day. (ex: If a child is picked up at 1:00pm that is the end of that child’s day on that particular date.) **Exceptions to this policy are:** If there is a court order for pickup and drop-off within our hours of operation or there is a scheduled therapy time for the child within the school day.

Parents are to escort their scholar(s) into the building and their classrooms upon arrival. Scholars are not allowed to walk into the building or into their classrooms unaccompanied by a parent/guardian. This gives both the parent/guardian and the teacher the opportunity to discuss any schedule changes for the day or anything else. Scholars are not allowed to roam the building or classrooms unaccompanied by their
parent(s)/guardians. This is extremely important at pick-up. Please do not allow your scholar(s) to leave the building until you are leaving with them.

**Cleanliness/Hygiene**
We strive to maintain strict cleanliness and hygiene standards! **All scholars are required to wash their hands upon arrival.** We would like to encourage parents to help make this part of the daily routine by doing it with your scholar upon arrival. Parents/guardians may stand right outside of the bathroom door while your scholar washes and dries their hands, and then the scholar can be escorted to their classroom.
The children's hands are washed upon arrival, before and after meals, coming in from outside and after toileting at a minimum. If these skills are stressed at home also, your child may remain a good hand-washer when he/she gets older. Please have your child bathed and dressed for play. A clean child is a healthy child.

It is essential to health/safety standards and mandatory that all parents/guardians bring a change of clothes for their scholar(s) to be left at the school. This is not only for scholars that are in diapers or who are potty training. There are many reasons in preschool that may require a child to change their clothing. Accidents are certainly the most predominant reason. Scholars of ALL ages occasionally wait too long, have tummy problems or get too busy doing something to stop and use the restroom. We like to be discrete as possible with accidents, which can often be difficult when a scholar does not have a clean extra set of clothes available. This draws attention to them in class and causes unnecessary teasing. While this is obviously discouraged, it is a problem that can be avoided.

We also have scholar(s) put their coats and shoes on in preparation for your arrival time. Please keep us informed, so we can keep the scholar informed. Drop-off and pick-up times are not a good time to discuss serious problems. Little ears and minds hear and understand everything. We will do our best to have discretion when discussing personal matters. We ask that you do the same.

**Infant/Toddler Parents/Guardians** are required to provide new unopened package of pull-ups/diapers and hypo-allergenic baby wipes in addition to a complete change of clothes for their children to have onsite.

**Dress code**
Your scholar’s attire first and foremost should be age appropriate. Clothing should never display inappropriate picture(s) or wording. Underpants should be covered at all times. If a scholar is wearing a dress, they must have shorts or bloomers underneath. Boys and girls who wear pants/slacks must wear a belt to prohibit the falling down of pants or wear pant sizes that will not allow slippage. Also, should spaghetti straps be worn, they must fit correctly. If they constantly slip off and expose the scholar’s chest, a t-shirt will be placed over it unless alternate clothing is provided at which time we will have the scholar change. Clothing malfunctions, so to speak, often produce unnecessary, age inappropriate conversations.

In regards to footwear, scholars are often building with large blocks, playing outdoors, etc. Because of this, it is required that all children have a pair of closed toed shoes for the day. Please remember that your scholars are here to learn. At this age, this is often accomplished through play. It is very difficult to explain to a scholar that they cannot play outside or ride cars because they have to protect their new shoes. They are here to have fun. Please dress them accordingly. **Shoes should be comfortable and provide adequate protection for the feet during outdoor play.** Flip-flops, slip-on shoes, open-toed sandals, crocs, jelly shoes, and any shoes with heels are prohibited as they present a safety hazard.
On that note, this is also a preschool and the children participate in many activities throughout the day. Do not send your child in their best clothes. We do many art projects which may result in a mark here or there. We do our best to choose mediums which are washable. Outside play is the most common stain creator. The children play in mulch, grass, dirt and are always drawn to the tiniest of puddles outside. They will undoubtedly get dirty at some point. It usually means they had a lot of fun for the day. We will do our best to keep them as clean as possible; however, we are not to be held responsible for dirty/distressed clothing.

