

Childcare Parent Handbook



Raise Up Christian Childcare
12616 Spencerville Rd Ste 216 Harlan, IN 46743
Phone: 260-657-5427
Email: raiseup4christ@gmail.com
Website: www.ru4christ.org

Dear Parents/Guardians,

Raise Up Christian Childcare is excited and looking forward to providing faith based high-quality childcare services for your family. By selecting Raise Up, you are giving your child(ren) the opportunity to benefit from a quality program that is built on the foundation of Jesus Christ and His Holy Word.

Raise up is committed to providing warm, nurturing, and loving care in a safe environment. Your child will have daily opportunities to play with new friends, learn new skills, and enjoy many fun and challenging activities designed to meet his or her developmental needs. Our mature and experienced staff will also focus on incorporating Raise Up's core values and mission which is to teach and show children the Heart of Jesus and His unconditional love for them.

Theme-related materials and activities are introduced regularly to bring together relevance and meaningful interactions. Our overall goal is developing the whole child spiritually, emotionally, and physically.

This parent handbook has been designed to answer your questions, promote communication between our staff and your family, and to assist you in understanding our policies and procedures. The policies outlined in this booklet are intended to protect your child(ren) and to ensure that his /her experience at the program is positive and rewarding. If you have additional questions, please contact the director.

Once again, welcome and thank you for choosing the Raise Up Christian Childcare. We look forward to working together to create an exceptional environment and learning experience for your child.

Sincerely,

Melissa Freehling, Executive Director
Alyssa Graber, Assistant Director

Contents

About Raise Up	4
Child Care Staff Qualifications	4
Admissions Criteria	4
Special Needs	5
Program Information	5
Holiday Schedule (subject to change)	6
Toys/Electronics from Home:	6
Brightwheel	6
Marketing	6
Curriculum	7
Naptime Policy	8
Emergency Procedures & Inclement Weather	8
Sign-In and Sign-Out Procedures.....	9
Absences	9
Late Pick-Up.....	10
Payment Procedures	10
Health & Safety	11
Behavior Management Procedures.....	13
Snack/Lunch Guidelines	14
Care Schedule Changes.....	15
Termination of Contract	15

About Raise Up

Raise Up for Christ, Inc. is a non-profit, 501 (c) 3 corporation which has been founded with the purpose to serve families in our community in the form of faith-based, high quality, and affordable childcare services. We are a Registered Ministry operating within the Christian Community Center of Harlan. Our hours of operation are Monday-Friday 6am-6pm.

Our Mission:

To teach and show children the heart of Jesus and His unconditional love for them. In doing so, we pray that each child will develop a personal relationship with Jesus, which will be their foundation of success in all areas of their life!

Our Goals:

To provide children with high-quality spiritual, emotional, social, and physical care. We offer a faith-based curriculum that fosters the growth and development of each child by strengthening within them character, love, and relationship. We are committed to the development of each child's spiritual, emotional, mental, and physical needs. We provide the foundation for children to be successful!

Child Care Staff Qualifications

The quality and effectiveness of Raise Up for children are directly related to the skills and personal characteristics of the staff. Recruiting, selecting, training, and supporting the staff are essential, interrelated processes in ensuring the success and integrity of children's programs. The ministry team members have been chosen based on their Heart for Jesus, experience, and knowledge and must model our goals and mission.

All Raise Up ministry team members are first aid and CPR certified. Background checks are conducted on all staff members. This includes a criminal background check, national sex offender public registry check, and reference checks. We take pride in our staff training, which includes: emergency procedures, program planning, child abuse awareness, and other areas pertaining to Conscious Discipline training and child development.

Admissions Criteria

Participants must be between the ages of 6 weeks and 12 years old. Parents must complete, in its entirety, the Raise Up Enrollment packet and Health Forms before the child's first day of participation. Any known or suspected behavioral or learning needs must be communicated during enrollment to ensure Raise Up is able to meet the needs of the child.

Equal Access

Raise Up, in keeping with its mission to help all people realize Jesus' love for them, encourages and supports the participation of all children. We serve all children

regardless of gender, race, color, nationality, religion, ethnicity, or disability. Consideration is given to the individual needs of every child and the ability of the program to meet those needs.

Special Needs

If your child has special needs (including disabilities, medicinal requirements, behavioral conditions, or child custody concerns etc.), please indicate these on the enrollment form. The director will set-up an appointment with your family to develop a more personalized plan of care to better serve your child.

Reasonable accommodations will be made for children who have special needs, provided a written request is made at least two weeks before the child's attendance. No child will be denied acceptance unless his or her presence would pose a significant risk to himself or herself, or to the general population, as determined by the director. However, if Raise Up cannot meet the child's need through reasonable accommodations, the placement cannot be accepted. Decisions are made on a per case basis.

