



**BOYS & GIRLS CLUBS
OF HARTFORD**

**EARLY LEARNING
CENTER
FAMILY MANUAL**



Rev. 3/2019

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WELCOME

Boys & Girls Clubs of Hartford (BGCH) wants to take this opportunity to welcome your family to our Preschool Early Learning Center. Our Clubs have been at the forefront of youth development for well over 155 years. We are committed to servicing children and providing them with an early childhood experience that promotes life- long learners. We believe that building strong partnerships with families promotes a safe and positive place for children to learn and grow socially, emotionally and academically. We look forward to working with you and your child, getting to know your family, and encouraging both to become more actively involved in their educational journey.

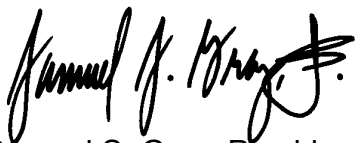
Boys & Girls Clubs of Hartford's Early Learning Center stimulates thinking and expression, exploration and curiosity. Along with being designed to create and provide a social learning environment that will nurture and support our Preschool students as they learn, experiment, and explore at their own pace and through hands on active engagement.

The curriculum is aligned with the Connecticut Early Learning and Development Standards (ELDS), the Connecticut Documentation & observation for Teaching Systems (CT DOTS), and the Connecticut Preschool Assessment Framework (CT PAF).

Boys & Girls Clubs of Hartford's Early Learning Center is a '*Positive Place to Be*'. Our vision is to encourage the development of the individual child in the areas of critical thinking, problem solving, independence, self-reliance, self-confidence and creativity in relation to the social values of family, community and the world at large.

Thank you for believing in us and allowing the Boys & Girls Clubs of Hartford to jump-start your child's future.

Sincerely,

A handwritten signature in black ink, appearing to read "Samuel S. Gray". The signature is stylized and cursive.

Samuel S. Gray, President & CEO
Boys & Girls Clubs of Hartford

MISSION STATEMENT

The mission of the Boys & Girls Clubs of Hartford Early Learning Center is to inspire and prepare all students to realize their full potential, enhance our global community and make sure they become life-long learners. Further, we encourage the development of the individual child in the areas of critical thinking, problem solving, independence, self-reliance, self-confidence and creativity in relation to the social values of family, community and the world at large.

OUR OBJECTIVES

We will provide:

- A foundation for students to grow and develop by encouraging creative thinking and innovative approaches to solving problems.
- A foundation for students to develop the ability to explore, seek new information and ask questions while gaining numerical awareness, critical thinking , oral and written language skills.
- A foundation for students to develop an appreciation of the arts as a way of enhancing our students' self-confidence, self-awareness and self-expression, which will assist in the development of the students' social emotional health.
- A foundation for students to explore with curiosity and solve with independence in a child centered environment through the gaining of knowledge and the understanding of the world we live in.

PHILOSOPHY AND GOALS

Boys & Girls Clubs of Hartford Early Learning Center is dedicated to providing affordable, accessible, developmentally appropriate, quality child care services for the Greater Hartford area. Our goal is to provide an early learning experience that supports children in development of social, emotional, cognitive and physical abilities, by providing a safe and positive environment that promotes the joy of lifelong learning through a shared partnership between qualified staff, children and their families.

We believe learning occurs best when children are given the opportunity to explore purposeful activities and materials in a creative manner. We recognize that children have different learning styles and abilities so we strive to create a unique learning experience that helps in the development of the whole child while fostering competent learners.

FAMILY INVOLVEMENT

Family involvement is a vital part of a good childcare program. We work to create mutual respect between parents and staff resulting in a partnership for the benefit of the child. We encourage family input and we strive to make all families feel supported in their child rearing efforts. We have an open door policy and we welcome you to drop by and participate in your child's learning experience anytime during or hours of operations.

Boys & Girls Clubs of Hartford Early Learning Center is located at:
170 Sigourney Street, Hartford, CT 06105 and is open
Monday- Friday, 7:00 AM until 6:30 PM.

We have an open door policy and parents are encouraged to visit at any time during our hours of operation.

Boys & Girls Clubs of Hartford Early Learning Center is very supportive and encourages all families regardless of family structure; socioeconomics, racial, religious, and cultural backgrounds; gender; abilities; or preferred language to be involved in their child's early childhood experience.

We provide a variety of opportunities for families to participate in activities and workshops offered through our local community organizations that have expertise in support services and education such as: *Adult Board of Education classes, Parent and Child Center, Public Library, Family Resource Centers, Chamber of Commerce, Parent Advocacy Committee and community events.* We will provide you with notices and registration forms to make your participation in these opportunities an easier process.

Family Responsibilities, Children can achieve their greatest potential by:

- Getting a good night's sleep
- Dressing comfortably and appropriately
- Wearing sneakers or other shoes that promote safety
- Eating a healthy breakfast
- Starting each day by saying hello to their teachers and goodbye to their parents

FIRST DAY TIPS AND REMINDERS

- Meet your teachers and learn their names. If you show your child that you are comfortable with the staff, it will help your child to feel safe in your absence. Encourage your child to talk to the teachers if he/she needs anything during the day.
- Drop-off routine should be brief. Make sure that your child has been turned over to a teacher for comforting and guidance or that your child is engaged in a classroom activity before you leave; however, do not give in to your child's

requests to stay on the first day. Prolonging your exit can result in a confused message to the child when you need to leave on time to get to work on future days.

- Remember that many children experience separation anxiety and that in most cases it is perfectly healthy for your child to express his/her distress through crying or tantrums.
- If the separation anxiety is severe or lasts a long time, a teacher or Center Administrator will arrange a meeting to strategize ways in which to ease your child's adjustment. Please do not hesitate to contact your child's teacher or Center administrator for assistance with adjustment to the program.
- Avoid the temptation of sneaking out of the classroom when your child is not looking. Although this may make the separation easier for you as the parent, it can be confusing and scary for your child. Instead, prepare your child in advance for the separation and repeat that you are leaving but that you will return. Children need to hear that their parent is returning to get them. Young children's concept of time is not fully developed at this age. Instead of giving them a time that you will pick up, ask the teacher what activity your child will be involved in when you pick up. Tell your child you will be back after that activity.
- Start talking about school today! Talk about what your child will see and do in school. Talk about the new friends your child will be meeting. Discuss appropriate ways of communication with peers and adults in a classroom setting. Discuss how it might be different than being at home or with a babysitter (sharing toys, following routines, sitting and listening).
- Show enthusiasm and excitement about school. If your child feels that you are happy with the environment, he/she will be more likely to explore the room.

HOURS OF OPERATION / CALENDAR

In the event our program finds it necessary to change the scheduled days of operation, we will make every effort to inform you of this change at least 30 days in advance, so you can make alternative arrangements. There will be **no** tuition adjustments for these changes.

The Center is opened from 7:00 a.m. to 6:30 p.m. Monday - Friday year round. The Center closes on the following days:

- Memorial Day
- Labor Day
- Thanksgiving Day & the day after
- Christmas Day
- New Year's Day
- Martin Luther King Day
- Good Friday
- Independence Day

- The last week of August & two days in June – Program shuts down for Staff Professional Development

The Center reserves the right to close at times of threatening or dangerous weather, emergency conditions, and holidays. If the Hartford Public Schools are closed because of inclement weather, the Boys & Girls Clubs of Hartford Early Learning Center may also be closed. **The Center may also close with 30 days' notice twice annually for staff in-service training and/or building maintenance.**

Every parent/guardian must enroll on the Remind system to receive important notice of school closings and other important information regarding the ELC program.

STAFF EDUCATION AND PROFESSIONAL DEVELOPMENT

Boys & Girls Clubs of Hartford Early Learning Center encourages our teachers to enhance their job-related skills through external and internal professional development sessions, educational programs and conferences. We know that teachers attending these professional development opportunities acquire knowledge and skills that positively impact the quality of services provided to you and your children.

Boys & Girls Clubs of Hartford Early Learning Center hosts quarterly staff team meetings that focus on a teacher chosen early childhood education topic. These topics will assist our teachers in achieving their stated goals for our children and their classrooms. We will periodically extend an invitation to parents and family members to join us during our staff team meetings. We will notify families of these meetings by posting a schedule on our parent boards.

We provide monthly training sessions specifically targeted to curriculum development during the scheduled work day. We also collaborate with the School Readiness Council, Hartford Public Board of Education, CREC, ProTraxx, community agencies, and community Early Childhood Educational providers in the facilitation of numerous professional development opportunities and experiences each year. The goal is to increase staff awareness, knowledge, and practice of recognition and response to children's needs (i.e., planning, observing, adaptive strategies, use of screening and assessment, special education strategies). Each teacher participates in early-literacy development training, cultural and linguistic diversity training, and nutrition training for early childhood classrooms within their first year of employment.

If your child's needs cannot be met in our Center we will assist families with additional resources, services and provide lists for alternate child care services. We will provide families with a reasonable amount of time to find alternative care (no longer than 30 days only if we can make arrangements to meet the child's needs during the 30 day period).

PARENT ADVISORY COMMITTEE (PAC)

As an enrolled family, you are automatically a member of the Parent Advisory Committee. We encourage you to attend Parent Advisory Committee Meetings. Our center strives to be responsive to the needs of our families and staff. It is important that parents be involved in the education of their child. September of each year, we will ask for volunteers to co-chair the committee. Annual co-chairs will be elected by the Parent Advisory Committee and will hold office from September 1st through August 30th. Parent Advisory Committee meetings are held quarterly in the months of September, December, March and June. Dates will be posted. These meetings are a forum where parents can have a voice in the annual plan, policy review, program and curriculum evaluation and facilities assessment. Please see the director for further information

FAMILY COMMUNICATION

Teachers will ask families about the child's night, morning, health, or other routines in order to establish a rapport and to better know the child and family. Interaction with our families is kept positive, confidential, and confined to school/child-related matters. Teachers look forward to sharing positive experiences about their child's day. When reports of behavioral or developmental concerns must be made, teachers will consult with a Lead Teacher first. We believe it is our responsibility to develop and create connections with families to build strong, positive relationships with those that we serve.

If necessary, the Boys & Girls Clubs of Hartford Early Learning Center will make every effort to provide families with an interpreter to share information and address the needs of children in the program. In some cases we may provide a staff person who speaks the child's language during the registration, orientation or during the first few weeks in the classroom. This procedure will help staff, children and families to develop a comfortable relationship that will promote positive communication.

