



CHAMBLISS CENTER FOR CHILDREN
GROWING YOUNG LIVES 24*7*365

Schedules for Care and Absenteeism

ALL SCHEDULES FOR CARE ARE SET IN ADVANCE BY THE FAMILY SERVICES COORDINATOR. ANY AND ALL CHANGES IN CARE ARE TO BE MADE IN ADVANCE, WITH THE APPROVAL OF THE FAMILY SERVICES COORDINATOR.

CARE IS TO BE PROVIDED ONLY DURING A PARENT'S HOURS OF EMPLOYMENT/EDUCATIONS/TRAINING. IN THE EVENT OF THE PARENT'S UNEMPLOYMENT OR TERMINATION OF SCHOOLING, THE PARENT IS GRANTED TWO WEEKS TO SECURE EMPLOYMENT. EXCEPTIONS TO THIS MAY BE MADE BY THE FAMILY SERVICES COORDINATOR AND THE EXECUTIVE DIRECTOR.

If a child is going to be absent from care, the parent is to notify the office so that the teacher can be informed.

FOLLOWING TWO WEEKS OF UNEXPLAINED ABSENCE, CARE IS TERMINATED.

Probationary Enrollment

All children are enrolled on a trial basis not to exceed 30 days. We provide care for children 6 week-12 years of age. (If your school age child turns 12 years old during the school year they may complete the school year, If they turn 12 years old during the summer they may complete the summer).

Parent Responsibility

Bringing Children in for and Taking Children out of care

All children are to be brought to and picked up from their teachers. The teacher is to be informed by the parent when a child arrives for and leaves care. The parent (or other authorized adult) must sign the child in and out on a roster each day. Children are not to be brought in or picked up by anyone younger than 18 years of age (except in the case of a teen parent who has custody).

The agency does not accept legal responsibility for any child who is not personally placed in a staff member's care. Once a child is signed out of care, the child becomes the legal responsibility of the person who signed the child out of care.

ONLY THOSE PERSONS PREVIOUSLY AUTHORIZED BY THE PARENT(S) ARE ALLOWED TO VISIT OR TO TAKE A CHILD OFF THE GROUNDS OF THE CENTER.

Children will not be released to people who, in the judgment of staff pose a risk to the child by placing the child in potential danger.



WHEN COMING INTO CARE AND WHEN LEAVING CARE, PARENTS ARE TO MAINTAIN CONTROL OF THEIR CHILDREN. CHILDREN ARE TO REMAIN WITH THEIR PARENTS. CHILDREN ARE NOT TO BE ALLOWED TO RUN INSIDE THE BUILDINGS OR IN THE PARKING/DRIVING AREAS.

Parent Responsibility to Keep Current Information with Agency

Parents are responsible for immediately reporting to the Family Services Coordinator any changes in their addresses, telephone numbers, employers, emergency contact information, and the list of persons authorized to pick up their children.

Criteria for Disenrollment

Children will be withdrawn from care for the following reasons:

Child's absenteeism for two consecutive weeks without explanation

Parent failure to pay agreed upon fee for service on a weekly basis

Parent failure to comply with the agency's requirements for medical and other care deems by the staff to be in the child's best interest(s)

Parent failure to maintain correct status with all immunizations

Parent failure to keep correct information (for example: addresses, telephone numbers) on file with the agency

Parent failure to abide by all policies, procedures, and practices outlined in the Parent Handbook

The agency administration's determination that this program is unable to meet the child's developmental, physical, and/or psychological needs

The agency administration's determination that a child's continued enrollment is not in the best interest of the program

Inappropriate parental conduct while in/on the agency's property



Childcare on Holidays

RESERVATIONS MUST BE MADE AT LEAST THREE WORKING DAYS IN ADVANCE, ARE REQUIRED FOR THE FOLLOWING DAYS:

**New Year's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Friday after Thanksgiving Day
Christmas Eve
Christmas Day**

During the Holiday Season other days may be added to this list, to ensure we have appropriate staff on duty.

RESERVATIONS CAN BE MADE ONLY IN THE OFFICE.

Care is to be provided ONLY if the parent is working and only during the hours of employment.