Program Information

Program Goals

- Provide an environment of love, health, safety, support, and care
- Share Jesus' Love with each child
- Develop or grow each child in their personal walk with Jesus
- Support a child's education
- Provide physical activity and education
- Provide healthy nutritious meals and snacks

Daycare Program

We are open 6:00 am to 6:00 pm Monday through Friday. All children on solid foods will receive a morning snack, lunch meal, and afternoon snack. Parents are responsible to provide all diapers and formula for infants and toddlers requiring them.

Before School Program

Opens at 6:00 am and runs until school begins. Although schedules will vary, each child will be offered a morning snack, however it is not a full breakfast.

After School Program

Begins at school dismissal and is open until 6:00 pm. Although schedules will vary, each child will be offered an afternoon snack.

Full Day Schedules

On days when school is not in session, full day care is offered. During Winter and

Spring Break, full day care is also available from 6:00 am-6:00 pm.

Holiday Schedule (subject to change)

A complete listing will be distributed every year.

The Childcare Program does not operate on the following days:

- Good Friday
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day

Raise Up will also be closed one day per quarter for staff training and development. These dates will be distributed with the Holiday schedule each year.

**Toys/Electronics from Home:
(School Age)**

We do not allow children to bring personal devices from home without director approval (including electronic devices, cell phones, sharp objects, weapons, firearms, explosives etc.). We are not responsible for any of these items should a child make the poor choice to bring them. Due to the nature of our program damages and theft of personal items is possible. If participants are caught with any of the above items the staff reserves the right to confiscate them.

(Daycare Program)

Parents are discouraged from sending toys or money with the child. Raise Up cannot be responsible for misuse or damage to toys or for the loss of money. We do not allow children to bring electronic devices; however, personal items necessary for their care and comfort are welcomed. Items shall be labeled with the child's name to help ensure it goes home with them and not another child.

Brightwheel

Brightwheel is the main source of communication at Raise Up. It is the parent's responsibility to add allergies, medication, and approved pick-ups to the Brightwheel app. People arriving to pick up a child are required to have their own check-in/check-out code in order to pick up the child. In the rare occasion this is not possible, arrangements need to be made with the Director in advance.

Marketing

On occasion, Raise Up may take photographs, film footage, or tape recordings of our programs. This media may include your child's image or voice and is used only for

purposes of promoting or interpreting our program.

Curriculum

We believe that children learn through experiences incorporated throughout the entire day. It is important for us to set a solid foundation of learning for all the children that attend Raise Up.

Infant/Toddler (0-2)

Our focus in the infant/toddler classrooms is social emotional learning and connection. Other learning activities such as sign language, colors, shapes, numbers, names, fine and gross motor skills, along with pointing to body parts are introduced throughout the day.

Preschool (3-5)

In preschool the child will know several Bible stories, memory verses, and songs which they can recall when prompted. They will know and write each letter of the alphabet-lower and upper case letters along with the phonic sound. They will learn to recognize numbers 1-25 and be able to write numbers 1-10. They will be introduced to a variety of books with different subjects and themes including nonfiction. They will be able to demonstrate spatial concepts, sorting, sequencing, shapes and patterns. They will be introduced to many different math, science, art, reading, writing, and dramatic play activities. We also incorporate teaching skills of independence, responsibilities, and taking care of personal needs.

School Age (Summer and Before/After School)

The purpose of our School Aged Child Care program is to provide excellent childcare after school 2:45p.m.-6:00p.m. and full day programs during school vacations. Raise Up's school age break program operates according to EACS closing dates. Children k-12 years old are cared for in a safe, enjoyable, and supportive environment. The Child Care program emphasizes teaching children about Christ, His Word, and His Characteristics followed by the social, emotional, physical, (fine and gross motor skills) and cognitive growth of the children while also focusing on their individual talents and needs. The Child Care program has been established to support and strengthen the child's family and the community in which they live. The Child Care staff is dedicated to developing the spirit, mind, and body of youth through innovative and structured programming and learning projects.

A special effort is made to develop a program that is tailored to meet the needs of your child as an individual. The School Aged Child Care program provides a variety of positive, healthy and interesting activities that instill a sense of belonging, usefulness, influence, and competency.

Daily Worship

All ages participate in daily age-appropriate praise and worship which includes prayer, bible stories, songs of praise, along with memory verses.