The Administrative team and/ or teachers will report concerns to families. If it is necessary to have our consultants or assistant teachers involved in sharing specific concerns, they will first discuss them with the Administrative team or the head teacher before speaking with the family. Any concern that is deemed serious must be reported to the Early Learning Center Administrative team.

These concerns include but are not limited to:

- Communicable or serious illness
- Developmental concerns
- Serious or repeated misbehavior
- Suspicion of child abuse

All correspondence with families will be copied and maintained in a folder or family correspondence book. Any serious concerns must be discussed with a witness present and will be documented.

Informational notices or articles of interest for parents may be distributed: a copy will be kept on file. We also provide electronic notification by text and/or email through two web based programs: Class Dojo and Remind.com. Parents are given paper work with codes and instructions at the enrollment meeting and are encouraged to sign up to these notification sites.

Regularly scheduled family conferences with progress reports are offered to all families three times yearly. Additional conferences may be arranged at any time at the request of staff or families. Such requests must be written.

CLASSROOM MONTHLY CALENDAR OF EVENTS

Each classroom will submit a variety of scheduled events for their classrooms to the Administrative team which will put together a monthly Boys & Girls Clubs of Hartford Early Learning Center calendar. This calendar will include information on classroom activities, curriculum, family events, family and teacher conferences, program information and changes, staff changes, workshops, accomplishments, PAC meetings and other information. If any parent want to share important dates or information on our calendar please submit it to your child's teacher.

FAMILY VISITS AND VOLUNTEERS

Families of enrolled children have the right to visit the Early Learning Center, without an appointment, at any time during regular operating hours. Families will also be invited to attend scheduled events throughout the year. All families are invited to contribute to classroom activities if prearranged with the teachers. We encourage all our families to share their interests and talents with their child's teachers so we can enhance our programs with diverse family traditions, skills and talents that will assist us in developing strong relationships and partnerships between home and school.

Any **regularly scheduled** volunteers (visits more than 12 times) must fill out all information that is required of staff as written in the State of Connecticut childcare regulations manual including but not limited to completed medical form with TB test, fingerprint and have their backgrounds checked. Volunteers must follow all policies and procedures of the center.

LICENSING AND PROGRAM CAPACITIES

The Boys & Girls Clubs of Hartford Early Learning Center is licensed through the State of Connecticut Office of Early Childhood (OEC) and follows all State regulations for Child Day Care Centers.

The maximum licensed capacity of the Center is 50 children aged 3 to 6.

Ratio and group size permissible is one staff person for every ten children over the age of three with a maximum group size of twenty. Two staff members are on site at all times even when only one child is present.

Ratios and group sizes are strictly maintained at or below OEC requirements.

MARKETING AND RECRUITMENT POLICY

Boys & Girls Clubs of Hartford Early Learning Center maintains a presence in the community that promotes the Center. The Administrative team utilizes a variety of ways in promoting the Center's programs. We involve community agencies including DCF, WIC, Public Housing, Board of Education, Pediatricians, Info-Line-211, and other agencies in sharing information about our programs through the distribution of flyers, ads and or presentations to recruit children and families for our Center.

We promote the enrollment of children from diverse racial, ethnic and economic backgrounds. The Administrative team may call upon the wider Boys & Girls Clubs of Hartford family including the Board of Directors, the Parent Advisory Council (PAC) and community agencies to support center activities, recruitment of children and represent the center at events.

One of the most effective and important recruiting strategies is word of mouth: families sharing the positive experiences of their children with other families in the community.

REGISTRATION AND ENROLLMENT

Boys & Girls Clubs of Hartford Early Learning Center will not discriminate or permit discrimination against any families or child on the grounds of race, color, religious creed, age, marital status, financial status, national origin, ancestry, genetic information, sex, mental retardation, mental disability, learning disability, lawful sources of income, sexual orientation or physical disability, including, but not limited to, blindness or deafness. We will provide care to every child enrolled unless we are unable to provide services that will appropriately meet the child needs in a safe manner.

We provide a 50-week program that operates Monday- Friday opening at 7:00 am and closing at 6:30 pm. Parents/guardians can select a 10 hour block of time between 7:00 a.m. - 6:30 p.m. that best suits the family's needs.

A registration fee for each child is required when enrolling. The registration fee for preschool enrollment will be waived if the family qualifies financially for School Readiness funds and these funds are available or if the child is registered under the DCF program. The OEC School Readiness sliding scale will be used for all qualifying families upon the availability of funds.

The registration fee or enrollment into the program includes membership for each child in the Boys & Girls Clubs of Hartford (BGCH) until such time as they leave our care. BGCH offers recreational and fitness programs, social programs, family activities, team sports programs, counseling, computer classes and various other opportunities for children to develop into responsible citizens and leaders. Families and staff will receive information about programs offered at our facilities throughout the year. For more information, please call Boys & Girls Club at (860) 929 – 7675 or (860) 929 - 7698.

During the registration process a family will be asked several questions regarding any specific concerns including toilet training or special needs that we may need to address in order to successfully accommodate their child in our program. If the family discloses such a need we will then schedule a further meeting and develop a plan or IPC (Individual Plan of Care) before they begin in our program.

It is expected that children will arrive at The Boys & Girls Clubs of Hartford Early Learning Center toilet trained or at least working towards being trained. For any student not trained a plan will be developed with the help of the parents, staff and any other professionals that maybe be needed, to help the child meet this goal. If families are in the process of toilet training their child, we can provide resources and guidance to families and assist them in learning the skills for toileting. Please see [toilet training policy \(pg. 35\)](#) for more information.

During this meeting, the family will have the opportunity to share information about their child's specific needs and discuss any special services they may already be receiving for their child. These may include an existing Individual Education Plan (IEP), Birth to Three or medical intervention. If the child is currently receiving service through the Broad of Education Preschool Program and has an IEP, we may choose to utilize the 'Collaboration Request' form through the Board of Education in order to visit and observe a child to see how they interact in a classroom environment. This will also be an opportunity to share teacher and classroom strategies, ensuring consistency among programs. After the visit to the classroom we will make the determination as to whether we can adequately meet the child's needs and complete the enrollment process.

If and when a child is accepted into our program, a 2 to 4 week provisional period is used for teacher observation to determine whether we can successfully meet a child's needs. If any of the child's needs cannot be met in our Center, we will assist families with additional resources, services and alternate child care services. We will provide families with a reasonable amount of time to find alternative care. Cognizant of the child's need for the best care possible, this will be no longer than 30 days.

TUITION SCHEDULE

The Center reserves the right to change tuition with 30 days written advance notice. The following rates will apply:

Registration fee: \$50.00 (non-refundable)

Security Deposit: Is equal to the amount you will pay for tuition each week

Preschool Tuition: \$200.00 per week. Parents/guardians should select a 10 hour block of time between 7:00 a.m. - 6:30 p.m. that best suits the family's needs

Breakfast, Lunch and Snack are included!

Additional Fees: \$1.00 for every minute late to pick up
\$30.00 weekly late payment fee – **ALL** payments are due by 6:30 PM on Monday for the week of service.

TUITION PAYMENT AND FEES

Boys & Girls Clubs of Hartford Early Learning Center programs provide a full year/ full time program that services Preschool children aged 3 to 5.

Tuition Agreements and payment schedules will be provided upon registration. Payment is due for services on every Friday prior to the week of care unless the child is out for more than 3 consecutive days in one week with a doctor's note or vacation approval. In such a case an adjustment may be made. Payment is still due on Friday and will be considered late and a late payment fee of \$30.00 may be assessed to your account if payment is not received by 6:30 PM on Monday for that week's early childhood education service (unless otherwise discussed). **Services will be suspended until your account is brought up to date.** Your account will then include all additional fees accrued as well as the next weeks' tuition.

Payment is accepted by debit or credit card, bank checks or money orders only. Cash and Personal checks are not included. If any special payment arrangements need to be made to pay your balance, please contact the Early Learning Center Administrative office to set up a payment arrangement schedule. A financial statement is available at any time upon request.

Tuition is paid on a weekly basis regardless of the number of weeks/days that the program is in session. The Boys & Girls Clubs of Hartford Early Learning Center program provides professional development for the staff during our annual program shut down during the last weeks of August. Service will not be provided during that period. Fees due will reflect this closing and you will not be charged for that period.

School Readiness sliding fee scale

If enrolled in the School Readiness Program (Full-Day only) a monthly fee will be determined based on the program's current fee scale guidelines. A monthly fee is determined based on gross earnings from salaries, wages and tips for the parent(s) and/or the parent's spouse, including but not limited to commissions, overtime and bonuses, and rental income. Fees are reviewed with parents. Parents are provided copies of fee calculation documentation that is signed by both the parent and the Early Learning Center Administrator.

Re-determination of fees and program eligibility is a mandatory process for all State Funded Programs. The School Readiness Program re-determines fees on an annual basis. Income documentation must be submitted to an assigned Early Learning center administrator upon request. Families may consult with the assigned administrator at any time regarding how fees are determined.

If a parent submits any incorrect, intentionally misleading, or fraudulent documentation to qualify for one of the Boys & Girls Clubs of Hartford Early Learning Center's subsidized programs, It may be deemed that the parent be required to pay back fees for the difference between the amounts they were charged and the amount they should have been paying.

EMERGENCY CLOSINGS –TUITION POLICY

There will be no tuition adjustments for the first two days the center is closed for an emergency. If we are closed for more than two days, we may adjust fees to be no less than a three day rate for full paying families. If you are already paying a reduced tuition (School Readiness Grant or Care-4- Kids) and your fee is less than the 3 day rate of the full price there may not be an adjustment to your tuition.

VACATION TIME REQUESTS

Boys & Girls Clubs of Hartford Early Learning Center services for Preschool children are provided for 50 weeks and tuition agreements are for this term. When families need to schedule vacation time, full time/ full pay clients will receive a 50% discount of their tuition, with two weeks advance written notice.

Families who receive a reduced tuition of less than 50% of the full fee will not be eligible for a reduced vacation rate and are still required to notify the Center two weeks in advance for vacation requests.

CARE 4 KIDS POLICY (C4K)

Care4Kids is an additional subsidy program offered and administered by the State of Connecticut. If identified as eligible for Care4Kids, families agree to submit an application and any necessary documentation or paperwork in accordance with the designated deadlines. The Care4Kids application is voluntary for School Readiness enrollment. The Early Learning Center Administration staff will assist families with Care4Kids applications and understanding the requirements. The fee set at intake is temporary pending Care4Kids approval if your family is eligible. There may be a change in your fee based on the Care4Kids guidelines.

