



black rock
LEARNING CENTER

Black Rock Learning Center Handbook

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INTRODUCTION

History

Kingsview Learning Center has been in operation and licensed by the Maryland Child Care Administration for **infants and toddlers** since 2000. In 2004, *Black Rock Learning Center* was opened in junction with Kingsview to continue education for **preschoolers**. Our Center integrates children with and without special care needs to provide a valuable experience for all participants.

Goal and Objectives

- To provide a safe, healthy / secure environment for children to learn and play in
- Encourage language development through the interaction of various medias such as music, songs, and stories
- Promote a positive self-concept that will allow children to express themselves and feel good about who they are
- To provide children with opportunities to socialize and work together by sharing, and caring for one another
- Encourage children to be independent decision makers and develop social skills so he/she can successfully interact with other children and adults
- Encourage staff to be a cooperative and informative partners with parents in their child's development
- Encourage children and adults to focus on what an individual *can* do and not what he/she cannot do
- To provide activities that encourages the inclusion of children regardless of their special care needs
- To provide experiences that promotes individual family cultural and /or religious customs

Individual Rights and Responsibilities

The Black Rock / Kingsview Learning Center promotes children and family/guardian rights that include, but are not limited to:

- Confidentiality and privacy

- Sensitivity to cultural and religious customs
- Freedom from physical, verbal and psychological abuse and neglect including restraint or seclusion
- Freedom from unnecessary drugs
- Personal dignity and safety
- Participation in individual planning, decision-making, and implementation of program
- Provision of services in an appropriate, environment
- Freedom to accept or refuse services
- Freedom to decline to participate in research
- Due process and grievance procedures
- Information provided in an understandable manner

Mission Statement

The Black Rock / Kingsview Learning Center seeks to enhance the quality of life and promote the dignity of children with or at risk for developmental delays. Our Center offers programs to foster each child's fullest development and integration into the community while promoting maximum independence. It encourages families to share in planning and carrying out a child's program. Additionally, we are committed to working with the community -- advocating, educating and informing -- to increase involvement, awareness, and existing-transitional opportunities.

ADMISSIONS

Eligibility Criteria for Enrollment and Continuation of Care

A. Enrollment: All Applications for enrollment will be evaluated by The Black Rock / Kingsview Learning Center Coordinator in accordance with the following criteria:

- Records showing that immunizations are current, a complete health inventory must be submitted; an emergency card completed; and
- Space availability

In addition, a determination must be made by the Center's Coordinator that the child will be able to function within the structure of the Child Care Center's program. An effort will be made to try and accommodate all eligible children.

B. Probation: Children will be provisionally enrolled subject to further evaluation during a 4-week probation period to determine if the Center's program is suitable for each child.

C. Continuation of Care: Care may be discontinued, at any time, at the discretion of the Center's Coordinator and/ or the director of children's services if it is determined that the program is no longer suitable for the child or the child's family fails to adhere to the child care regulations stated in the parents handbook.

Admission Policy

1. Each family will be required to attend an interview with The Black Rock / Kingsview Learning Center's Coordinator prior to a child being accepted. During that interview the following documents will be requested (if applicable) by the coordinator. A completed application form, any medical reports that may help in the evaluation of your child.
2. All information, reports and documents will be kept CONFIDENTIAL and shared only with staff that works directly with your child.
3. The Black Rock / Kingsview Learning Center's Coordinator will determine after a careful evaluation of the child's special care needs if the center is an appropriate placement for each applicant. The center does not provide treatment or diagnostic examination to children.
4. Each child must have the following documents submitted to The Black Rock / Kingsview Learning Center, (1) an up to date immunization form, (2) a completed health inventory form and (3) an emergency card filed out completely. No child will be considered for participation until the above requirements are completed.
5. A two-week situation payment is due on the first day your child begins at The Black Rock / Kingsview Learning Center. This will cover the cost of the first week of his/her tuition and one week of the security deposit, which could apply for the last week the child attends the center. Parents are responsible for the fee for each week the child is officially enrolled in the center whether or not the child has been in attendance. There would be a \$15.00 late fee per day if not paid on Monday.