Homework/Academic Enrichment

Homework support is a component of Raise Up School Age Curriculum. Raise Up will provide your child the opportunity to do homework for a minimum of fifteen minutes Monday through Friday of each week. Your child will be encouraged to work on homework during the scheduled time. Staff will be available at this time to assist your child when needed. Please encourage your child to take advantage of the

scheduled homework support time. If your child does not have homework, or chooses not to work on homework during the scheduled time, the staff will provide your child with alternative educational and enriching activities. Please note that we do not provide one-on-one tutoring during this time.

Naptime Policy

Preschool

Staff will turn lights out no sooner than 12:45pm. After 60 minutes if child is still awake, staff will give them a quiet activity on their cot. Upon request, we will not pat or help your child to sleep; however, if they fall asleep naturally, we will not wake them. Children who are having difficulty resting quietly on their cot will be assisted by a staff member by calming and patting to avoid disrupting others. Staff will turn on one set of lights at 3 pm and allow awake children to get up and start afternoon routine. All children will be allowed to wake up naturally. Staff will not wake children until the afternoon routine is moving on and/or the class is needing to leave the room for outdoor playtime.

Toddlers

Staff will turn lights off no sooner than 12:30pm. When children awaken, they will be allowed to begin quiet play within 5 minutes of waking. Children will be allowed to wake up naturally.

Infants

Staff will assist children in sleeping when they are acting tired. Children will be allowed to wake up naturally. When the child is close to moving to the Acorn class, we will start transitioning them to one nap per day, upon readiness.

Emergency Procedures & Inclement Weather

Keeping your children safe is always our first priority. Staff members are trained in basic emergency procedures and they are all CPR and First Aid certified. Necessary responses to issues regarding tornados, fire escapes, and evacuation are addressed in staff training. Monthly drills are also conducted, so please make sure your children are dressed appropriately for the weather conditions.

Emergency Closing Procedures

In the event of severe weather, power outages, loss of water, bomb threats, or other unforeseen reasons the program may need to close without prior notice. All childcare participants are encouraged to have a backup plan for emergencies. Raise Up will make every attempt to provide care; however, Raise Up cannot guarantee that staff will always be able to get to the site if an emergency arises.

Snow Closings

Raise Up will be open unless there is a state of emergency declared for Allen County or the director determines road conditions are not reasonably safe for most staff to

drive in.

Heat/O-zone Advisories

At Raise Up we are committed to the safety of all children. All precautions will be taken to prevent heat related injuries. Staff are trained to do the following for your child:

- Make sure there are frequent water breaks
- Lower physical activities
- Make sure children are in the shade or indoors whenever possible
- Make sure there are opportunities for children to reapply sunscreen
- Watch for the signs of heat exhaustion

Sign-In and Sign-Out Procedures

The safety of every child is a priority of Raise Up. Following Sign-In and Sign-Out procedures helps ensure the safety of your child and allows staff to determine which children are present at any given time.

Sign-In

An adult (at least 18 years old) must sign the child into the program by entering their check-in code on the Brightwheel Kiosk at the front desk or by the classroom using the QR code. It is very important for the safety & wellbeing of your child that they are checked in each time they are brought to Raise Up. **Children shall not be allowed to use the kiosk to check themselves in or out.**

Sign-Out

All children must be signed out of the program by a parent/guardian or an authorized adult (at least 18 years old). When a child is picked up from the program the parent/guardian or authorized adult must sign the child out of the program by entering their check-out code on the Brightwheel Kiosk at the front desk. **No child will be released from the program without an adult check-out code. Any adult picking up children that does not have their own check-out code and are not on approved pickup list must be prepared to show I.D. so staff can verify their identity. The parent/guardian will be called to verify that the adult picking up is authorized pickup.**

If someone other than the parent/guardian or those on the authorization list needs to pick up your child, you must notify Raise Up in advance. The parent is responsible to add authorized pick-ups to the Brightwheel app.

Any restricted individual must have the appropriate paperwork (restraining order, court documents etc.) on file with the director.

Absences

If your child is going to be absent, it is very important that you call or message Raise

Up for your child's safety. It is important for planning of resources, therefore, repeated failure to notify the program staff of your child's absence may result in your child being dismissed from the program and/or an additional fee. **If Raise Up is not notified of absences within an hour of your scheduled drop off time, they will assume your child is not coming and will not count them in the plan for the day.**

Late Pick-Up

Raise Up closes at 6:00 p.m. and our staff is scheduled to leave. If you are running late, please message through brightwheel. A late pick up fee of \$10 will be assessed after the program closes. There will be an additional charge of \$1.00 per child, per minute starting at 6:05 p.m. **Late Pick-Ups that occur during business hours will not be assessed an extra fee within a 20-minute window of the scheduled pick-up time unless the parent fails to notify.**

Parents who have not notified the director they will be late can expect the following sequence of events to occur. These steps are necessary to ensure the safety of the child as well as Raise Up staff members.

