



# Community Support Services

## Early Learning Center

ELC Family Handbook

2024-2025

*The Early Learning Center's goal with this handbook is to establish a clear line of communication with our families. This handbook will detail our current practices and will be updated annually. The ELC reserves the right to revise this handbook as needed. All ELC families are asked to review the handbook annually.*

## **Introduction**

Community Support Services Early Learning Center is an Early Childhood program that provides quality childcare for children from birth through twelve years of age. Services are provided to children with developmental delays, children with special needs, as well as typically developing children living in Jasper, Newton, and McDonald counties.

## **CSS Mission Statement**

Our mission is to foster and promote maximum independence, quality of life, personal growth and health and safety for the individuals we serve.

## **Non-Discrimination Policy**

The ELC does not discriminate on the basis of gender, race, color, religion, or national or ethnic origin in admittance, education, or other administrative policies and extends to all the rights, privileges, programs, and activities generally made available to students at the center.

## **Philosophy**

The ELC believes in whole-child learning and development. We focus on learning through child-directed play experiences and curriculum time. We believe a balance of play and preschool enhances growth and development in all areas: physically, socially, emotionally, creatively, and intellectually. This is achieved in a safe and loving environment with trained caregivers who are dedicated to enriching children's lives.

## **Licensing and Accreditation**

The ELC is licensed by the Missouri Department of Elementary and Secondary Education, and is accredited by CARF (Commission on Accreditation of Rehabilitation Facilities). State sanitation and fire inspections are also received annually from local licensing representatives.

## **ELC Leadership Team**

Rebecca Rivette - Executive Vice-President/Chief Operating Officer

Holly Conner - Center Director

Landen Summers - Family Engagement Specialist

Victoria Roush - Billing Administrator

## **Hours of Operation**

Upon enrollment, all families fill out a weekly schedule. The ELC asks that each family stick to this individualized schedule. It is important for each classroom's daily routine that children's schedules remain consistent. If your family's schedule needs to change, you must speak with the Center Director no later than the Thursday before the week of the schedule change. This enables the Center Director to anticipate staffing needs.

We close to observe the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Eve
- Christmas Day

Note: In some cases, the ELC may close the day before or the day after the holiday. All families will receive an ELC calendar in the month of June, detailing all holidays, staff trainings, and ELC events.

## **Professional Development Days**

The ELC will close 8 days a year for Staff Training and Professional Development. Topics for professional development will be shared with families as events are scheduled.

## **Severe Weather Closing**

In the case of the center closing, delayed start, or early dismissal due to inclement weather, the ELC will communicate to families through Procure and our Facebook page as soon as a decision has been reached. Whenever surrounding school districts have closed due to weather, the ELC bus will not run that day.

## **Enrollment Procedures**

Upon selecting the Early Learning Center to meet your child's early educational needs, all enrollment paperwork is required before your child can start our program. Incomplete paperwork will not be accepted. Paperwork required for enrollment includes:

- Enrollment Form
- Child Wellness Check (Physical completed by a physician or nurse practitioner)
- Immunization Record
- Completed Food Program Form
- Other Applicable Paperwork

Every student is required to re-enroll yearly in August. Re-enrollment will consist of an updated form packet including a Child Wellness Check (Physical) signed by a physician or nurse practitioner.

It is important that your child's enrollment information stays current. If there is any change in address, phone number, or authorized pick ups, please let the office know.

## **Transition and Exit Criteria**

At the appropriate age, children transition to their school district for Kindergarten services.

If a school-aged child is eligible for public school services, but the family chooses not to participate, the child may not attend the ELC. ELC services may not be used as a replacement for school-aged public education.

## Tuition Agreement

Tuition is posted weekly on Fridays and payment is due the following Monday by 5:30pm. If the ELC is closed on a Monday, payments will be accepted without penalty if paid by 5:30pm of the next business day.