As the enrolled family, you are responsible for any portion of fees that C4K does not cover with their determination.

It is the responsibility of the parent to keep in contact with Care 4 kids to assure receipt of paperwork. We strongly encourage all eligible families to apply for assistance through the CARE-4-KIDS program.

PROGRAM ORIENTATION PROCEDURE

Once all of your registration documentation has been submitted, an appointment will be made with the family to meet the teacher that has been assigned to your child to conduct an 'Intake Interview'. This interview is very informal and provides us the opportunity to get to know you and your child's needs, family values and practices (including but not limited to the families race, religion, home language, culture and family structure) before starting in our program. It is very important that we provide this time for your child to get to know their teacher and classmates through the opportunity to spend some time in the classroom before they start full time. If you prefer additional orientation time in the classroom we may be able to schedule additional hours. During this intake the staff will gather information to assist and refer families if they are in need of medical insurance, a medical home, on-going well-child care, immunizations, and health, dental, nutritional screenings, literacy and educational /training needs. We refer and provide the necessary assistance in contacting the local and state agencies and/or health providers to apply for insurance through the State of Connecticut Health Exchanges.

During the orientation interview the Director reviews our policy and procedures on managing child behavior and then have the parents sign the document which is then placed in the child's file.

ATTENDANCE POLICY

If your child has been out for more than ten (10) school days without contacting the Boys & Girls Clubs of Hartford Early Learning Center, we will assume that you have withdrawn from the program. If you contact us after this time period to continue in the program, a re-entry fee will be charged and re-admission made possible only if space is available.

When you enroll your child you are asked to fill out a registration form that states the hours that your child will be attending our Center. It is extremely important that you adhere to this schedule. We plan our staffing levels based upon this information and need to maintain adequate teacher-child ratios at all times. If you need to change your schedule, please speak with your child's teacher or the office. If we have space available, we will try to accommodate your needs.

It is the families' responsibility to inform the child's teacher or the office of any changes in work, home or emergency phone numbers, work schedules or additional authorized individuals who may pick up your child.

DROP-OFF / SIGN-IN POLICY AND PROCEDURE / LATE ARRIVALS

Families must sign their child in/out on the computer system on a daily basis. Drop-off time is between 7:00 am - 9:00 am. All preschool children are expected to be in the Center no later than 9:30 a.m. in order to take full advantage of the educational program.

Families need to call the Center if their child will not attend or if they will be late due to unusual circumstances.

The Administrative team and teachers will check attendance sheets to ensure compliance with the sign in/sign out policy as well as attendance policy. Staff is also required to sign-in and out daily on computer system.

PICK UP/ SIGN OUT POLICY

Children in a licensed program must be signed out by the parent or by another authorized individual approved by the parent. Parents must list authorized individuals that can remove their child from the Center by submitting names on the registration form and emergency contact list. If staff does not recognize the person picking up the child, the individual will be required to present a photo ID. If this information is not available, the child will not be permitted to leave with this individual.

In an emergency, if a parent needs to have their child picked up by an individual not on their authorized list, the parent is required to call and speak to the Administrative team and describe the person who will be picking up their child and answer some personal questions to ensure identity of caller. This individual will be required to present a picture ID. If there are any doubts as to who is picking up a child, the parent or emergency contact person will be contacted for more information before releasing the child.

If a parent or authorized individual comes to pick-up a child and a staff member **suspects** that they may be under the influence of alcohol or drugs that deems them incapable of the safe transportation of that child from our program, Administration will be informed and this individual will not be allowed to remove the child from the program. If it is determined that the individual is unable to transport the child, other arrangements will be made to ensure the safety of that child upon leaving our program. If the individual is uncooperative and insists on removing the child from our program, we may be forced to call the police to assist us in this situation.

CLOSING POLICY/LATE PICK-UP FEES

Boys & Girls Clubs of Hartford Early Learning Center will close promptly at 6:30 pm. There is a per child late fee of \$1.00 for every 1 minute that a parent is late picking up a child. Repeated tardiness or late pick-ups will result in the following procedures:

- 1st offense – written warning and fees
- 2nd offense – written warning and fees
- 3rd offense – one-day suspension with fees and tuition due
- One week suspension for every offense thereafter with fees and tuition due

In the event that a child has not been picked up, or that the family has not notified the Center of their late arrival by 6:45 the following procedure will take place:

- Two staff members will remain at the center with the child.
- A member of Administration will be notified immediately and informed of any child left at the Center past designated closing time. A staff member will remain with the child until an Administrative team member returns to the Center.
- A staff member will try to reach the child's family by phone either at work, home, or by cell phone. If unable to contact the parent the emergency contacts will be called. Staff will reassure as well as provide appropriate activities and a snack for the child.
- In the event that a parent or emergency contact cannot be reached or has not been heard from by 7:30 pm, Administration will inform the local police department and follow their instructions. If they request that the child be brought to the police station, a staff person will remain with the child until social service authorities assume responsibility. Staff will fully cooperate with police and social service agencies.

TRANSITION PROCEDURES

Boys & Girls Clubs of Hartford Early Learning Center Administrative team and staff will facilitate transitions between classrooms and programs.

- **Moving to next class level:** children will be moved relative to their chronological age. Parents will be notified 60 days in advance that a move is planned. The child's teacher will provide information to the new teacher regarding the child's development, needs, and preferences so that the child can be comfortably accommodated immediately. 'Visits' to the site and new class will be made gradually to introduce and acclimate the child to his new teachers and environment.
- **Preschool Transition to Kindergarten:** It's hard to believe but before you know it; your child will be heading off to kindergarten! In order to provide a smooth transition we work closely with you, your child and the school your child will attend in the upcoming school year when possible. We will also provide information to parents regarding registration dates, getting ready for kindergarten activities, as well as community events that are being held to assist in the transition process.
- We will also provide a variety of activities to prepare for the big day... such as the 100 day Countdown to kindergarten, rides on a school bus, curriculum lessons focusing on what to expect in kindergarten and an end of the year celebration fair that is set up for the pre-kg families to enjoy the last days as preschoolers and gain needed information on expectations of Kindergarten.
- We are happy to provide the elementary school with any information and/or records they require, with your permission. As always we are here to support you in any way we can to make this a smooth transition for your child and you as well!

Please see the last 2 pages of this handbook, for a list of orientation activities to help prepare for the transition into kindergarten.

WITHDRAWAL POLICY

A written notice two weeks prior to withdrawal is required when withdrawing from the Boys & Girls Clubs of Hartford Early Learning Center. Families wishing to withdraw their child, who fail to provide a two-week notice, will be charged for the last two weeks of tuition. Withdrawal and subsequent re-enrollment will entail a re-entry fee. In a family emergency, please contact the Administrative team who may approve an exception.

VACANCY / WAIT LIST POLICY

We accept children on a first-come, first-serve basis. If space is not available, we will put names on a waiting list on a first come, first serve basis. The families may be contacted by the Boys & Girls Clubs of Hartford Early Learning Center to find out their status on the waiting list.

EDUCATION

At the Boys & Girls Clubs of Hartford Early Learning Center we view the process of learning as the key to a child's success and progress in school. Having time to try new ideas, talk about experiences and make choices is a fundamental part of learning. Teachers develop activities from careful observations. They watch children play, interact and engage in conversation with them to gauge their ideas and interests to build the classrooms activities.

Teachers plan their curriculum around individual goals for learning. We use the State of Connecticut Early Learning Development Standards (ELDS), and *Creative Curriculum* as a guide for building our own curriculum based on the needs of the children in the program.

FAMILY TEACHER CONFERENCES

Family-Teacher conferences will be held three times per year. Families at this time are encouraged to discuss differences between program values and practices and their family values and practices to ensure their child's success at the Boys & Girls Clubs of Hartford Early Learning Center. Conferences can be held at other times as well if either the family or the teacher request one. The teaching staff use any family information from these conferences to adapt and enhance the program environment, curriculum and teaching strategies.

SERVING CHILDREN WITH DISABILITIES AND SPECIAL NEEDS

Boys & Girls Clubs of Hartford Early Learning Center will not discriminate or permit discrimination against any families or child on the grounds of race, color, religious creed, age, marital status, financial status, national origin, ancestry, genetic information, sex, mental retardation, mental disability, learning disability, lawful sources of income, sexual orientation or physical disability, including, but not limited to, blindness or deafness unless we are unable to provide services that will appropriately meet the child needs.

The Early Learning Center provides an IPC (Individual Plan of Care) team which helps to identify special needs and referrals to assist children who are presenting behavioral difficulties and for identifying children with special needs. This team reviews the cases of children presenting behavioral problems and who are suspected to require special services. The team meets to develop the IPC and meets every 3 months (or sooner if need be) to review progress and make changes to the IPC when necessary. The child's teacher and parent will be invited to attend a consultation with the team to provide additional information.

The team reviews any on-going issues associated with specific children, and makes recommendations to better serve those children in a classroom setting. The team is also a resource for classroom staff: it assists teachers in their behavior management and teaching roles. Consultants attached to the Boys & Girls Clubs of Hartford Early Learning Center will also provide input as necessary: this is done with parent permission only. Administration of the Early Learning Center arranges consultants.

Pre-school Children:

The Boys & Girls Clubs of Hartford Early Learning Center collaborates with Hartford Public schools Boards of Education and Early Childhood Consultation Partnership through the Wheeler Clinic to better serve children with special needs. Children may receive special services at a designated elementary school location (for less than 20 hours per week) or may receive on-site services at the BGCH ELC. At times, a Language Therapist is assigned to work with specific children at BOE sites.

Services for children (ages 3-5) who qualify for Special Education:

The child's teacher may attend Pupil Placement Team (PPT) meetings with parents and school district specialists. IEP's – Individual Education Plans – are maintained in children's files. The Administration member, or designee, meets with the special education teacher to maintain a smooth flow of information and continuity of services.

When requested by the family, or the school district (with written parent permission), other specialists working with a specific child may observe the child in the existing preschool setting. This assists both programs to provide continuity for the child throughout his/her day.

The Early Learning Center will collaborate with the School Readiness Council, CREC, other community resources and the Hartford Board of Education to provide staff training on working with children with special needs.