- 6:00 p.m. Program closes. Staff member in charge begins calling parent work number to check for problems or miscommunications. If contact is not made, alternative contacts listed on the registration form will be called.
- 6:30 p.m. Staff member in charge contacts the program director, and local authorities to apprise them of the situation.
- 6:45 p.m. If there is no contact from the parent and no other safe option, the child will be turned over to the allen county police department or child services.

You risk dismissal from the program if:

- You fail to pay the late fee.
- You are late picking up your child three times within a 30-day period.

Parents must keep Raise Up and staff notified of address and phone number changes for work, home, and emergency contacts at all times. These can be updated in brightwheel.

Payment Procedures

Program Fees

Raise Up requires each family to use Brightwheel auto pay. Invoices are sent on the Thursday prior to the week of services. Payment will be automatically withdrawn from your account on Monday of the week of services. Changes to your child's schedule after the invoices are sent will not be refunded.

CCDF Vouchers

We do accept CCDF Vouchers. If you need an 805-form completed, we ask that you call and request it at least 5 business days before your appointment. The Child Care Development Fund (CCDF) allows parents the opportunity to maintain employment and complete educational goals without the overwhelming financial burden of child care costs. Parents must be working, going to school, or receiving job training to qualify for this program. Parents are responsible to pay the difference of what the voucher pays and what Raise Up charges. Parents are responsible to enter their child's attendance into the voucher system. Any attendance not entered may result in a decreased payment from CCDF and will be charged to the parent.

Delinquent Accounts

When payment on an account falls three weeks behind, the parent/guardian will be notified that their child cannot return to the program. Your child may return when the account is brought current or payment arrangements are made. If parent/guardian has been notified of delinquent account and sends their child to the program anyway, staff will call to have the child immediately picked up. Delinquent Accounts may accrue 10% interest as well.

Insufficient Funds

All accounts must be set up for auto pay through Brightwheel. Any failed payment greater than one week may result in a discontinuation of services. If payment to the childcare program is returned due to insufficient funds, the parent/guardian is responsible for immediately issuing another payment.

Tax Information

A tax statement including all expenses for the previous year will be automatically available through brightwheel. Our tax ID number is: 47-1223699.

Health & Safety

Medication During Program

Any medication that needs to be administered during program hours must:

- Be accompanied by "Permission to Medicate" form.
- Be brought directly to the director or staff member in its original container with the child's name, physician's name, and drug name on the container.
- For prescription medication, have specific doctor instruction for dosage, times, etc. Raise Up can only administer medication according to original instructions on label. If direction from parent is different, the parent must provide a physician's written change.
- Staff cannot administer amounts other than specified on bottle or split pills.
- Over the counter medication also requires a "Permission to Medicate" form with the child's name, dosage, and drug name. This includes all natural remedies as well.

- Medication will not be administered past expiration date.
- Sunscreen must be brought by the parents and will require a signed medication form.
- For families with multiple children in the program, we ask that each child has their own sunscreen and form.

Child Illness

For the sake of your child and others, if a child has an axillary temperature of over 100 degrees, is vomiting, or shows other signs of illness, parents are asked to keep the participant at home. Parents must notify Raise Up of the absence and the nature of the illness. **If this happens during program hours we will call you and ask that you pick your child up within one hour. Children must be 24 hours fever free (without medication) to attend daycare.**

Illness/Injury Occurring During Program Hours

Raise Up does not aim to exclude children from the program unnecessarily. Raise Up's illness/injury policies are based on the following criteria:

- Preventable public health practices
- The comfort and safety of the sick child
- The staff's ability to accommodate or care for a sick child
- The protection of the other students, staff and parents from communicable disease conditions

If your child becomes ill/injured, they will be isolated from the other children and you will be contacted to pick him or her up within one hour of notification (depending on the severity of the injury or illness). Raise Up is not equipped to handle ill/injured children beyond securing their immediate comfort. If you cannot be reached, we will contact someone you've authorized from your emergency contact on the Health and Registration form for immediate pick up. An illness exclusion form will be given to the person picking up explaining when the child may return to our care. Please be sure to keep Raise Up informed of any changes in your work or emergency phone numbers. In an emergency, medical aid will be sought immediately.

Communicable Disease

Communicable diseases are diseases that are transmitted from one individual to another and easily spread among children. Common communicable diseases among children are head lice, pink eye, ringworm and hand foot and mouth. The following policies have been created to reduce the spread of communicable diseases.