The ELC uses ACH and CC draft operated by Tuition Express. Families that agree to sign up with ACH or CC draft will receive a 10% discount on their weekly tuition. Tuition Express will only draft the balance on the account.

The ELC will not turn drafts "on and off". Drafts or checks returned NSF will be charged \$35.00.

## Tuition Amounts

Infant/Toddler	\$274.00 per week
Preschool	\$170.00 per week
School Age Full Time	\$150.00 per week
School Age Afterschool Care	\$65.00 per week

*\*Amounts may be lowered by subsidy payments or tuition scholarships. All families, regardless of subsidy or scholarship payments will be required to pay a weekly sliding fee/co-pay based on the child's age/family income.*

## Tuition Policies

1. Tuition is due Mondays at 5:30pm.
2. A late fee of \$5 will be added each day a payment is late.
3. Checks should be made to the CSS Early Learning Center.

## Delinquent Payments

After two weeks of no payments, the Center Director will send home a notice indicating that you have 14 days to present the Center Director with a payment plan. If you need assistance with budgeting or forming a payment plan, please reach out to the ELC Leadership Team. If no contact has been made after 14 days of notice, the child(ren) will be dropped from the program.

## Child Care Subsidy

The ELC accepts Child Care Assistance through the Missouri Department of Elementary and Secondary Education, Office of Childhood. Families will be required to pay their respective sliding fees and co-pays by Monday at 5:30pm each week.

If a family is eligible for Child Care Assistance, an application must be submitted prior to enrollment. This ensures that even if the application is approved at a later date, the date of submission will act as day one for the assistance. If a family becomes eligible or suspects they may be eligible during the school year, visit <https://childcare.mo.gov/s/parent-landing> to create an account and apply. Weekly tuition will continue to be posted until the application is approved and is showing active on the Child Care Data System.

For families receiving Child Care Assistance, the copayment is the remainder of the cost of care after the subsidy payment and sliding fee are applied. Families are responsible for paying a copay if the cost of care exceeds the total of the subsidy payment and sliding fee.

For families receiving Child Care Assistance any delinquent payment after a 2 week time period, will be reported to the state for repayment. This may impact your ability to receive Child Care Assistance in the future.

## Tuition Increases

Tuition increases will be assessed annually and is subject to change. Changes will be announced by July and increases will go into effect on the first of August each year.

## Fees and Financial Policies

Tuition rates are calculated based on the cost of care per age group. Childcare will be due for the days your child is scheduled to attend, even if the child is absent. This ensures cost of care to be covered and in return, you are guaranteed childcare for the days you are scheduled to attend. Each family is granted 2 weeks (10 days) of vacation. Families are able to use these 10 days throughout the year, and will not be charged for those designated vacation days. Please inform the ELC when you are using your vacation days.

## Payment Options

- Directly with cash, check, and credit card.
- Through the Procare App
- Online through the parent portal at MyProcare.com
- At the check-in kiosk

## Payment How-To

### Paying through the Procare App

- Go to the Procare App
- Once you've logged in:
  - Click on the three lines on the top left corner of your screen.
  - Select *Make Payment*
  - Enter your credit card information and the amount you wish to pay
  - To finish your payment, select *Make Payment*

### Paying through MyProcare.com

- Go to MyProcure.com and log in. If you haven't already set up an account, use the email address you have on file with the ELC.
- Once you've logged in:
  - Choose the *Pay* button
  - Fill in the credit card information and the amount you wish to pay
  - Choose whether you want to save the card for future payments.  
(When you make your next payment, you'll enter your CVV number only – the rest of the card information will be saved.)
  - To finish your payment, select *Pay Now*

#### Paying through Check-In Kiosk

- Select *Start* and scan your thumbprint and enter your access code.
- Choose *Make a Payment*
  - Here you can see your balance and enter in the amount by choosing *Edit*
  - Swipe your card using the card reader attached to the kiosk on the right side of the screen. Your card information should automatically appear on the screen.
  - To finish your payment, select *Process*

### **Grant Tuition Scholarship:**

The ELC provides an opportunity for families to help cover the costs of tuition for those who do not qualify for the Child Care Assistance Program. The Grant Tuition Scholarship is flexible in that it can be used as a one time payment to assist with a past due balance or can be used to cover a portion of your weekly tuition. In turn, the ELC asks that families give back to the facility through volunteer work. Families seeking more information can visit with the Center Director. All applications will be reviewed by the ELC Leadership Team.