Services for children with previously identified special needs:

Boys & Girls Clubs of Hartford Early Learning Center is open to, and serves children with special needs. To best serve the needs of children requiring accommodation, upon

enrollment, a member of Administration or designee and teachers will meet with parents to review child's IEP (if already developed) and determine the best course of action for the child's care and education. An Individual Plan of Care (IPC) may be developed.

For children with a scheduled PPT, but without an established IEP, the teacher (with parent permission) may attend PPT. The teacher will work with the school district to incorporate Early Learning Center services into the child's IEP. Families, upon enrollment, will sign a release so that the Center's teachers may communicate regularly with child's specialists regarding his/her care. The IPC for children with special needs will be reviewed regularly by Early Learning Center Administration and the Special Education Consultant (if necessary) from the school district (for school readiness children) to ensure services continue to meet the child's needs.

Adaptations and accommodations are provided within the Center's environment to ensure the participation of children with disabilities with their peers without disabilities.

At present children with special needs are being accommodated by changes made to the classroom environment, and staffing schedules. In addition, teachers have refined their classroom set-up with an eye to furniture spacing, and center location.

Structural improvements or equipment may be added to accommodate children with special needs.

It may be expected that teachers will require additional materials, equipment, support, coaching, and /or training to effectively work with a child with special needs. The source and cost of these items and services will be discussed and agreed upon with the family at the time of enrollment.

Annual professional development will include working with young children with disabilities:

- Individual technical assistance provided by Early Learning Center administration who will work with individual classroom teachers to meet the needs of special needs children assigned to their classroom.
- Trainers may include, Early Learning Center Consultants, Wheeler Clinic, Boards of Education Early Childhood teams, and other outside resources from specialists who focus on children with special needs.

External training may be used as it becomes available through Connecticut Charters-a-Course, Connecticut Association for the Education of Young Children, Boards of Education, SERC, CREC, etc.

As training is identified, notices will be shared with staff, and their participation encouraged. The Boys & Girls Clubs of Hartford Early Learning Center will assume the cost of training, as it is able.

REFERRALS

Boys & Girls Clubs of Hartford Early Learning Center Administrative team and teachers may determine that your child needs some additional services to address their abilities and needs. Parents, teachers, directors or other qualified individuals may be asked to attend a meeting to discuss concerns and recommendations to develop an Individual Plan of Care (IPC) to provide strategies to both teachers and families to maintain consistency with home and school.

We will discuss with families if we feel an outside referral needs to be made for your child. We have a list of outside agencies to refer families to if you or your child is in need of special support services that we do not provide. No referral will be made without parental/guardian permission.

PROGRAM ASSESSMENT SYSTEM

Boys & Girls Clubs of Hartford Early Learning Center program utilizes a variety of program assessment tools to identify areas of strengths and areas to improve which include: NAEYC Self-Assessment and Self Study by using the Family Survey, Teaching Staff Survey, Classroom Tour, and Classroom Observations. We also use the Early Childhood Environmental Rating Scale (ECERS-R) to measure the environmental quality of our preschool programs (space and furnishings, personal care routines, language-reasoning, activities, interaction, program structure, and staff).

Boys & Girls Clubs of Hartford Early Learning Center will hold a series of family and staff meetings throughout the year to engage and reflect, review and discuss the results of surveys, assessments and actively be part of the development process of the Center and to implement improvements that are necessary to meet the high standards set for our program.

CHILD BEHAVIOR GUIDANCE POLICY

It is expected that all Boys & Girls Clubs of Hartford Early Learning Center staff will employ positive techniques in the guidance of young children. All staff members will receive on-going or as needed in-service training in child behavior management and managing challenging behaviors.

Children's development and behavior is taken seriously. It is the responsibility of our staff and administration to provide a safe, supportive, and developmentally appropriate program to all children to the highest degree possible. Therefore, we will adhere to the following policy on management of children who demonstrate atypical development and/or challenging behaviors.

Families will be responsible for attending an 'Individual Plan of Care' (IPC) meeting to develop strategies and recommendations and additional services if needed to ensure the safety and well-being of their child and others.

All Boys & Girls Clubs of Hartford Early Learning Center staff members are prohibited from any use of abusive, neglectful, corporal, humiliating, frightening punishment or the use of physical restraint.

- Educators use positive techniques of guidance, including logical or natural consequences applied in problem solving situations, redirection, anticipation of an elimination of potential problems, and encouragement of appropriate behavior rather than competition, comparison or criticism.
- Consistent, clear rules are developed in conjunction with children and are discussed with them to make sure they understand.
- Educators describe the situation to encourage children's evaluation of the problem rather than impose the solution.
- Educators do not force children to apologize or explain their behavior but help children recognize another child's feelings.
- Educators abstain from corporal punishment or humiliating or frightening discipline techniques. Food or beverage is never withheld as a discipline device.

ATYPICAL DEVELOPMENT AND CHALLENGING BEHAVIOR

Atypical development shall be defined as that which does not meet established norms for children of the same age group in any of the domains of development including physical, language, and motor, self-help, cognitive and social/emotional.

- Challenging behaviors shall be defined as aggression: biting, hitting, pushing, kicking, or other potentially dangerous acts toward other children or educators.
- Foul language, inability to follow rules and comply with directives, escaping from the classroom, outbursts and tantrums, disruption of classroom activities or any act which endangers the health and safety of self or damage to others, property or disrupts program quality is also considered challenging.

The 'Individual Plan of Care'(IPC) is a step-by-step process for assessing, referring and accommodating children with atypical development and/or challenging behaviors is as follows:

1. The teacher should establish a firm but kind interaction with the child.
2. If the child is uncooperative, contact for assistance. Teacher should implement the IPC strategies immediately and remove children from the classroom if necessary until the child has calmed down: staff should make sure that both the child and the group are safe. All children will be supervised by sight and sound at all times.

3. If the child's behavior continues to be out of control, the Administration will be called for consultation, and may make recommendations to call the parent.
4. If the parent is called and does not respond or cannot be reached, the child's Emergency Contact person will be contacted.
5. If no one can be reached, a head/Lead teacher will make the final decision on how to handle the situation.

In the event the child's development remains a concern, the family will be scheduled to meet with the teacher and Administration to discuss other options for care or services or recommend other services or centers to address your child's needs. These services may include, but are not limited to, any of the following:

- Health Care Specialist
- Behavioral Specialist
- Early Childhood Education Consultant
- Public School Early Intervention Team
- Connecticut's Birth to Three
- Wheeler Clinic

Fees related to these services may become the responsibility of the parent/guardian.

When the family and the Center staff agree on an Individual Plan of Care (IPC) and recommendations have been made to expand services outside of the Center, it is very important that the family makes every effort to attend the meetings and /or appointments. If a family decides not to follow through with the IPC plan and additional services, we may decide to discontinue care.

Boys & Girls Clubs of Hartford Early Learning Center agrees to cooperate with consultants and professionals in allowing them to make assessments of the child in his/her educational environment. No information about the child will be provided to these agencies or individuals without written consent from the parent/guardian.

The families will be provided with the results and recommendations of assessments, per their signed agreement, for the appropriate program planning for their child. Follow-up meetings with the families and re-evaluation of the success of any recommendations for implementation will be noted on a regular basis. The decision to modify or continue programming will be determined by the behavior and success of the child's progress.

In such cases where little or no progress is made, or in the case of noncompliance with this policy, parents/guardians will have two weeks to make new arrangements unless the child is a danger to himself or others, or disruptive to the program quality in which case dismissal shall be immediate.

CHILD TERMINATION POLICY

When the threat of risk or injury cannot be eliminated or reduced, it may become necessary to request that the child be removed from our program. This decision may be based on the judgment of Administration, consultants and staff members involved in caring for the child. When termination occurs, it may be immediate based on the severity of the child's behavior or a reasonable amount of time may be given to the parent to find alternative child care. We will attempt to assist the family with recommendations and appropriate resources for alternative care.

Boys & Girls Clubs of Hartford Early Learning Center reserves the right, at the discretion of the Administration or Chief Executive Officer, to terminate services because of inappropriate behavior exhibited by any child or guardian involved in the caring of that child.

CLIENT DISCHARGE POLICY

Boys & Girls Clubs of Hartford Early Learning Center reserves the right to cancel the enrollment of a child with or without notice for the following reasons:

- Non-payment or excessive late payment of fees.
- Excessive late pick up
- Not observing the policies of the Center as outlined in the family manual.
- Disruptive behavior by a parent or family member in the classroom or on the program's property.
- Physical, emotional, and/or verbal abuse of the staff by a parent, family member or a child.

This discharge policy is not limited to the above reasons. If the Boys & Girls Clubs of Hartford Early Learning Center cannot meet the needs of the parent, family or the child we reserve the right to dismiss any child from the program.

SUSPECTED ABUSE/NEGLECT SITUATIONS PROCEDURE

The State of Connecticut requires all Childcare Institutions and staff to be on the lookout for, and report to the State, any and all cases of abuse or neglect of a child. Boys & Girls Clubs of Hartford Early Learning Center staff is, therefore, mandated to report to the Department of Children & Families (DCF) any suspected cases of child abuse and/or neglect.

Abuse and neglect is considered a non-accidental physical or mental injury, sexual abuse or neglect of a child under the age of 18 by a person responsible for the child's health, welfare, care, or by a person given access to the child by the responsible

persons. The forms of abuse and neglect include physical abuse, sexual abuse, emotional abuse, neglect and at-risk.

If an employee suspects possibility of abuse/neglect, the following procedure must be followed:

1. The reporter will determine whether the child is safe or in need of medical and or emotional care.
2. The reporter shall make an oral report to the hot line (**1-800-842-2288**) of suspected abuse to DCF within 12 hours.
3. The reporter will also report the suspected abuse to his/her immediate supervisor. Any incidents must be reported to the Boys & Girls Clubs of Hartford Early Learning Center Administration. The Chief Executive Office of the BGCH or his/her designee will be notified immediately of any reports.
4. A written report (Form 136) is to be filed within 24 hours to DCF by the reporting staff member.
5. Any staff person making a report in 'good faith' is immune from any liability, civil or criminal action. However, the person may be subject to a penalty if making a false claim.