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Driving and Parking Regulations

At all times, when bringing a vehicle to the agency property, these regulations apply to all parents, as well as to all other persons who transport children to and from the agency. It is the parent's responsibility to communicate these regulations to all other persons who may transport a child.

Do not drive behind any of the buildings.

Do not exceed the **10 MPH** speed limit in all driveway/parking areas.

Do not leave children unattended in the driving and parking areas.

Do not leave any child unattended in any vehicle.

Before leaving our vehicle, always turn off the ignition, take the key, and lock the doors.

Do not leave valuables in sight in an unattended vehicle.

Park only in the white-lined parking spaces. Do not park in the yellow-lined areas, on unmarked curbs, or in the driveway.

Always comply with the children's safety seat regulations.

If there is inadequate parking in the main lots, park in the lot across Gillespie Road. This is, also, property of the agency.

EMERGENCY ALERT SYSTEM

We will use a cell phone alert system to notify parents who have signed up to receive notification. The alert system will be used in case of emergency situations and for general center updates and notifications.



Children's Personal Belongings

Unless specifically prearranged, no child is to bring food, toys, or other personal items to the center. The agency assumes no responsibility for the loss of or damage to personal possessions of the child. This includes electronics such as: Nintendo DS's, PSP's, iPod's, etc.

Children's Dress

Parents are encouraged to dress their children in clothes that are comfortable, washable, and can withstand active play, both inside and outside. Children should wear closed toe shoes (athletic shoes are preferable). They should not wear sandals or other open toe/heel shoes. No preschool-age child should wear small beads in their hair or small earrings with beads or drops on them. These small items are a choking hazard for young children.

Parent Involvement

The agency encourages the involvement of all parents in their children's program. Children will have a richer experience if the parent participates in the program. Parent-teacher conferences are scheduled in the fall and spring of each year, and teachers are available at other times to schedule meetings with parents. The Family Services Coordinator and Executive Director are also available to meet with parents to discuss concerns parents have. The agency has a Parent Advisory Committee, which is made up of parents representing each age/class group. Each year a program evaluation is conducted utilizing a parent Assessment Questionnaire. In the fall, an Open House and Chili Supper is held, and in the summer, a fun evening known as Parents' Night Out is held. Additional volunteer activities are available for parents through the office of the Volunteer Office.

Discipline of Children

The center recognizes that positive discipline teaches and encourages the healthy development of children. Expectations for behavior are based on the child's age, attention span, and skills. Staff praise and call attention to appropriate behavior in order to influence the child in a positive way. Limits are set which are developmentally appropriate and consistent. The goal is to teach the child self discipline and self-control. All physical punishment and any discipline, which is shaming, humiliating, or frightening to the child, is strictly prohibited. When it is considered a child's continued enrollment is not in the best interest of the program, care will be terminated. When it is considered the agency is unable to meet the needs of a child, care will be terminated.

Smoking

There is only one designated smoking area on the Agency's property; that is in a screened area behind the main building near the dumpster. There is to be no smoking on any of the porches, walkways, or other spaces of the buildings and grounds, except in the designated area noted. Cigarette butts are to be dispensed inside the vehicle and not thrown on the ground.



Behavioral Expectations for Parents

The agency expects that all parents will relate to and interact with its staff, their children, other parents, and other children in a civilized manner and will work to resolve any problems, conflicts, or issues in a manner that incorporates mutual respect for one another.

Unreasonable and/or disorderly conduct, language or mannerisms that threaten, intimidate, demean, harass, or provoke staff, are generally considered vulgar or offensive are not acceptable. The use of loud or angry voices is not permitted. The use of profanity is not acceptable. Cursing or spanking/hitting children on agency property is not permitted. Carrying weapons, or participating in violence or threats of violence, displayed, plainly stated, or implied, will definitely not be tolerated. Intoxications are not allowed. The same code of conduct applies to spouses, boyfriends-girlfriends, relatives, or any other person who may have contact with the agency.

Violation of these expectations is grounds for immediate terminations of care.