Meals and Snacks
Nutritious meals and snacks are provided daily based on the state of Indiana’s meal pattern. If your scholar requires a special diet due to allergies, medications, and/or cultural or religious beliefs, it will be the responsibility of the parent to provide written documentation/certification from a physician. It is against our policy to allow children to bring food in with them. We encourage children to eat a well-balanced, healthy diet. **Morning snack is served at 7:30am and completed by 7:45am. Breakfast is served at 9:15am and completed by 9:45am. Lunch is served at 11:45am and completed by 12:30pm. Afternoon snack is served at 3:00pm and completed by 3:45pm.**

Infant Feeding
Parents/guardian are required to provide both ready-to-feed formula and baby food (if applicable), or provide refrigerated/frozen breast milk in sterilized bottles in a container that will maintain the temperature and the integrity of the milk for feedings. A feeding schedule is required to be signed before the infant begins his/her first day.

Toys
We provide a wide variety of age-appropriate play items. We ask that NO toys be brought to school from home, unless it is requested for “Show and Tell”. Anything brought in will be put up safely until the scholar is picked up. This policy is for the concern of all children in our care.

Scholar Illness Policy
Under no circumstances should a scholar be brought to school sick (*fever of 100°f or higher, vomiting, diarrhea not contained in a diaper, sore throat, continuous coughing, runny nose other than clear mucous, draining eyes or ears, unexplained rash, lice, etc.*) If you are not sure your child is well enough to attend school, please call and discuss it with us.

Masking your scholar’s symptoms with over-the-counter medications and bringing them to school anyway is not allowed and could result in immediate termination. It is also inconsiderate to all families involved. A sick scholar should be allowed to recuperate fully at home after an illness so that the other scholars and the provider do not risk unnecessary exposure.

The Health Department regulations prohibit the admittance of any child into a childcare center that exhibits any of the following symptoms:

- **Fever (100°f or higher)** – child needs to be fever free for 24 hours without the aid of medication.
- **Unexplained Diarrhea** – child must be symptom free for 24 hours without the aid of medication.
- **Vomiting** – child must be symptom free for 24 hours without the aid of medication
  - Runny nose with colored discharge – check with doctor.
- **Rash** – check with doctor
• Discharge from eyes or ears
• Lice – child needs to be treated and nits removed before return
• Ringworm - Must have started cream regimen and continue for 3 days before returning to school. Child MUST have any sores covered with a large band aid.
• Communicable diseases – chicken pox, measles, mumps, conjunctivitis (pink eye), influenza etc. The child may return when the incubation and contagious period is passed and the child is well enough to resume normal childcare activities and accompanied by a physician’s statement.

We have the right to refuse care for a sick scholar. If your scholar develops any of the above symptoms while in our care, the scholar is required to be picked up immediately. Your scholar may return to care 24 hours AFTER symptoms of illness ends (along with a physician’s note in some cases). Which means if your scholar is sent home with a fever, diarrhea, or vomiting they cannot return until they have been symptom free for 24 hours without the aid of medications and accompanied by a physician’s statement. If your scholar is on antibiotics he/she continues to be contagious for 24 hours after the first dose of medication and cannot return to school until this time period has passed. We are responsible for the health and well-being of many scholars so we will closely follow Health Department regulations when it comes to illnesses. We understand and respect your need to be at work, but your cooperation is extremely important on this.

**Medication**

Child care regulations prohibit us from giving your child medication of any kind unless you have filled out and signed a “Permission to Administer Form”, submitted a physician’s management plan or statement, and it is prescribed by a physician. All medication must be in the original labeled container.

**Injuries/Medical Emergencies**

We will provide first aid to all minor bumps, bruises, etc… that occur throughout the day. These are very common in every day play. We do our best to provide safe guards against these when possible; however, some are inevitable (i.e. minor bumps and scrapes). If an emergency injury or illness occurs, you will be contacted immediately. If we are unable to contact either parent/guardian, we will call the “Additional Emergency/Authorized Contacts” List supplied to make the medical decisions for the scholar. If necessary, the scholar will be transported by ambulance to the nearest hospital. Parents/guardians are responsible for costs involved in emergency medical treatment, including transportation if required.

In addition, in a preschool setting there are sometimes children that go through a biting stage. This occurs for many different reasons; teething, display of power, etc. In many cases, the biting continues until they simply grow out of the stage. Unfortunately, this is different for every child. Please understand that we do our best to show the children that there are other ways of dealing with their frustrations. We may also shadow a child or separate them from certain scholars that they may target. There may be instances when your scholar goes home with a bite. We apologize in advance and promise to do our best to stop all such occurrences. Should the behavior continue, the center will talk with the parents of the scholar and discuss the situation and cooperatively come up with ways to handle it.