If the suspected abuse/neglect involves an employee or volunteer of the Boys & Girls Clubs of Hartford Early Learning Center, additional procedures must be instituted:

1. The Chief Executive Officer and Director shall be immediately notified.
2. The Administrator and/or reporter must call and make a 'Self Report' to OEC and DCF within 12 hours.
3. The Chief Executive Officer will immediately notify the President of the Board of Directors.
4. The Chief Executive Officer and the Director shall have the option of immediate suspension with pay or reassignment of named employee.
5. The Chief Executive Officer and Director shall have the option to terminate the employee immediately depending on the severity of the incident.
6. The Chief Executive Officer and the Director shall schedule a meeting with a special committee to determine most appropriate action. This committee shall consist of the President of the Board, Chair of the Executive Committee, and any other members deemed appropriate by the CEO and President of the Board.

The procedure for protecting the child during an allegation involving a staff person:

1. The staff person(s) involved will be removed/or terminated immediately depending on the severity of the complaint or incident from the site that the child attends during the investigation.
2. An 'Employee Investigation Suspension Notice' will be utilized to document the incident and the outcome and decision of the investigation.
3. The child and family may be counseled and supported emotionally by the staff.
4. Our Social Service consultant may be contacted for advice concerning allegations, both for family support and staff support.
5. If DCF has determined that it is ***not an abuse or neglect case***, the Chief Executive Officer for the Boys & Girls Clubs of Hartford and the Director will make a decision on whether the employee involved in the allegation can return to their assignment during the investigation process by OEC.
6. The family of the child/children involved in the incident may be contacted of the employee's pending return to ensure they are comfortable with this arrangement. If the family feels uncomfortable with this employee returning to the program the BGCH ELC Administrative team will maintain the employees suspension or reassignment until the OEC investigation has been completed before returning to their regular position.
7. Before the employee can return the BGCH ELC Administrative team will review policy and procedures on our 'Child Behavior & Development Management Policies', provide additional trainings if necessary.
8. The employee will be placed under direct supervision at all times while the OEC investigation is in process.

MEDICATION POLICY

The health and well-being of all children in our care is of paramount importance to the Boys & Girls Clubs of Hartford Early Learning Center. The Center complies with all State statutes. Administration has prepared a 'Medical Forms and Procedures' manual for all our parents. All relevant forms must be filled out and returned to the Center. Any medication prescribed must be in their original containers and clearly labeled.

If a child has a health condition that may require emergency or supportive care during the day an 'Individual Plan of Care (IPC)' will be developed by the parent, school staff, and a health care provider. The IPC will be reviewed and signed by all staff that may be providing care for this child and kept on file at the school. Our Health Consultant is available to assist parents with the IPC and answer any questions or concerns that arise.

All emergent – first line of defense medication – will be stored in the classroom in an unlocked box and or the first aid back pack, but in a safe manner inaccessible to children to allow for quick access in an emergency.

Families will be notified when/if a child has been administered any emergent medications. Only trained and authorized staff will be permitted to administer medication. Training on medications administration is provided by a nurse consultant and renewed every three years, and yearly for Epi-pens and injectable. At no time is an untrained staff member allowed to administer medications.

Please do not include any prescription or over-the-counter medications in your child's lunch box or bag or backpack. If work schedule permits, parents may administer other prescription medication to their child on site.

TOPICAL OINTMENT

The Office of Early Childhood and the Boys & Girls Clubs of Hartford Early Learning Center requires the parent to sign a form giving the staff permission to apply topical nonprescription medications to their child when needed or requested. Topical nonprescription medications include items such as sunscreen or sun block with UVB and UVA protection of SPF 15 or higher that is applied to exposed skin. And only insect repellent containing DEET (applied only once a day) can be used. These containers must be labeled with the child's name and stored in a designated area until needed.

CHILD HEALTH DOCUMENTATION

In order to attend the Boys & Girls Clubs of Hartford Early Learning Center children must have on file at the center a record of good health and immunization signed by a physician (ED-191 Health Assessment form), PA, or APRN - current within one year. This form must be updated annually. Child health files include health screens pursuant to *Early and Periodic Screening, Diagnosis and Treatment (EPSDT)*.

Additionally, children who have special health care needs or developmental variations are required to have an 'Individual Plan of Care'(IPC) completed and on file. No child will be permitted to attend until current health documentation is on file. Where family's beliefs', religious or philosophical beliefs conflict with medical practice, a waiver must be signed by the parent and notarized by a notary public.

All susceptible/under immunized children will be excluded from the Boys & Girls Clubs of Hartford Early Learning program during a vaccine-preventable disease outbreak until it is deemed safe for the child to return. If a public health official determines that the program is a significant site for disease exposure, transmission and spread into the community. In such case, such children, shall be excluded from the program until:

(1) the public health official determines that the outbreak danger has ended; (2) the child becomes ill with the disease and completely recovers from it; (3) the child is vaccinated according to public health protocol; or (4) the child has proof of immunity to the disease.

Boys & Girls Clubs of Hartford Early Learning Center utilizes our consultants to provide families with referral information, resources, staff and family workshops, screenings for the following health areas: vision, hearing, social or emotional, behavioral and dental screenings. These may be either on-site or in collaboration with another agency.

SICK CHILD POLICY

Children need to be in good health in order to get the most out of their school day and to protect others from illness. Children who have symptoms of illness and cannot fully participate in both indoor and outdoor activities will not be allowed to attend the program. The following symptoms will exclude the child from participation:

- Fever of 100 degrees or above: The child will be sent home and may not return to the Center for 24 hours after the fever has broken and without the use of fever reducing medication.
- Green or yellow nasal discharge with or without a fever or cough: any discharge other than clear may be a sign of infection. The child may return to the Center when symptom-free or if a physician sees the child and verifies in writing that the child is not contagious and may fully participate in the program.
- Vomiting and/or diarrhea: The child will be sent home if they have had three episodes of diarrhea or have vomited once. They may return when symptom-free without the use of medication.
- Conjunctivitis/pink eye: A child who exhibits redness, itching, or discharge from the eye will be sent home. The child may return 24 hours after the start of antibiotic treatment.
- Chicken pox: Symptoms of chickenpox are fever accompanied by a rash or blisters. The blisters take several days to appear and to scab over. The child may return to the center once ALL scabs have dried over. All cases of chickenpox must be reported to the Office of Early Childhood.
- Head Lice: Children may return to school once the child has been treated with a specific shampoo designed for lice and all the eggs are removed from the child's hair. Staff or an Administrator will recheck the child's hair upon return to the Center.
- Skin rashes and cold sores: A physician must see any rashes that are in question. The child may return to school with either a physician's note stating that the condition is non-contagious, or when symptom-free.
- Children with open sores on their hands will not be permitted to participate in water play.

Families will be immediately notified of their child's illness. If the parent cannot be reached, the emergency contact will be notified. It is expected that the child will be picked up within an hour after notification. The child will be separated from the other children, with supervision, to prevent possible spread of infection. Children returning after illness must see the teacher or Administrator upon arrival and provide any pertinent information regarding the illness as well as leave medication (Epi-pen, inhalers, and nebulizers) and instructions if needed.

Always have an alternate caregiver. This might be a relative, neighbor, friend, or other dependable adult you could call when your child is too sick to be at the Center.

FOR ALL EMERGENCY SITUATIONS REFER TO THE 'BOYS & GIRLS CLUBS OF HARTFORD EARLY LEARNING CENTER CRISIS/DISASTER RESPONSE HANDBOOK' FOR DETAILED INSTRUCTIONS AND PROCEDURES.

EMERGENCY PLANS AND PROCEDURES

Fire Procedures

If smoke or fire is seen:

1. Activate fire alarm if not sounding
2. Evacuate children and other individuals in the facility follow fire drill procedures posted in your classroom
3. Grab classroom blankets when weather is cold to cover up children
4. Follow staff assignments posted and take the following items with you:
 - Classroom backpacks
 - Attendance sheets
 - Children's emergency contact and medical information/supplies
 - Cell phone, if available
5. Drop and crawl to avoid smoke and close doors behind you
6. Escort children to designated meeting place outside the building
7. Call 911 after you leave the facility if necessary
8. Take attendance; if safe to do so, search the building for anyone missing
9. The Administrative staff / teacher will check area of concern and use fire extinguisher if safe to do so
10. Have the following items ready for the police and fire personnel:
 - Number of children in care
 - Knowledge of anyone remaining in the facility
 - Floor plan and internal systems information

11. If it is determined that the building is unsafe, move children to alternate site location; follow Emergency Evacuation Procedures (Take students to fire house on Sigourney St.).
12. The BGCH staff will notify families of the evacuation and the alternate site location
13. The Administrative team will report incident to OEC
14. The Administrative team will complete a written incident report at the earliest opportunity; incident reports are stored in the BGCH ELC administrative office.
15. All families will be notified of the incident.

Alternate sites that may be used if re-entry is not allowed: Boys & Girls Club Early Learning Center will take students to the fire house located on Sigourney Street, which is within walking distance from the Club.

BGCH ELC will conduct monthly fire drills and document the time and day. This document will be posted in the Early Childhood Administrative office.

Severe Weather Procedures

If weather is threatening or making transportation difficult or unsafe before the center is due to open it may cause a delay in the opening of the center. If a delay or closing occurs, parents will be notified through Remind.com and the local television stations, Channel 30 NBC, and Channel 3, by way of the computer on-line.

If parents arrive before the required staff has arrived, they will be asked to stay with their children until staff ratios are in compliance. The staff will make every effort to arrive at the center on time. The Administrative team will be notified if a staff member is unable to get to work on time or will be late due to unsafe conditions.

If the children are at the center already and the weather becomes threatening the following may be implemented:

1. If the BGCH ELC must close during hours of operation because of snow or storm the staff will notify the parents by a message on Remind.com and through the local television stations listed above. Parents will receive a call only as a last resort of contact.
2. If the weather conditions prevent a parent or legal guardian from reaching the facility to recover a child, the center will care for the child (maintaining proper child: staff ratios) until such time as the parent, legal guardian, or emergency contact person can safely claim the child.
3. If the above persons cannot claim the child within 1 hour of the center closing, the BGCH ELC staff will contact police to transport the child to a Child Protective Services care site.
4. If the weather is severe the staff will bring the children to the identified safe zone in the facility posted in each classroom and remain there until notification that it is safe to return.