Behavioral Expectations for Children

The increase in aggressive, hostile, and violent acts among young people is of concern to all of us. The Chambliss Center for Children is committed to helping train children how to live peaceably with each other, to respect and enjoy our differences, and how to problem-solve in non-destructive ways. We focus on speaking with respect to each other, using appropriate manners, and maintaining an attitude of positive regard and respect for others. We need and expect the involvement of parents in working with staff around any behavioral issues that may arise with children.

The following rules for children apply:

- Keep hands to yourself, except to hug.... NO HITTING
- No cursing
- No spitting
- No running inside the buildings
- No yelling inside the buildings
- No throwing objects... rocks, toys, etc.
- No calling other children names... no bullying.
- Always stay with your teacher or with your parent. Do not wander off with others.
- Obey the directions and requests of the adult in charge
- Do not bring toys, food, games here
- Do not damage or break things that do not belong to you

Parents and children are expected to pay the cost of repair/replacement of broken/destroyed property.



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Procedure for Dealing with Children's Misbehavior

Children who do not comply with the behavioral expectations outlined will receive a verbal warning from the teacher and/or driver. The parent will be notified of this warning by the Executive Director. After the warning, a child who continues not to comply with all expectations will be suspended from care and/or transportation for three consecutive working days. Further noncompliance will result in termination of care.

Emergency Contacts and Persons Authorized to Pick-up Children

At the time of enrollment, the person(s) who have custody of the child being enrolled will identify persons whom they authorize to pick-up the child (ren). The parent will provide the names of the person(s), their relationship to the child and the telephone numbers where these persons can be located in the event of an emergency. All of this information is to be kept current at all times. **No changes to this list can be made by telephone.** All changes must be made in person or by writing with the Family Services Coordinator (or in her absence the Executive Director) our fax number is 423-622-6549, except through special exception made by the Family Services Coordinator (or, in her absence, the Executive Director).



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Transportation of Children by the Agency

The following is expected of all children who ride in any vehicle owned by or contracted by Chambliss Center for Children:

- Board and get off of vehicles when told to do so by adults in charge;
- Sit where they are told to do so by the adults in charge;
- Keep seat belts securely fastened the entire time they are in the vehicle;
- Bring on to the vehicle nothing to eat or drink
- Keep their hands to themselves;
- Speak quietly to adults and to other children;
- Throw nothing while on the vehicle;
- Speak respectfully to other children and to adults;

In the event of contracted transportation, children who do not comply with the above noted expectations will receive a verbal warning by the driver and by Chambliss Staff. The parent will be notified of this warning by Chambliss Staff. With school-age children, after the warning, a child who continues not to comply with all expectations will be suspended from riding the vehicles for a period of three school days. Further noncompliance will result in suspension from riding the vehicles for the balance of the school year, and the parent will be responsible for providing all transportation.

ACTS OF PHYSICAL VIOLENCE OR BRINGING WEAPONS ABOARD A VEHICLE WILL RESULT IN IMMEDIATE SUSPENSION OF TRANSPORTATION SERVICE FOR THE REMAINDER OF THE SCHOOL YEAR.

It is important that the parents make clear to their children that their failure to comply with these expectations presents serious safety issues for all persons in the vehicle, as well as to other persons on the road.



Children's Health

The childcare program is not licensed to provide sick childcare.

Medical Examination Requirements

Each year, all parents of preschool-age children are required to provide a record of their child's physical examination during the period January through December.

Immunizations

It is the parent's responsibility to keep the child's immunizations up-to-date, in accordance with Tennessee state law. Children whose immunizations are not current must be excluded from care. Parents are responsible for bringing in documentation of immunizations on forms specified by the Tennessee Department of Human Services. Failure to provide this documentation when required will result in termination of enrollment.

Allergies

It is the parent's responsibility to keep the Family Services Coordinator informed about any known allergies the child has. The staff makes every effort to ensure that no child is unnecessarily exposed to any substance to which the child is known to be allergic. The Family Services Coordinator may require written verification of allergies and written directions as to how to accommodate for these.