Waiting List

If The Black Rock / Kingsview Learning Center is determined to be an appropriate placement, but if there is no space, the student will be placed on a waiting list. The parents and referring source will be notified of the situation and advised when space becomes available. Children will be accommodated on a first come first served basis appropriate to age and developmental levels.

Reserving Spot

The Center will hold a child's spot for two weeks upon receiving a completed application. A \$135.00 non-refundable fee is due with this application. At the end of two

weeks, other applicants will fill the child's spot unless the parent/guardian forwards a weekly tuition payment for the spot to be held.

Newborn Waiting List

Infant spots will be held for 6 weeks from the child's birth, a completed application with a \$135.00 non-refundable fee must be sent or dropped off to the center within 2 weeks after the child's birth to have spot held. The child's spot will be forfeited after 6 weeks unless the parent/guardian submits weekly tuition fees to hold the slot.

Tuition

The tuition is payable in advance weekly, bi-weekly, and or monthly. The first payment upon entering the Center will be a two-week payment. One week will be applied to the first week's tuition and the remainder (as a security deposit) will be held in escrow until the last week the child is at the Center.

Parents are responsible for each week the child is officially enrolled in the Center whether or not the child has been in attendance. If you have any questions about your payment status, please contact our office at **301-515-4944**.

Returned Checks

There is a \$35.00 fee when checks are returned from the bank without payment, plus \$32.00 bank charge. If tuition checks are returned more than twice, personal checks will no longer be accepted. Cash, money orders, or cashier's checks will be required for any further payment made.

Late Pick-Up Fees

After 6:00 P.M. there is a \$5.00 late charge for every five minutes, or portion thereof. This fee is due at the time of your child's departure. There is a form you will be required to sign for each late pick up. It will state the time you arrived and the late fee owed.

As with any other business, we close at a specific hour. It is important for the staff to be able to count on a consistent departure time. Certainly unforeseen circumstances can arise. We ask that you please call whenever possible to notify us of your late arrival. We will allow for **one warning**, but thereafter this policy will be adhered to **strictly**.

Withdrawal

Parents may withdraw their child from the program at any time. **A FOUR-WEEK'S WRITTEN NOTICE IS REQUIRED.** The one-week's payment of security deposit, will be used for the final Week's tuition. Withdrawal and subsequent re-enrollment will entail submitting a new registration form and fee as well as placement at the end of the waiting list.

CENTER OPERATING POLICIES & PROCEDURES

Hours of Operating Policies and Procedures

The Black Rock / Kingsview Learning Center is open 12 months a year, 5 days a week (Monday-Friday) from 6:30 A.M. - 6:00 P.M. Bad weather closings follow the same schedule as the Montgomery County Public School. Please refer to our bulletin board or website for the holiday closings of our center.

Arrival

Please escort your child into the Center, as well as his/her classroom. Help to see that his/her coat and lunch are placed in the designated area. Avoid rushing, it is important for your child to start the day on a happy note, well rested and nourished.

Departure

The children are expected to put away their projects and toys upon the arrival of their parents and prepare to leave. We do not encourage them to linger as we feel you are anxious to be on your way. The teachers are not always available to help the children gather their belongings and put on their coats. We ask your help in seeing to your child's needs at this time. Please be sure that you or the designated person signs your child out on the attendance sheet in the evening.

Authorized Release

You are required to advise the Center regularly where you, or a responsible adult, can be reached while your child is at the Center should illness or an accident befall your child.

Children can be released to parents/guardians having legal custody of their child or to persons designated by guardians in advance. A release form authorizing a specific person to pick up ones child must be filled out and signed by the parent and or legal guardian. At the time of pick up the designated person and a staff member must sign the form as well. The alternate person designated to pick your child up will be required to show identification. This procedure is to protect your child from being released to an unauthorized person. In cases of child custody disputes, a copy of the custody papers must be kept in the child's folder in our office in order to safeguard the rights of the child. Children will only be released to a parent bearing legal custody unless arranged otherwise in advance. Unless papers are submitted, it is assumed that both parents have equal rights to pick up a child.