**Nap Time**

All scholars are encouraged to lie down for nap time *each day between the hours of 12:45pm and 3:00pm for preschool age children two –five years old and varying times for infants to one year olds*. We will not force your child to sleep, but your child must lie down quietly. We provide different options for those who do not/will not nap that are included in the nap time bag. All children are provided a cot, a blanket and lay
in a head to foot pattern. Blankets will be stored to eliminate the spread of germs, sanitized and washed weekly, or more frequently if soiled.

**Potty Training**
We will assist in potty training with the understanding that it will only work if we work together. We will encourage your scholar to visit the potty frequently to get them used to using the bathroom and prevent multiple potty accidents. This is mostly successful if they do it while in our care and at home! You must work with your scholar at home, either during vacation or over a weekend before we will begin potty training here. Clothing should be easy to manage to encourage self-help skills. Buckles, belts, overalls and suspenders when in a hurry to use the bathroom may create a problem. We require that each potty training scholar have six (6) changes of clothing, training pants and/or pull ups. As with diapers, we do not supply pull-ups. If they are required at any time of the day, you are expected to provide them.

**Transportation/Field Trips**
On occasion, a field trip will be scheduled for certain groups of scholars. At such time, parents will be notified well in advance and asked to sign a permission slip (enclosed in enrollment packet). The scholars will usually be transported in a Flanner House multi-purpose vehicle, a bus from an authorized transportation company, or authorized agency.

**Emergency/Evacuation Procedures**
Emergency drills are planned and practiced monthly to prepare the staff and scholars about what steps should be taken in the event of an emergency situation. Scholars will be directed out of the nearest exit in the event of an emergency that requires building evacuation. If the building is unsafe to re-enter everyone will be housed at Watkins Community Center located adjacent to the Flanner House parking lot at 2360 Dr. Martin Luther King, Jr. St., Indianapolis, IN, 46208, until parent(s)/authorized contact(s) pick up children.

**Damages**
It is expected that your scholar be respectful of our personal property and furnishings. A certain amount of “wear and tear” is normal, but if a scholar intentionally damages Flanner House Child Development Center property through destructive behavior or roughness, the parent/guardian will be liable for 100% of the replacement costs. The reimbursement will be due five (5) business days from the date of notification.

**Termination of Services**
The first 30 days of childcare/school are to be an adjustment period. It is our responsibility to let the parent/guardian know if the child seems unhappy or the arrangement is unsatisfactory for any other reason and vice versa. The parent/guardian or center can terminate the contract anytime during the adjustment period in writing on or before the 30th day after care starts. Services may/will be terminated immediately for the following reasons by parents/guardians and/or the center:
- Smoking or consumption/sale of illegal substances
- Use of profane or offensive language/clothing
- Act of assault, intimidation, or threats toward staff or other customers/clients
- Damaging company property
- Falsification or failure to submit required documents/information
- Violation of tuition subsidy program compliance (*CCDF, Scholarship, OMWPK, etc.*)
- Utilizing cell phones in classrooms
One month’s written notice (on or before the first of the month, for the following month) is required by the parent to Flanner House Child Development Center. Fees will still be due if the scholar is withdrawn before notice is given, or at any given time during the notice. One month’s fees and/or deposit may be paid in lieu of one month’s notice. Termination notice will NOT be accepted while provider or parents/guardian are on vacation. In turn, Flanner House Child Development Center will provide the parents/guardians with one month’s written notice if we are no longer able to care for your scholar. A longer notice will not affect the wellbeing of other scholars or the operation of the center. You are still responsible for paying the monthly fees during this notice regardless, whether your scholar attends or not. We can and will terminate our childcare arrangements immediately for any of the following reasons (but not solely limited to):

- Failure to comply with the contract.
- Destructive or hurtful behavior of scholar that persists even with parent/guardian cooperation in stopping the behavior.
- Non-Payment of childcare fees or late and/or recurring late payment of fees.
- Failure to show up for 5 days in a row without any communication.
- Failure to complete required forms.
- Inability to meet the scholar’s needs without additional staff.
- Blatant disrespect towards provider or provider’s family.
- If parents knowingly bring their scholar ill.
- Conflict between parent/provider.
- Extreme Behaviors (Please see Behavior Goals section for more information).
- Use of inappropriate language of any kind by parent/guardian.