Head Lice

Raise Up reserves the right to inspect your child's head in the event lice is suspected in order to protect all of the other students, staff, and parents

- In the event head lice are found among your child, a parent/guardian must pick up the child within one hour of the notification.

- Raise Up will notify all parents of all head lice/nits cases when found or reported.
- If nits/head lice are found outside of Raise Up's care, parents/guardians must contact the Director immediately so proper notification can be made to the other parents.
- Students with nits/head lice must not return to Raise Up until 24 hours after first treatment is complete.

Same policies apply to all other communicable diseases. If school policies differ from Raise Up policies, the school policies will be followed.

Confidentiality

Student's records are kept within groups, as staff needs to access them regularly. Any information in a child's record that is sensitive will be kept in a secure place.

Behavior Management Procedures

Conscious Discipline (www.consciousdiscipline.com)

Our school's character education and behavior management program is called Conscious Discipline. Conscious Discipline is an evidence-based, self-regulation program that integrates social-emotional learning and discipline. The program, developed by Dr. Becky A. Bailey, empowers adults to consciously respond to daily conflict, transforming it into an opportunity to teach critical life skills to children. Conscious Discipline is a way of organizing schools and classrooms around the concept of a school family. Each member of the family, both adult and child, learn the skills needed to successfully manage life tasks such as learning, forming relationships, communicating effectively, being sensitive to others' needs, and getting along with others. The skills include composure, empathy, integrity, assertiveness, responsibility, the ability to make good choices, and the ability to see the best in others. We encourage families to visit the Conscious Discipline website for additional information.

Raise Up views behavior as a child's call for help. We are committed to make every attempt possible to teach a struggling child the social emotional skills needed to be successful. If it is deemed after prayerful consideration and following our child exclusion policy, that we are unable to provide the social and emotional care and help that a child needs, we will remove the child from the program.

Other Behavior Related Issues

No staff member will ever, strike, swear at, abuse, or threaten with physical intimidation either a child or parent. No staff member will allow a child to be stricken, sworn at, abused or physically intimidated by anyone else in the program. No staff member will deprive a child of food or basic needs. No staff member will ever solicit or accept gratuities in consideration for any treatment of a child.

Parent Conferences

Informal or formal conferences may be requested by staff or parents regarding their child's behavior. Typically, conferences are requested after multiple behavior reports or extreme changes in a child's demeanor. We cannot emphasize enough how important it is that you share changes occurring at home or at school. Staff can better provide for a child's needs when we are aware of changes.

Snack/Lunch Guidelines

Nutrition is a very important aspect of each day. Raise Up is committed to provide a healthy snacks and meals. The monthly menu will be posted for your convenience. If your child does not like the snack or meal provided or can't have it due to dietary restrictions or allergies, the parent is responsible to send something with them as a substitute. **If your child has an allergy, please be sure to inform the staff of the specific details including the severity.** Allergies must also be entered in brightwheel.

Any drink brought to daycare aside from water will only be served at mealtimes. Children may not bring soda pop. All snacks and drinks must be consumed while sitting at the table. **If the child arrives before 8 am, the child is welcome to eat the snack they brought. If they arrive after 8 am, the child must wait until the next snack/mealtime to eat.**

Meal schedules are as follows:

Morning snack:

Blossoms (infants)- between 8 and 8:30 am.

Acorns (1 year)- 8-8:30am

Seedlings (2 year)- 8:15 am

Saplings 3 (3 year)- 8:30 am

Saplings 1 (4-5 year)- 8:45am

Saplings 2 (4-5 year)- 8:45am

Oaks- 9:00am

Lunch:

Blossoms: 11:00 am

Acorns: 11:00 am

Seedlings: 11:00am

Saplings 3: 11:45 am

Saplings 2: 11:50 am

Saplings 1: 12:00 pm

Oaks: 12:05pm

If dropping you're child off at around lunch time, they will need to be at Raise Up by 12 pm to eat lunch.

Pm Snack:

Blossoms: 2pm

Acorns: 3:00-3:30pm (upon awaking)

Seedlings: 3:00-3:30pm (upon awaking)

Saplings: 3:00pm

Oaks: Summer 3:00pm school year 4:00pm

Care Schedule Changes

Raise Up is committed to providing affordable childcare to families in our area, in order to maintain the lowest rates possible the following policies are in place. Schedule changes must be documented in the schedule book by Monday for the following week. Any changes after Monday will be subject to availability.

Termination of Contract

At any time a family chooses to terminate the childcare services contract with Raise Up, a one week written notice is required to Raise Up in order to avoid being charged for childcare services not rendered during the contract period.