Abuse Policy

Our policy supports Maryland laws in this regard and requires that all school staff report suspected abuse and neglect to the Department of Social Services Division, and the local

police department. At all times, the intent is to protect children from harm by providing services to maintain and strengthen the child's own family.

Center Closings As Deemed Necessary

During the year there may be circumstances that prevent the Center from opening promptly at 6:30 a.m. It is the parent's responsibility to find care for their child if this happens. Should The Black Rock / Kingsview Learning Center site need to close due to inclement weather, the Center will close one (1) hour after the official closing. We will follow the *Montgomery County Public School closings* and/or delays. Staff will contact you if this should arise. Please call us BEFORE leaving your home or office, for all updates regarding early closings, delayed openings or Center closings.

Photographs and Publicity

Photographs of the children participating in our programs may be taken from time to time and may appear in newsletters, magazines, brochures, Internet, research projects or other publicity materials. In each situation, you will be asked to sign a permission form allowing your child to participate.

Emergencies Preparedness

In the case of a severe storm, hurricane or tornado in the area following procedures will occur:

- Staff and children will remain inside their classrooms and continue activities as planned.
- A radio will be turned on in the office area to monitor any weather updates.
- Should the situation worsen children and staff will stay inside and sit on the floor along the walls. An emergency kit, including children's emergency cards, first aid kit and a battery-powered radio will accompany the group.
- If the alarm becomes activated or the Center has to be evacuated a designated staff person will notify 911 emergency and ask assistance.

Emergency Evacuations

Evacuation drills are held once a month at the Center. Posted and practiced evacuation routes are used during drills. Should a real emergency occur that would require evacuation of the Center, you would be notified as soon as possible. You will be asked to pick up your child if the emergency is expected to last a significant length of time or if we have to be moved to an alternative site.

Our alternative site is located at 17326 Germantown Road, Germantown, MD. The telephone number of this location is 301-540-9130.

Rest Periods

The children nap from 12:30 - 3:00 p.m. daily for those in full day care. Each child has his/her own cot. Sheets are provided by the parents and will be sent home at the end of the each week for laundering. We ask that you provide a small blanket for your child to use during nap. The blankets will be sent home every two weeks.

Children who do not nap will be permitted to get up earlier than 3:00 and play quietly while others are sleeping.

Food And Nutrition

The Center provides the children with an A.M. and P.M. snack. The menu for each week is posted on the wall. Each child is to bring his/her lunch and drink in a lunch box, daily. PLEASE label your child's lunch box and any containers, utensils etc. to avoid these articles being misplaced. Eating the proper foods and developing good table manners are an integral part of our daily curriculum. We ask your support in developing healthy food habits by providing lunches that do not contain candy or junk food.

Behavior Management

The Black Rock / Kingsview Learning Center is committed to promoting appropriate behaviors in children through the use of positive instruction, reinforces and consequences. If a child exhibits inappropriate behaviors, methods used include praising the child for positive behaviors and determining if there are any environmental or physiological reasons for the child's behavior. A formal positive behavior program will be developed with the family if an inappropriate behavior persists and/or-jeopardizes the safety and well being of the child or others.

All behavior management programs will follow our center's guidelines for development and implementation.

Abuse Policy

The Black Rock / Kingsview Learning Center recognizes the fundamental rights of program participants and prohibits acts of abuse, neglect or other violations of individual rights in accordance with the constitution of the United States and Maryland Law.

The Center is committed to providing the best possible and most appropriate learning experience's for all children. Occasionally there are factors in a student's appearance and behavior that lead to suspicions of child abuse or neglect. Maryland Law requires that all educators and other school employees, including volunteers, report suspected abuse or neglect to the proper authorities in order that children may be protected from harm. It is important that our families know our policy if the situation ever arises. Likewise if family has similar concerns regarding their child while under our care, the same policy is recommended to be followed.