Sickness

Children are checked upon arrival into care each day and observed for signs of communicable disease. If a child develops fever of **100.6 degrees or higher**, taken under the arm, with a degree added, diarrhea, or other symptoms that are cause for concern, the parent will be notified. Parents are expected to arrange for immediate pick-up of a child who is considered to pose a risk to the group and/or who cannot participate in the activities of the group. **Children, who go home with a temperature, must be kept out of care until they are temperature-free for at least 24 hours.**

Children who cannot be outside during the day should be kept at home. (State licensing requirements specify that children in care for more than three consecutive daylight hours must spend some time outside).

Exposure to Communicable Diseases

Parent will be notified if their child has been exposed to threatening communicable illness in the center. Parents are expected to notify staff if their child has been exposed to any communicable illness outside the center.

Injuries

The teachers are trained in First Aid and CPR and respond promptly, according to the nature of the child's injury. Parents are notified of all known injuries incurred by a child while in care, and they are notified of any injuries suspected to require immediate attention.

Dispensing of Medication

The staff administers medication at the direct written request of the parent. Parents are to deliver directly to the teacher any medication and a completed "Directions for Giving Medication" form. This form is available from the child's teacher and from the office. The parent's directions must not conflict with the dosage instructions on the container. Prescription drugs must be current in the original prescription bottle and must be listed in the child's name. Over-the-counter medication may be given with the parent's permission, if the label on the bottle indicates it is to be given to children the age of the child in question. In order to administer over-the-counter medication to children who are younger than is indicated on the label, there must be a separate written statement from the child's doctor directing the drug be given and specifying the quantity of the dosage given.

Any and all questions regarding medication should be directed to the Family Services Coordinator. In her absence, questions should be addressed to the Associate Director.



Child Safety

State law requires that childcare programs offer a curriculum that includes instruction in personal safety for children. This curriculum is offered in three and four year old classes. For more information about this curriculum, parents should speak with the child's teacher or the Family Services Coordinator.

Reporting of Child Abuse and Neglect

The agency complies with Tennessee State Law regarding the reporting of incidents of suspected neglect or abuse of children. The law states that anyone who knows or has reasonable cause to suspect that a child has been neglected and/or abused shall report such knowledge or suspicion to the Tennessee Department of Children's Services. All teachers are trained in being alert to the behavioral and/or physical indicators of all forms of child abuse. Recognizing the agency's role as an advocate for children in care, doubt will be resolved in favor of the child. Should a mandatory reporting process be initiated, confidentiality (with the exception of the Department of Children's Services) is maintained for the protection of privacy of the child and family.



Parent Questions/Concerns/Complaints

When parents have questions, concerns, and/or complaints about anything they see or hear when at the agency, they should call or see the Family Services Coordinator or the Associate Director to discuss these issues. Concerns should not be discussed with other staff. The Family Services Coordinator reports all parent concerns and complaints to the Associate Director for follow-up. Should the parent wish further discussion regarding what she/he feels has not been adequately addressed, the parent may call or see the Associate Director. Likewise, if the parent continues to believe there has not been adequate resolution of a concern, she/he should call the President and CEO and request an appointment to discuss further issues considered to be unresolved.

Statement of Non-Discrimination

Children are considered for enrollment in the program without regard to race, color, religion, sex, national origin, or age..

The agency does not discriminate against a child with a handicapping condition solely on the basis of the handicap. The program serves children with special needs and handicapping conditions whenever possible. Any eligible applicant with special needs or handicapping condition will be considered for enrollment in the program. There will be careful evaluation of the child's needs. If it is thought that the child can participate in and benefit from the program/services offered, and that current staff are capable of providing safe care and a quality developmental program to the child, as well as to the other enrolled children, the child can be enrolled in the program. The child will be assessed on an ongoing basis by staff and family.



Parent Fee Payment Policy

All childcare fees are set based on a scholarship fee schedule of income and number of people in the home. The agency's fee scale is set by the Board of Directors. In the case of Childcare Certificates, the fee a parent is responsible for paying is established by the Tennessee Department of Human Services.

Individual family fees are established at the time of a child's enrollment. Parents are required to present payroll check stubs or other similar documentation of income at the time of the pre-enrollment visit. The fee is re-evaluated at least annually, or at other such times as requested by the parent or agency. The Family Services Coordinator (under the direction of the President and CEO) is the person responsible for setting and collecting all fees.