5. Emergency contact notebooks or first aid bags/packs for the class will remain with the teacher of each class to be able to notify parents if necessary.
6. The Center will report incident to OEC
7. Parents will be notified when it is safe by either telecommunication or in writing that these procedures were implemented to protect the children.
8. Center staff will complete a written incident report at the earliest opportunity; incident reports are stored at the Administrative office.

Utility and/or Facility Failure

If the facility has a failure in utility or any facility damage that creates a safety concern for servicing the children or staff during operation hours, the Director will be notified before the opening of the facility if possible or when the situation has occurred to make a decision whether to close the facility or fix the problem within 1 hour or sooner. Families will be contacted and asked to pick-up if we have determined the facility to be unsafe and will close for that day. If the problem can be resolved without jeopardizing the safety of the children and staff within a reasonable amount of time we will remain in the facility until a decision from the Facility Maintenance Director of the status of the situation to be resolved.

Emergency Closings

Emergencies, such as severe weather, fires, or power failures can disrupt our operations. In extreme cases, these circumstances may require the closing of a work facility. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available paid leave time, such as unused vacation benefits.

There will be no tuition adjustments for the first two days the center is closed during these emergencies. If we are closed for more than 2 days, we may adjust the tuition fees to be no less than a 3 day rate for full paying families. If you are already paying a reduced tuition (SRG or C4K) and your fee is less than the 3 day rate of the full price there may not be an adjustment to your tuition.

Program Evacuation Procedures

If a community evacuation is required arrangements will be made to work with the Department of Public Health in Hartford and the local Civil Preparedness Center who will assist our program in the evacuation procedure and will provide transportation to an alternative facility.

Staff will follow the instructions recommended by the Emergency Civil Preparedness Center and our local Department of Public Health to ensure the safety of the children. Until help arrives children and staff will remain at the site in the designated 'safe zone' or the inner office of the SES staff unless advise otherwise. All emergency information and children's medications will be taken and parents will be notified of the evacuation once all the children have safely arrived.

Alternate sites that may be used for evacuation purposes: The Fire House on Sigourney Street in Hartford, Connecticut, which is within walking distance from the BGCH also located on Sigourney St.

Evacuation route to Alternate Sites:

1. We will walk the children 2 by 2 with teachers/assistant at both ends of the line across Sigourney Street to the walk light on Asylum Avenue use walk light to cross to the Fire House.

Security Threat

If a Security Breach has occurred and an intruder has entered our facility the staff will close and lock their program doors and remain in their classrooms. An administrator and/or teacher will call the Local Police Department (911) and inform them of the situation. The staff will quiet the children and sit them down in an identified area of the room so they will not be seen through windows or doorways. The staff and children will remain at this status until notified by the authorities that it is clear and the intruder is no longer a security threat. If the children are outside at the time of this Security Breach they will be informed to by their supervisor to escort the children to the alternative site in walking distance until it is determined that it safe.

The BGCH ELC will conduct Lock down drills periodically and document the time and day. This document will be posted in the Early Childhood Administrative office.

PLEASE REFER TO THE CRISIS/DISASTER RESPONSE HANDBOOK FOR EVACUATION DETAILS.

Medical Emergencies

In the event of a medical, dental emergency or an accident, we will contact the parent immediately while providing emergency first aid care by a trained staff member. The parents will also be notified and an incident report will be completed for injuries, and in all cases of injuries to a child's head (however minor). If necessary the child's physician may be contacted to help provide any medical treatment deemed necessary. If it is impossible to reach either and should emergency treatment be required, the child will be taken to the medical center indicated on your registration form.

The parent/guardian's authorization for the Boys & Girls Clubs of Hartford Early Learning Center to contact the family physician and to take whatever emergency medical procedures is part of the family's agreement.

In the event of a serious accident or a severe medical event, a qualified staff member will administer necessary and immediate first aid. If the child is in need of emergency hospital care, 911 and the parent will be called immediately. A staff person will notify Administration of the incident as soon as possible so they may assist and ensure that medical needs and program needs are addressed.

If it is determined by emergency medical technicians that the child needs to be transported to hospital or medical center, the parent or a staff member will either accompany or meet child at the hospital to provide important information to emergency personnel, if possible.

Administration will make sure that the proper staff-to-child ratios are maintained at the center.

CLOTHING

Parents should dress their child appropriately for play, as well as weather conditions. Children go outside daily except when inclement weather occurs. Children have the opportunity to play in the shade, and when in the sun they wear sun protective clothing and/or applied sun protection as proved and directed by parents/guardians. When the temperature exceeds 80 degrees we will provide more fluids and increase ventilation. When the outside temperature exceeds 98 degrees we will bring the children indoors. Children will not play outdoors when the temperature is below 32 degrees or when the air quality is unhealthy. The classroom ambient air temperature shall be at least 65 degrees. Parent need to provide a complete change of clothes with their child's name labeled on everything. Children should wear only closed toed shoes for safe play.

HAND WASHING

Staff members are expected to assist and supervise children in washing their hands upon entering the Center, after using the bathroom, before eating or preparing food, before and after first aid procedures, after wiping their nose, when soiled from activities, and before and after sand and water play. Staff will monitor and supervise the hand-washing schedule and following procedure, using prompts and hand washing songs as needed:

1. Wet Hands under warm water.
2. Apply soap from liquid dispenser and rub hands together for approximately 20 seconds, spread soap between fingers, under fingernails, and up to wrists.
3. Rinse well under warm water.
4. Dry hands thoroughly with paper towel and dispose of towel in garbage.
5. Turn off water using paper towel.

TOILETING POLICY AND PROCEDURES

It is expected that children will arrive at The Boys & Girls Clubs of Hartford Early Learning Center toilet trained or at least working towards being trained. For any student not trained a plan will be developed with the help of the parents, staff and any other professionals that maybe be needed, to help the child meet this goal. If families are in

the process of toilet training their child, we can provide resources and guidance to families and assist them in learning the skills for toileting.

If a child is not developmentally ready to be toilet trained or a special need is identified by their pediatrician or parent, an 'Individualized Plan of Care' (IPC) will be developed to ensure proper care when they enter the program. The IPC will include strategies and recommendations developed by the Early Learning Center team and any other relevant specialists and parents, to be implemented in the classroom and at home. Teachers will complete weekly progress reports and share them with parent(s). If we cannot make reasonable accommodations to ensure the health and safety of the child be met, we will make the effort to help them find alternate care.

Readiness for toilet training will be determined cooperatively between parents and teachers. It is necessary that everyone involved in the process agree to a consistent approach. Parents will be asked to supply extra changes of clothes for expected accidents. The use of training pants or 'pull-ups' will be discussed as will the use of any rewards expected by parents. Children training can be expected to have accidents and teachers will assist those children immediately when an accident occurs. Children will only be changed in bathroom areas following all cleaning and sanitation procedures. Teachers will supervise all children who are using the bathrooms by standing in close proximity to the bathroom to be available to assist and supervise. Children will be given assistance and reminders with clothing, wiping, and hand washing as needed.

Preschool Toileting Procedure

Our staff implements the following procedures to address the toileting needs for preschool children in our program:

- All toileting facilities are in close proximity to the classroom. Ratios are maintained at all times.
- The children are informed to ask the teacher before going to the bathroom. Children are never sent to the bathrooms alone.
- Children will be asked every half hour (unless training) if they need to use the toilet, and also before and after transitioning to outdoor play, gymnasium play, lunch and before and after nap time.
- Children that are in pull –ups will be checked no more than every two hours, if it is discovered that they need to be changed, the staff will initiate the change within 5 minutes of the discovery, unless circumstances make it difficult to do so.
- If a child is in a pull-up, due to a developmental delay or other reason for which an 'Individualized Plan of Care' has been developed, the staff will follow the plan and implement that procedure. The child will also be encouraged to follow the regular classroom procedure and given support and assistance necessary to work on the self-help skills needed to become more independent in their toileting ability. The staff will assist the child to change their pull-up during the toileting visits if needed.
- Only one child will be allowed to be in the same bathroom stall at a time.

- Staff will assist a child while addressing toileting needs such as wiping a child or pulling and snapping clothing while in plain sight of other individuals.
- If a child has an accident and needs to be changed a staff person may ask for additional help so the child is not left alone while retrieving extra clothing and assisting in the change of the child. (Extra clothing is provided by parents)
- If the children have no extra clothing left at the center, parents will be called to bring them in immediately.
- Children's soiled clothing will be placed in a plastic bag and given to the parents.
- Staff and children will wash their hands after toileting.

Preschool children may need help with buttons, snaps and zippers. Children frequently need assistance in learning these self-help skills. It is our policy that an adult will only help a child in the presence of other individuals and at no time is one teacher alone with a child in these situations.

TOY POLICY

Children may bring a comfort soft toy from home to be used during naptime. Please do not have your child bring in other toys from home unless your child's classroom has scheduled a special day for toy sharing. Please be aware that bringing personal items are at your risk of loss or damage.

THEFT POLICY

Boys & Girls Clubs of Hartford Early Learning Center is not responsible for any lost or stolen items. Please label all clothing and personal belongings with child's name.

BIRTHDAYS AND SPECIAL OCCASIONS

Birthdays are special events in a young child's life. Families are welcome to send in store bought packaged treats, labeled with the ingredients to share with their children's friends on birthdays or special occasions. If a parent is providing a juice drink, it must be 100% fruit juice to supply nutrition. Please let your child's teacher know in advance if you plan to bring in a treat for the entire class. Families should inform teachers if there are any concerns regarding food allergies or religious beliefs that would preclude a child from participating so that accommodations can be made. The party treat will be served along with afternoon snack.

FAMILY BULLETIN BOARD

The Family Bulletin Board is an important communications tool in Boys & Girls Clubs of Hartford Early Learning Center. It is used to display menus, calendars, trainings, articles, certificates, messages and information directed to the families. Other important information (flyers, memos, announcements, permission slips) may be given out in each classroom or placed at the sign in computer station.

CHILD SUPERVISION PROCEDURE

Developmentally appropriate child: staff ratios shall be met during all hours of operation, including field trips. Training will be provided to ensure proper placement of staff to ensure the best observation, incident/accident prevention, interaction and supervision of children in both indoor and outdoor locations.

It is essential that every child be accounted for throughout the day during the time that he or she is in our care. This is particularly important when we are moving children between areas. Teachers must know the exact head count, and be able to identify those children in their care.

Staff members are responsible to inspect the licensed space and playground area daily by using the 'Safety Check'. This is to ensure a safe play area that is free of broken glass, broken or unsafe equipment or other environmental hazards. This 'Safety Check' inspection is required for all indoor and outdoor environments.