**Smoking/Tobacco Use/Prohibited Substances**
Smoking and tobacco use of any kind is prohibited in the building and prohibited within eight (8) feet of any entrance/exit of the building. Alcohol and illicit drugs of any kind are prohibited on the premises. Parents who are suspected of being under the influence of legal or illegal substances will be subjected to having local authorities assess the situation before being able to remove their child(ren) from the center.

**Child Abuse/Neglect**
Childcare workers/staff are in a unique position to recognize victimized children. Legally we are mandated reporters of child abuse and neglect. Annually, all staff members review the guidelines for recognizing child abuse. Childcare employees must fully understand their legal obligation to report suspicions of child abuse, and review the guidelines upon hire and every year of employment. The training will also cover how to respond if a child discloses. It may seem easier not to get involved and believe that someone else will eventually make the report. This “wait and see” approach can be very dangerous, even deadly, for a child who is being mistreated.

If you suspect abuse or neglect, notify the Director or Assistant Director immediately! The incident will be documented and reported right away. Do not discuss concerns with anyone besides the Director or Assistant Director. If neither the Director nor Assistant Director is available, make the report directly to the Department of Health and Welfare, and notify the Director by phone, text or email that you have done so.

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

**To prevent child abuse and neglect this program:**

(* These strategies are part of our child abuse prevention training)

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

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

**Parent Communication/Open Door Policy**

It is important that parents/guardians be involved in their scholar’s care even while they are away for your scholar’s wellbeing and educational experience. Our center will plan parent engagement opportunities throughout the year, notify you in advance, and have high expectations that you will be a willing participant. Notifications will be posted and sent home with your scholar so that you can make the necessary arrangements to engage. Please be sure to regularly check your scholar’s classroom cubby and his/her mail file near the sign in/out center.

While your scholar is in our care, you can always be assured that the door is open to you. Please feel free to drop in and check on them as needed. Keep in mind that a scholar adjusting to a new surrounding will want to leave with the parent/guardian if you pop in for a visit. We would appreciate your taking into consideration our schedule when dropping in or calling, and remember that visitors usually cause children to react in an excited manner that does not normally occur when you are not present.
Parent Conflict Resolution Procedure
Conflicts can arise between employees, employees and families, and alike. In the event that two or more parties find themselves in a situation where conflict is inevitable or has already occurred, has affected or will affect the center and its operation, and can be potentially be resolved through the actions of the center procedures have been established to ensure that all parties to any conflict receive fair and equal meeting to help resolve the circumstances surrounding the issue. Parents/guardians are requested to raise any concerns they may have regarding their child’s care with the center Director or Assistant Director. If you have any suggestions please do not hesitate to contact the Director, so that appropriate action can be taken.

All concerns will be dealt with in the following manner by the Director:

- With confidentiality.
- Meeting with the staff member(s) in a group (if appropriate) to discuss the issue.
- Discuss possible strategies to resolve the grievance.
- Meet with the parents/guardians to discuss the grievance document outcomes. Meetings will be conducted with two members of Flanner House Child Development Center.
- Outside agencies or community resource programs may be accessed if families and the center require the support.
- The center may engage the resources of an independent Conflict Resolution Center to assist with mediation of a dispute.
- The center insists that throughout the conflict resolution process that all parties conduct themselves in a professional manner and remain within the scope of the law.

Policy Revisions
Revisions to policies and procedures, contracts and forms we make may be done with a minimum of two (2) weeks’ notice UNLESS it is a new regulation – these changes will take place immediately. Policies, contracts, and forms will be reviewed periodically and updated, if necessary. We will notify parents/guardians in writing of any changes. All previous forms will become obsolete.
Acknowledgement Form
(Complete, tear off, and return)

I, ______________________________________________________________, acknowledge that I have had a Flanner House Child Development Center’s parent/guardian orientation and received the Family Handbook.

I understand that it is my responsibility to read the handbook in its entirety and remain in compliance with the policies, procedures, and practices that Flanner House Child Development Center sets forth. I also understand that the handbook can be modified at any time at the discretion of the center.

______________________________
Parent/Guardian Signature

______________________________
Date