Regular and full payment by the parent or legal guardian of all fees for childcare is required. All fees are weekly fees and are to be paid in full.

ALL FEES ARE TO HAVE BEEN PAID IN FULL NO LATER THAN 6:00 PM, EACH FRIDAY A CHILD IS ENROLLED. PAYMENT OF THE FULL FEE IS REQUIRED 52 WEEKS PER YEAR (REGARDLESS OF A CHILD'S ATTENDANCE OR LACK OF ATTENDANCE). All payments are to be made in the front office or over the phone. You may call the office with your credit card or debit card number. The Associate Director, in conjunction with the President and CEO, can only make an exception to this.

FAILURE TO MAKE FULL AND REGULAR PAYMENTS IS GROUND FOR IMMEDIATE TERMINATION OF CHILDCARE.

Payment of fees may be made by MasterCard, Visa, Discover, American Express, Dinners Club, cash, personal check, cashier's check, or money order. **FOLLOWING THE RETURN OF ONE PERSONAL CHECK, ONLY PAYMENT BY CASH, CASHIER'S CHECK OR MONEY ORDER WILL BE ACCEPTED.**

Any over payment of fees is refunded at the time of termination of enrollment.



Types of Care and Fees

Full-Time Care/Summer Care

That care provided children during their parents' hours of employment/education/job-training. This is usually no more than 45 hours per week.

Fee: full fee set in accordance with the fee scale (or by the Childcare Certificate program). One-half full fee is set for each additional child from the same family in care.

Part-Time Care

That care provided for no more than three hours per day (or fifteen hours per week).

Fee: one-half of the full time fees set for each child in part-time care. There is no additional reduction for additional children in the same family who are also on part-time care.

Holiday Care

The care provided children enrolled in kindergarten and older who are here only on those days school is out.

Fee: a set fee per week is charged each week of the school year. This fee is to be paid in accord with the Parent Fee Payment Policy.

Wrap-Around Care

This care provided children enrolled in the Hamilton County School system pre-kindergarten (pre-k) classrooms. This care is ANYTIME at this agency prior to 8:30 am or after 3:00 pm, Monday through Friday.

Fee: a set fee per week is charged each week of the school year. No charge is made when school is ALL WEEK. The fee is to be paid in accord with the Parent Fee Payment Policy.

ALL CARE IS TO BE SCHEDULED WITH AND APPROVED BY THE FAMILY SERVICES COORDINATOR IN ADVANCE OF ANY CHILD COMING INTO CARE.

Food Service

Breakfast, lunch, an afternoon snack and supper are served daily. Children are served all meals scheduled during their hours of care. The cost of meal is included in the childcare fee. Children are not required to eat their meals but are requested to sit with their group during mealtime. Children who need to arrive for care after the meal is served should be fed prior to coming into care. Parents who arrive to pick up children during mealtime are asked to wait outside the classroom until the group finishes eating. Mealtime is to be a pleasant, social, and learning experience for the children. All menus are approved by the U. S. Department of Agriculture (USDA) Childcare Food Program. Any food substitutions a child needs must be prescribed by the child’s physician in writing. This written prescription must be given to the Associate Director.

Child Meal Pattern Breakfast			
Select All Three Components for a Reimbursable Meal			
<i>Food Components</i>	<i>Ages 1-2</i>	<i>Ages 3-5</i>	<i>Ages 6-12¹</i>
1 milk fluid milk	1/2 cup	3/4 cup	1 cup
1 fruit/vegetable juice, ² fruit and/or vegetable	1/4 cup	1/2 cup	1/2 cup
1 grains/bread³ bread or	1/2 slice	1/2 slice	1 slice
cornbread or biscuit or roll or muffin or	1/2 serving	1/2 serving	1 serving
cold dry cereal or	1/4 cup	1/3 cup	3/4 cup
hot cooked cereal or	1/4 cup	1/4 cup	1/2 cup
pasta or noodles or grains	1/4 cup	1/4 cup	1/2 cup
¹ Children age 12 and older may be served larger portions based on their greater food needs. They may not be served less than the minimum quantities listed in this column. ² Fruit or vegetable juice must be full-strength. ³ Breads and grains must be made from whole-grain or enriched meal or flour. Cereal must be whole-grain or enriched or fortified.			