Teaching staff supervises by positioning themselves by sight and sound at all times.

Teaching staff supervises children primarily by sight. Supervision for short intervals by sound is also permitted, as long as teachers check frequently on children who are out of sight (e.g., those who can use the toilet independently, who are washing their hands at the classroom sink, or who are playing in the playhouse).

- **Name to face counts** of attendance of children are conducted routinely during all transitions throughout the day. These **names to face counts** are used during any movement of the children between rooms, playground, busing, field trips, and any other transition of the children to ensure that the count matches the daily attendance and all children are recognized by **name to face** before and after transition.
- Communication between staff members regarding children in attendance is done with new arrivals, departures and transitions and recorded on the daily attendance/classroom sign-in and out sheets.
- Bathroom observation: children **must** be accompanied to the bathroom, but allowed to enter stalls without direct supervision. Staff will stay within sound of the child and provided help when needed.

BUSING

Staff will escort the children to and from the bus at all times; no children will be allowed to board or disembark without a staff member present at the bus. Staff members are required to keep a written bus log of each child who is transported to and from the program for special services. Under no circumstances will a staff member accept any information as valid that pertains to a child's whereabouts except from the parent or guardian or school personnel. It is important for the parent to keep the program informed about the child's absences.

MISSING CHILD PROCEDURE

If a child is found to be missing after being bused to the Early Learning Center from the BOE/Special Needs Program without prior notification from the parent or guardian to explain the absence the following procedures will be followed:

1. Bus monitor will notify Administration and a search for the child will take place immediately.
2. Center staff will call the bus company to verify that the child was put on the bus to return to our center.
3. If the bus company informs us that the child was not on the assigned bus, the Center will then request that the bus company initiate a search for the child in case the child was accidentally dropped off at a different location or put on a different bus.
4. In the interim Administration will call the parent, school or special educational program the child attended to inquire if the child was put on their bus, picked up by the parent, or another guardian at the school.
5. If the school informs us that the child was picked up by the parent or guardian, Administration will call the parent to confirm that the child is with them.
6. If the parent or authorized individual does not have the child or we cannot confirm who the child is with then the Center will call 911.
7. Boys & Girls Clubs of Hartford Early Learning Center will provide the emergency personnel the following information:
 - Child's name and age
 - Parent/guardian names
 - Address
 - Physical and clothing description of the child, including any distinguishing marks such as visible scars or birthmarks, picture of child if available
 - Medical status, if appropriate
 - Time and location child was last seen

- Person with whom the child was last seen
- 8. The Center's Administration will continue to remain in contact with the family until the child is located and found.
- 9. The Center will report to OEC and DCF Services within 12 hours.
- 10. Staff and or Administration will complete an incident report at the earliest opportunity; incident reports are stored at the Early Learning Center Administrative office and a copy sent to DCF.

FIELD TRIP POLICY

Field trips and nature walks are considered an important part of the educational program and will be taken periodically. The program will provide the same staff to child ratios and supervision for these excursions as is provided children while in attendance in their classroom. A permission slip must be signed by the parent and handed in to the classroom teacher for each and every trip. Field trips can be something very special for a child. Good behavior on the child's part is a pre-requisite for participation for that child's safety. We always welcome parents to serve as additional chaperones on these special excursions.

PHOTOGRAPHS AND PUBLICITY

Photographs of the children participating in our programs may be taken from time to time and may appear in newspaper, magazines, brochures, or other publicity materials. Your permission for photographs including your child to be used without compensation is part of this agreement. You will find this release form in your registration packet. If you have any concerns, please contact the Boys & Girls Clubs of Hartford Early Learning Center Administration.

FOOD PREPARATION AND MEALTIME PROCEDURES

All food storage and preparation will be in accordance with public health regulations, the OEC and the requirements set by the Children and Adult Care Food Program (CACFP). The following guidelines will be followed:

- The Early Learning Center provides a nutritional Breakfast, Lunch and an afternoon snack to all full time (10 hours) children in our care.
- No food will be shared between children.
- The Center will keep an allergen-free environment when necessary.
- Food service surfaces will be disinfected before and after each use.
- Children will not be permitted to eat without first washing hands.
- Uneaten food and drinks will be discarded after meals.
- Teachers will sit with children during meals and snacks, encouraging meaningful conversation and available for assistance as needed.

- Food is provide to all students and is never withheld as a form of discipline
- Teachers will provide snacks and meals in family style for children will be encouraged to develop self-help skills during meals and snacks. Teachers will encourage children to serve, pour, open their own food, use utensils, and clean up whenever possible.
- Teachers will observe children during meals to assure that all our children consume proper and adequate diets.
- Teachers will be provided an annual training on adequate nutrition and the Child and Adult Care Food Program (CACFP) guidelines by our Dietician/Nutritional Consultant. Parents will also be offered the opportunity to attend the training.
- Our Dietician Consultant is available to discuss any concerns and provide resources if needed for both families and teachers.
- Teachers will check for food allergies before providing any meals to the children

FOOD HANDLING AND FEEDING POLICY

Drinking Water:

Safe drinking water will be accessible to children who can serve themselves and offered between meals to all children, while indoors and outdoors. The local health department will approve the drinking water source. Drinking water will be dispensed by personal water bottle, in drinking fountains, or by single-use paper cups. Staff will offer water to children frequently when the temperature is above 80 degrees F.

Food Safety/Dishes, Utensils and Surfaces:

- No one with signs of illness (including vomiting, diarrhea, open infectious skin sores), or who is known to be infected with bacteria or viruses that can be carried in food, will be responsible for food handling.
- Hand washing sink(s) will be separate from food preparation sink(s).
- Refrigerators will be maintained at a temperature below 45 degrees F, and freezers will be maintained below 0 degrees F.
- The morning staff will check thermometers in all of the refrigerators and freezers on a daily basis and record it on the daily safety checklist.
- All food stored in the refrigerator except fresh, whole fruits and vegetables will be covered, wrapped, or protected from contamination.
- Food preparation, storage and service areas and equipment will be kept clean and sanitary.
- Foods that do not require refrigerated storage will be kept at least 6 inches above the floor in clean, dry, well-ventilated storerooms or other approved areas. Storage will facilitate easy cleaning.
- Staff will regularly monitor food expiration dates and discard foods that have expired.

- Containers will be of a type that protects food from rodents and insects. Dry, bulk foods (cereals) which are not in their original, unopened containers will be stored off the floor in clean metal, glass, or food-grade plastic containers with tight-fitting covers.
- Children will sit in a chair that puts the table at a level between their waist and their mid-chest and allows their feet to rest on the floor or on a firm surface while they eat.
- Containers that hold organic material (food, soiled tissues) shall be covered. These containers will be closed after each use except when children are participating in clean up. Garbage/trash will be removed from the facility daily.
- Cleaning agents will be stored separately from food and kept in clearly labeled containers and stored in a separate cabinet that food items.

Food Brought From Home:

The director of the Boys & Girls Clubs of Hartford Early Learning Center, Nutrition Consultants and/or Nurse consultant, will inform parents or legal guardians of the food service plan of the facility and suggest ways to coordinate with this plan. The Center will supplement or call the parent if a child's home-provided meal appears to be inadequate of nutritional content. The parent or legal guardian will be informed by the staff if food brought from home is being supplemented on a regular basis.

Caregivers will check for food allergies before providing any supplemental food

Food Prepared and Served at the Facility:

Boys & Girls Clubs of Hartford Early Learning Center provides breakfast, lunch and a snack daily. A weekly menu is planned and posted for families and staff to follow. Meals follow USDA nutritional guidelines.

Preschool Feeding:

- Children will help with setting and cleaning the table.
- Children will eat only when seated to decrease the possibility of choking.
- Children will eat in social groups with a caregiver to guide and encourage, but not force appropriate eating behaviors and engaging conversations.
- If a child refuses to eat some type of food, staff will offer the food again a little later or prepared differently the next time.
- Food will not be offered as a reward or denied as punishment.
- Adults will not eat or drink anything the children are not allowed to have while in view of the children.
- Round, firm foods that might lodge in the throat of a child under 4 years of age are not permitted. These foods include hot dogs, whole grapes, peanuts, popcorn, hard candy, hard pretzels, raw carrots and meats larger than can be swallowed whole unless cut to the proper size and shape to prevent the chance of choking.

Feeding of Children with Nutritional Special Needs:

Children with special needs related to their ability to eat, a nutritional need or food allergy, will have an Individual Plan of Care (IPC) that includes a written description of each child's feeding history, including prohibited foods, and substitute foods where applicable, as supplied by the parent, legal guardian and the child's health care provider on admission to the program.

MENU POLICY

Menus will be written out every month and posted on the Family Board of the Center. The children are provided breakfast, lunch and snacks daily. If the daily menu is changed, the staff will update the posted menu listed and document any food items that may be substituted.

ALLERGY POLICY

The Boys & Girls Clubs of Hartford Early Learning Center is a nut free zone: peanuts and tree nuts (for example walnuts and cashews) are not allowed.

Our Health Consultant is utilized to provide recommendations and assist in developing Individual Plan of Care to accommodate children and staff in our facilities who may have allergies

ALLERGY-AWARENESS ENVIRONMENT POLICY

Our Center is committed to the health and safety of all children. Due to the increasing number of children with allergies, we will promote an 'Allergy-Awareness' environment in all of our classrooms. This is necessary so that we can accommodate and protect children who may have allergies to specific foods and other environmental issues. It is very important that all parents share this medical information during the registration process or when you become aware or suspect your child may have an allergy so we can inform the teachers and the families in the program: please note that privacy will be respected at all times.

The nature of most allergies often means that children who may have a **nut allergy** cannot even come in contact with these substances without requiring emergency medical attention. Many children who have allergies to peanuts may also be affected by air borne allergens as well. Due to this we are a Nut free center

We are asking all parents for their full cooperation and attention to any postings in your child's classroom to ensure all children's safety. Although we realize this may be a difficult task for many parents who struggle with picky eaters, please put yourself in the place of the parent whose child has a life –threatening allergy.

Please read the labels on food items to ensure that it is safe for all children who maybe in your child's classroom with allergies.

AIR POLLUTION ALERT

When the local authorities issue a 'Poor Air Quality' alert (www.airnow.gov), staff will limit all outdoor activities until alert is lifted and it is safe to play outside. During the poor air quality time the children will participate in large gross motor activities in the gym or classroom.