Individuals Coordination Services

Throughout your association with our program you will have repeated interaction with varied staff members. Below is a brief outline of staff responsibilities to assist *you* in understanding each person's responsibilities. Your child may interact with persons listed below.

Child Care Coordinator

The Black Rock or Kingsview Learning Center's Care Coordinator is primarily responsible for coordinating child care, training and supervising child care staff, developing and evaluating classroom curriculum, and overseeing the daily operations of the Center.

Senior Staff

Teachers and Senior staff members are primarily responsible for supervising assistant staff member(s), planning and Implementing weekly activities, assuming regular communication with parents, verifying necessary documentation forms, and overseeing the smooth operation of the classroom.

Staff

Assistant staff members work under the supervision of the Teacher/Senior Staff in planning and implementing weekly activities, supervising children, communicating with parents, completing necessary paper work, and assisting where needed in the classrooms.

Volunteers/Substitutes

Volunteers assist in the classrooms as needed under the supervision of the senior staff. Their primary responsibility is to interact with all the children and help carry out the daily routines of the program.

Therapist

Occupational Therapist, Speech Therapist, Physical Therapist and Motor Specialist, are specialist in their field. They primarily work with individual children on specific areas of development. However, they may work with children in a group setting. They work directly with the Center's coordinator to schedule specific times they will be in our center. Or, your child may meet them through our program during times when we join together for various activities.

Receptionist

The receptionist/secretary works under the direct supervision or the Center's Coordinator. He/she assists in the daily running of the childcare office through answering phones, typing, filing, and other clerical duties.

Birthdays/Holidays

A child's birthday is a wonderful time for special recognition. If you would like to bring something in for a small celebration with us, we would be delighted. Please let your child's teacher know in advance.

We view holidays as not only special times to celebrate, but also as opportunities to teach children about different traditions and cultures. If you have a tradition you would like to share with the children to assist them in appreciating cultural differences, please let us know.

If you do not celebrate birthdays or holidays for religious reasons, please inform staff so that your preferences may be honored appropriately.

School Dress

We ask that your child come to school in attire that is appropriate for the many activities in which he/she may want to participate without having to be concerned about ruining good clothes.

Play clothes and sneakers (loose fitting sandals, or one piece outfits) are preferred. Dress your child so he/she can become self-sufficient in dressing. The children will be going outside every day, weather permitting. Please dress your child adequately for the cooler weather and label each item. When purchasing snow boots, please buy shoe boots or a pair that is sufficiently large for the child to put on him/herself.

Change of Clothes

Each child is asked to bring a change of clothes in a plastic bag for emergencies, a small blanket for naptime and a tote bag or backpack for papers and projects. All items should be clearly labeled with your child's name. For children under 3 years of age, or those who are working on potty training we request two sets of clothes. Please change the type of clothing in your child's box during the year to be compatible with the seasons.

Toilet Training

We require that you, the parent/guardian, provide diapers and disposable wipes for your child while they are being trained. For children who have not already been trained, we also request diapers or pull-ups, remoistened wipes and two sets of clothes. Children being toilet trained will be dressed in training pants for most of the day and encouraged to use the toilet. No child will be physically forced to use the toilet. Clothing from accidents will be sent home for laundering. We ask that you provide clean clothing that will remain at the center in the child's box for use if the need arises. Please be sure to label all clothing. Toilet training is done in a totally positive and encouraging way. Children are not disciplined for accidents, but rather are praised for successes. We request that a similar program be used at home.

Any child who needs medicated cream for a diaper rash or daily use of an over the counter cream must have a medical release form with a physician's signature and parent signature is required.

Bottles/Pacifiers (Infants Excluded)

The Health Department and the Center discourages the use of bottles and/or pacifier while the child is in the Center. There is a tendency to share these items with other children, which promotes the spread of germs. If needed, a child may use a pacifier, special blanket or soft toy during naptime.

Toys And Items From Home

To prevent Items brought from home from causing potential problems, we ask that your child bring something ONLY on the day set aside for Show and Tell. The item will be placed in a special box, or at their cubbies and shared at particular time during that day. It will then be returned to the box or cubbies area until it is time to go home. We ask that the child bring in a variety of items particularly books, records, photographs and items that have been made.