**Child Meal Pattern
Lunch or Supper**

<i>Food Components</i>	<i>Ages 1-2</i>	<i>Ages 3-5</i>	<i>Ages 6-12¹</i>
1 milk fluid milk	1/2 cup	3/4 cup	1 cup
2 fruits/vegetables juice, ² fruit and/or vegetable	1/4 cup	1/2 cup	3/4 cup
1 grains/bread³ bread or cornbread or biscuit or roll or muffin or cold dry cereal or hot cooked cereal or pasta or noodles or grains	1/2 slice 1/2 serving 1/4 cup 1/4 cup 1/4 cup	1/2 slice 1/2 serving 1/3 cup 1/4 cup 1/4 cup	1 slice 1 serving 3/4 cup 1/2 cup 1/2 cup
1 meat/meat alternate meat or poultry or fish ⁴ or alternate protein product or cheese or egg or cooked dry beans or peas or peanut or other nut or seed butters or nuts and/or seeds ⁵ or yogurt ⁶	1 ounce 1 ounce 1 ounce 1/2 egg 1/4 cup 2 Tbsp. 1/2 ounce 4 ounces	1 1/2 ounces 1 1/2 ounces 1 1/2 ounces 3/4 egg 3/8 cup 3 Tbsp. 3/4 ounce 6 ounces	2 ounces 2 ounces 2 ounces 1 egg 1/2 cup 4 Tbsp. 1 ounce 8 ounces

¹ Children age 12 and older may be served larger portions based on their greater food needs. They may not be served less than the minimum quantities listed in this column.

² Fruit or vegetable juice must be full-strength.

³ Breads and grains must be made from whole-grain or enriched meal or flour. Cereal must be whole-grain or enriched or fortified.

⁴ A serving consists of the edible portion of cooked lean meat or poultry or fish.

⁵ Nuts and seeds may meet only one-half of the total meat/meat alternate serving and must be combined with another meat/meat alternate to fulfill the lunch or supper requirement.

⁶ Yogurt may be plain or flavored, unsweetened or sweetened.

**Child Meal Pattern
Snack**

Select Two of the Four Components for a Reimbursable Snack

<i>Food Components</i>	<i>Ages 1-2</i>	<i>Ages 3-5</i>	<i>Ages 6-12¹</i>
1 milk fluid milk	1/2 cup	1/2 cup	1 cup
1 fruit/vegetable juice, ² fruit and/or vegetable	1/2 cup	1/2 cup	3/4 cup
1 grains/bread³ bread or cornbread or biscuit or roll or muffin or cold dry cereal or hot cooked cereal or pasta or noodles or grains	1/2 slice 1/2 serving 1/4 cup 1/4 cup 1/4 cup	1/2 slice 1/2 serving 1/3 cup 1/4 cup 1/4 cup	1 slice 1 serving 3/4 cup 1/2 cup 1/2 cup
1 meat/meat alternate meat or poultry or fish ⁴ or alternate protein product or cheese or egg ⁵ or cooked dry beans or peas or peanut or other nut or seed butters or nuts and/or seeds or yogurt ⁶	1/2 ounce 1/2 ounce 1/2 ounce 1/2 egg 1/8 cup 1 Tbsp. 1/2 ounce 2 ounces	1/2 ounce 1/2 ounce 1/2 ounce 1/2 egg 1/8 cup 1 Tbsp. 1/2 ounce 2 ounces	1 ounce 1 ounce 1 ounce 1/2 egg 1/4 cup 2 Tbsp. 1 ounce 4 ounces

¹ Children age 12 and older may be served larger portions based on their greater food needs.

They may not be served less than the minimum quantities listed in this column.

² Fruit or vegetable juice must be full-strength. Juice cannot be served when milk is the only other snack component.

³ Breads and grains must be made from whole-grain or enriched meal or flour. Cereal must be whole-grain or enriched or fortified.

⁴ A serving consists of the edible portion of cooked lean meat or poultry or fish.

⁵ One-half egg meets the required minimum amount (one ounce or less) of meat alternate.

⁶ Yogurt may be plain or flavored, unsweetened or sweetened.