PROHIBITION OF SMOKING & OTHER SIGNIFICANT HAZARDS

There is no smoking on the premises of the Boys & Girls Clubs of Hartford Early Learning Center, including playgrounds and parking lots. Because smoking in the presence of children sets an example of poor health care, employees are expected to leave the premises if they wish to smoke. Employees who return to work smelling of smoke will be asked to change clothes or will be dismissed for the day and disciplinary action taken. We recognize that some jobs may require some parents/guardians to carry firearms, but to ensure every ones safety we ask that no firearms be brought onto the premise.

ORAL HEALTH POLICIES

The Early Learning Center feels that oral health is very important to the health of your child. For this reason, upon request, we will provide the opportunity for your preschool child to brush their teeth once per day after lunchtime before they begin their naptime. Should you want your child to brush their teeth, you will need to provide a labeled toothbrush and toothpaste for your preschooler.

The teachers will show the children how to properly brush. The children will brush their own teeth with the guidance of a teaching staff member. We will notify you when their toothbrush and/or toothpaste need to be replaced.

PRE-K START-UP LIST

We encourage you to bring the following with your children:

- Comfortable, season appropriate clothing
- Shoes to play in (NO OPEN TOED SHOES or FLIP FLOPS)
- One or two extra set of labeled clothing (in case of accidents)

- One or two labeled sets of bedding: each set includes a sheet, blanket for naptime
- (We ask that you take items home once a week to wash and return on Monday)
- A favorite stuffed animal to make them feel comfortable at naptime

We will provide the following:

A nutritious Breakfast and lunch and snack

Milk, juice or water are provided at breakfast, lunch and snack

Most importantly, we provide a safe, nurturing, positive, learning environment for your children.

NAP/REST TIME

All preschool children are scheduled to rest and/or take a nap during the early afternoon. Preschool children are provided a cot which is labeled with their name and parents are asked to provide linens, small pillow and blanket for their child. Families are expected to take home all bedding materials every Friday to be washed and returned on Monday of the following week. Staff may turn lights off, provide soothing music and rub children's backs (if needed) to relax them.

CONFIDENTIALTY POLICY

A confidential file for every child is maintained in a locked file cabinet in the Administrative office. That file contains registration information, health records, emergency contacts, individual plans of care, and other information pertaining to the child and family. The confidential file is available to the administrative staff and will be shared with teaching staff as necessary.

Medical records are also accessed by the school nurse for the purpose of immunization tracking and meeting individual needs as in the case of allergies or medical restrictions. This information is shared with teaching staff as necessary. Families have the right to access their child's confidential files at any time upon request.

Developmental assessments, documentation, and portfolios are kept by classroom teachers and shared with families at scheduled conferences. Families can request additional conferences to discuss this information at any time. No progress summaries or developmental information, written or verbal, will be shared with agencies or personnel outside of the center without specific written permission from families.

All staff agree to follow the NAEYC Code of Ethical Conduct (copies provided to families) and refrain from any action which may negatively affect the reputation or comfort of a child or family, not limited to gossip and sharing of confidential information outside of the center or the child's own family. Staff will share developmental records and information with co-workers when it is for the benefit of the child or continuity of the child's program.

Staff will prepare written information to be shared outside of the Center as requested by families and Administration, only with specific written permission from the parents. Families have the right to review all information before it is shared with outside agencies or individuals.

PROGRAM RESOURCES AND SUPPORT

The Administration of the Boys & Girls Clubs of Hartford Early Learning Center will provide staff and families with our 'Program Resource Guide' to include the names, locations, and phone numbers of the following resources in the community:

- Agencies and individuals to provide continuing education, professional development, and quality enhancement services.
- Agencies that provide opportunities for parenting education and other support activities
- Agencies and individuals who provide counseling, early intervention-special education screening and assessment services and evaluation of children's development and behavior.
- Emergency, health, nutrition, mental health, oral health and safety services including police, fire, ambulance, local and state health departments, fire marshal, Department of Children and Families, Department of Public Health, hospitals, and health consultants.
- Agencies to families who provide health insurance and health providers recommendations. Staff will assist and refer families during the orientation/intake process as to how they may apply and secure medical insurance, a medical home, on-going well-child care, immunizations, and health, dental and nutritional screenings
- Agencies that provide social services, counseling, and children's welfare.
- Agencies that provide adult education classes
- Charitable organizations that can provide food, shelter, utility subsidy, clothing, and other basic needs to families in need.
- Agencies, programs, and organizations that provide educational enrichment opportunities such as libraries, museums, nature centers, recreational facilities, parks, zoos, farms, performers, cultural arts commissions, etc.

FAMILY LITERACY INVOLVEMENT

The research is clear, children raised in homes that promote family literacy grow up to be better readers. We at the Boys & Girls Clubs of Hartford Early Learning Center know that promoting family literacy is key to future reading and success in school.

We encourage all parents to read together with their children but reading is not the only activity that can be done. While family literacy activities are often based in reading, families can also conduct literacy activities by using a more hands on approach through picture books, songs, poetry and storytelling or retelling. Below you find a list of creative activities that will help in building family literacy and raising ready readers.

Family Interactive Literacy Activities:

Number matching

You will need a deck of cards, some masking tape and a table or wall. First you will create a masking tape grid on the table. Next place one set of number cards into each spot on the grid then give the remaining cards to your preschoolers. Encourage your child to place the matching number into the matching number grid. You could also have the children take turns calling out numbers and finding the mates.

Cookie Cutter Letters

You will need play dough and letter shaped cookie cutters. Have the students flatten the dough and cut letters out with the cookie cutters. You can challenge each child to make the letters in their names or you could name letters for them to find and make.

Duplo Block Letters

Using a marker on Duplo blocks write out the alphabet at least twice once in upper and once in lowercase letters, one letter per block. Children can build, they can spell, make an alphabet tower, and they can match up the upper and lowercase letters. There is no wrong way to use these blocks. The child can choose to use the blocks based on their interests and abilities. What I love about free choice is that the child on the left of you can be spelling with these blocks while the one on the right could be building a tower without caring about the letters at all and they are both learning and building literacy skills.

Alphabet Magnets

Alphabet magnets are a classic for a reason. So many great idea for them including, sort by color, you can ask your child find specific color. You can spell out a name or two and see if anyone recognizes it or you can have the children find their own ways to play as well.

Story Retelling

This is an activity that goes with any storybook. Choose a book and read it to your child. Then have the children retell the story using their own words. You can also have the child picture read a story and then create words the think match the picture.

COMMUNITY NETWORK DEVELOPMENT

Administration and teachers will schedule time to attend events, meetings, and other activities that relate to and benefit the Center by making its programs more visible to families and the community and will enhance professional development and program quality. In addition, teachers may be fairly compensated to attend such activities as requested by the board of directors and mutually agreed upon between the employee and the board. Teachers are encouraged to participate at will in activities and events that enrich their own personal and professional development and involve them with

families and causes in the community, including but not limited to charitable, cultural, and child advocacy events. Such activities will be recognized in the teacher's file and through Center communications.

OPEN DOOR POLICY

Staff encourages and accommodates families to visit our programs at any time to observe and spend time with their child. Family involvement and feedback are essential to maintaining and improving the quality of our programs. Teachers are responsible to involve our families in volunteer activities, outings, field trips or special events.

GRIEVANCE / COMPLAINT POLICY

Most issues or concerns that may occur within an Early Childhood Education Center are non-life threatening and can be resolved by:

1. Discussing the problem with the classroom teacher.
2. Discussing the problem with Administration.
3. Discussing the problem with the Director.
4. Discussing the problem with the CEO.
5. If the problem is not resolved, you may contact the Office of Early Childhood.

In case of an emergency, notify the Office of early Childhood as soon as the emergency is under control. In case of abuse/neglect or life threatening situations contact the Department of Children and Families at 1-800-842-2288 and the Office of Early Childhood at 860-509-8045.

ALL INSPECTION REPORTS AND COMPLIANCE LETTERS ARE AVAILABLE FOR YOUR INSPECTION AT THIS DAY CARE PROGRAM OR BY CONTACTING THE OFFICE OF EARLY CHILDHOOD:

410 Capitol Avenue-MS#12 DAC
P.O. Box 340308
Hartford, CT 06134-0308

1-800-282-6063
1-800-439-0437
(860) 509-8045

OTHER THINGS TO KNOW

1. An extra change of clothing should be in your child's cubby at all times – Please put your child's name on all clothing and personal belongings.
2. Pay your weekly tuition on Fridays prior to the week of service.
3. Preschool families should bring a blanket and a sheet for your child to use at rest time. Label each with your child's name. It is your responsibility to launder these each week. (Preschool cot size is 23" x 52") crib size.
4. Take your child's bedding home on Fridays to wash for the following week. Remember to return bedding on Monday of the following week.
5. Adequate outdoor clothing appropriate for weather.
6. Check your child's mailbox and take your notices and children's work home.
7. Please dress your child in sturdy play clothes. At this age, children learn through play, so we give them all kinds of opportunities - quiet and active, clean and messy. Don't expect your child's clothes to come home in the same condition in which you sent him/her! If you are concerned about ruining a special outfit, please pack a change of clothing with a note or make a phone call to inform the staff. Children should be dressed in adequate outdoor clothing appropriate for the current season.
8. The relationship and communication between parent and teacher is essential for consistency and development of your child. Please share with us issues that may affect your child at home, and we will do the same with issues at school.
9. End of the year tax statements will be available upon request.

A FINAL WORD

The Center admits all children regardless of race, color, nationality or religious background. We want to exchange thoughts and information on your child whenever necessary. We welcome family members on field trips, during class time when you wish to share your talents with us, or helping us with various projects to benefit the children's classroom.

Families are most welcome to join their children at any time in their child's classroom.

FAMILY MANUAL ACKNOWLEDGEMENT

TO ALL FAMILIES:

I HAVE READ, UNDERSTAND AND AGREE TO ADHERE TO THE POLICIES AND PROCEDURES OF THE BOYS & GIRLS CLUBS OF HARTFORD EARLY LEARNING CENTER OUTLINED IN THIS MANUAL.

(Child's name)

(Signed by Parent or Guardian)

(Date)

***THIS FORM MUST BE SUBMITTED TO THE OFFICE
UPON REGISTRATION.***