Illness

The Black Rock / Kingsview Learning Center takes a firm position in regard to the health of children (as well as staff members) who are under our care. Please read and follow our policy on health and help us keep your child healthy.

1. Each child is required by state regulations to have an up-to-date physical examination and immunization prior to attending the Center.
2. **CHILDREN WHO ARE SICK ARE NOT TO BE BROUGHT TO THE CENTER.** Children who exhibit symptoms of illness upon arrival will not be allowed to attend the Center that day. The symptoms of illness for which state regulations require that a child be excluded from the Center include the following:
 - a. Fever (100 orally, 101 rectally)
 - b. Vomiting (one or more times)
 - c. Respiratory distress (asthma, sever cold, chest congestion)
 - d. Suspected ring worm, pink eye, conjunctivitis
 - e. Head lice, scabies
 - f. Rashes, skin infections
 - g. Diarrhea
 - h. Other obvious complaints or uncomfortable symptoms such as sore throat, extreme tiredness, headache, stiff neck, deep cough, etc.

You will be notified to pick up your child if, during the day, they begin to show any of the above symptoms. Meanwhile, the child will be isolated from the other children to help prevent further spread of any illness as well as to make the child more comfortable.

3. A chart of communicable diseases and the required days of exclusion from school is REQUIRED by the Montgomery County Health Department and the Kingsview learning Center can allow no EXEPTIONS to this policy. If your child is diagnosed as having he following diseases, he or she cannot return to the center for the amount of time listed after each disease. In addition, we require a doctor’s note stating when a child may be allowed to return to school and indicating that the child is no longer contagious.

DISEASE exclusion from program:	REQUIRED EXCLUSION:
Chickenpox	Days after onset of symptoms
German Measles	7 Days after onset of symptoms
Hepatitis A	Until Physician advises return
Impetigo Contagiosa	5 Days after onset of symptoms
Meningitis, Hemophilus	Until Physician advises return
Meningitis, Meningococcal	Until Physician advises return
Mumps	9 Days after onset of symptoms
Pediculosis (Head lice)	when nit free
Measles	4 Days after onset of symptoms
Salmonellosis	5 Days after onset of symptoms
Scabies	Until Physician advises return
Scarlet Fever	7 Days after onset of symptoms
Shigellosis	Until Physician advises return
Whooping Cough	Until Physician advises return

4. If your child has been diagnosed as having a communicable disease, you must notify the center immediately!
5. Children sent home with a fever MAY NOT return until the temperature has been normal for 24 HOURS.
6. If your child has any type of allergy, it must be reported to the staff and recorded in the child’s records.

Regular school attendance is important. However, when symptoms of disease present themselves, or the child has as upsetting experience, it may be best for him/her to remain at home. Children come first at the Kingsview Learning Center and it is our sincere wish that their experiences will be positive ones physically as well as educationally.

Medication Administered At School

No medication, including Tylenol, will be given to any child without WRITTEN PERMISSION from the doctor stating the child's name, the medication, the dosage, the time and duration it's to be given.

All medication to be administered at the Center MUST be in the ORIGINAL container bearing the child's name as well as the date of the prescription. Each medicine container must also include the name of medicine and written directions for dispensing it. ONLY MEDICINE IN AN ORIGINAL CONTAINER WILL BE DISPENSED. All medicine will be returned to the parent/ guardian after a period of ten days.

Please return the medication order form fully completed. We can give medication to your child only after we have received this form or a comparable one used by your doctor.

For the safety of our children, medicine must be brought in personally by the parent or caretaker. Medicine cannot come in a child's lunch box due to safety issues. If this request is difficult, please call the office.

Children who must take medicine longer than ten days or who must have medicine available at any case of an emergency, must have a doctor's written permission for the center to administer the medicine.

Sunscreen- please apply sunscreen to your child before arriving at the Center. If you would like the Center to apply sunscreen, the following policy must be adhered to. Families shall provide sunscreen, and medical form signed by both the child's physician and parent. Sunscreen should be labeled with child's name.

Emergencies and Injuries

Minor injuries will be treated with first aid. Any first aid treatment rendered will be reported to the parents through a written accident report. The parent/guardian will be asked to sign the form indicating they were informed of the injury.

In the case of severe injury or medical emergency

- The Fire & Rescue Department will be called
- The parents will be notified immediately
- The child will be transported to the nearest hospital
- A staff person who works directly with your child or the coordinator will accompany him/her along with signed parent Emergency release form and their medical file, to insure immediate care is given to your arrival.

Emergency Numbers

Please be sure we always have updated home and work numbers, and two emergency numbers. The school must be notified immediately of any changes in address and home or work phone numbers.

PARENT INVOLVEMENT

Parent Communication With Center Messages For Staff

Communication between parents and staff is very important. Each day many things affect you and your child at home and away from school.

Please let his/her teacher know what may be the reason for any changes *in* behavior and then check at the end of the day to find out how your child's day went.

Message For The Staff

There is a communication log for each class for the purpose of leaving your child's teacher a note. For example, to let us know if there is a change in his/her schedule. All staff are available to speak with by phone during the hours of 1:00 – 2:30 daily. Individual meetings/ conferences with staff can also be arranged.

Office Bulletin Board

Items of interest, e.g. calendar of events, newspaper articles and other important information will be displayed on the bulletin board in the foyer. Please take the time to check the board weekly.

Visiting The Center

The Black Rock / Kingsview Learning Center has an open door policy. We encourage you to visit the Center and observe your child involved in activities.

Daily Activities

Each day you will find a written account of your child's activities next to lesson plans on the parent information board in your child's room. This information can be found near your child's coat area. Please take the time to read it. The information will help you discuss with your child his/her activities and involvement during the day.

Conferences and Evaluations

In the fall the staff have phone conferences in the evening. This is an opportunity to discuss with your child's teacher any concerns or suggestions you might have. In the spring, evaluations and conferences are scheduled on site during naptime.

Monthly Calendars And/Or Memos

Monthly calendars and/or memos will keep you keep informed of all the current events at The Black Rock / Kingsview Learning Center. Any comments or newsworthy items that would like to have included with these calendars or memos may be given to the Center.

Fundraising Policy

Throughout the year the Center sponsors several fund raising activities in which parents are encouraged to participate. Money earned from these fundraising activities is used for enrichment items, such as playground equipment, special activities, dance/music programs, and capital equipment.

Donated Time

There are many wonderful opportunities for parents at the Center. On occasion parents will be asked to donate their time and talents to assist in the maintenance of the child care facility and in areas such as typing, carpentry, baking, field trips, fundraises, and sewing. We ask all our parents to participate in some way to help us maintain the quality of the center and its programs.

Grievance Policy

The Black Rock / Kingsview Learning Center is committed to honor and protect the basic rights of program participants and their families, advocates, and guardians who act on their behalf. Anyone initiating this process may do so without fears of reprisal, restraint, interference, coercion or discrimination. Program participants may present Center related or personal grievances at anytime.

Grievance Procedure

The program participant or others should first discuss the disputed matter with the program staff involved. If the grievance is originally received at a different level, it will still be initially referred to the program staff for resolution.

If the matter is not resolved satisfactorily within ten working days, the program staff or program participant shall notify, in writing, the Child Care Coordinator who in turn will notify the director of the problem and request resolution.

The director shall investigate and respond to the grievance in writing within 10 working days. The director shall also provide the program participant with a non-written response in language that is understandable to the program participant. It is the desire of the Center that any concerns or complaints be resolved immediately.

ACKNOWLEDGEMENT CONTRACT

The undersigned certifies receipt of the Parent Handbook.

The undersigned acknowledged reading and understanding in its entirety, the contents of the Handbook, and further agrees to abide by all the policies and procedures to its fullest extent.

Signed this-----day of-----, 20_____

(Parent or Guardian)

(Parent or Guardian)

(Witness)

Parent copy

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Center copy