## Authorized Pick-Up of Children

The ELC will only release a child to parents, guardians, or authorized pick-up persons listed in your child's enrollment paperwork. Authorized pick-up individuals must sign a child in and out when arriving and departing.

For safety purposes, anyone on the authorized list must be at least 18 years of age to sign a child in and out of our facility.

ELC staff will always ask for photo identification of any person they are not familiar with and will not release a child to anyone not on the authorized pick-up list. If you need to add someone to your pick-up list, you will need to contact the Office prior to that individual picking up or dropping off.

## Late Pick-Up Procedure and Policy

To maintain the program's integrity and respect its hours of operation and staff, the following policy has been put into place:

The ELC closes at 5:30 pm. All children are expected to be picked up by an authorized guardian no later than 5:30 pm. If a parent/guardian arrives anytime after 5:30 pm, families will be charged a designated late fee. There will be no exceptions or warnings. If a parent/guardian is late for whatever reason (flat tire, heavy traffic, weather conditions, etc.) a late charge will be issued. A "no exception" policy makes it easier to apply the late policy to everyone consistently and fairly. We will use the time displayed on the Procure Kiosk to determine official check-out times.

### Late Pick-up Procedure:

1. If you know you are running late, please contact the ELC either by phone or through the Procure App and let us know the anticipated time of pick-up. It is helpful for teachers to know in advance so they can help your child adjust to the late departure. It also helps staff plan for staff coverage during the minutes the child is remaining in the classroom. If you arrive after 5:30 pm, you will be charged the late fee.

2. If a family has not contacted the ELC by 5:30 pm, a staff member will contact the parent(s)/guardians. If the ELC is not able to reach the primary contacts after 5 minutes, the ELC will call from the child's authorized emergency contact list. If the ELC is unable to reach anyone on the emergency contact list, and the child has not been picked up by 6:00 pm, the ELC will contact the Webb City police department.
3. The staff member assigned to supervise the remaining child(ren) will fill out a Late-Pickup Report form and the parent/guardian will sign the report. The staff member will give the report to the Center Director.
4. The late fee will be included in your next tuition statement.
5. If you are having consistent difficulties picking your child up by 5:30 pm, please talk to the Center Director to help you find resources. Consistent late pick-ups without communication may lead to dismissal from the program.

## **Late Pick-Up Policy Fee and Procedure:**

Within the first 5 minutes, there is an automatic \$5 late fee. After five minutes, there is an additional dollar per minute added. Only one charge will be made per family of multiple children.

- 5:31-5:35pm- \$5.00
- 5:36pm- \$6.00
- 5:37pm- \$7.00
- 5:38pm- \$8.00, etc.

## **Attendance**

Prompt communication regarding your child's absence or late arrival allows the ELC to prepare an accurate number of meals and reduce food waste.

Notifying us of your child's absence also assures us that your child is safe and allows the teachers to begin activities and experiences on time without feeling the need to wait for a child to arrive.

The ELC academic day is from 8:30 am-3:30 pm. When children arrive late to the center, it disrupts the classroom routine. Children arriving after 8:30 am will not be turned away, but may miss classroom routines and activities. The Family Engagement Specialist will begin calling any absent families after 9:30 am to check in.

## **Absences**

If your child will be absent from the ELC for any reason (illness, appointment, etc.) please notify the ELC as soon as possible. If the absence is called in, the absence will be documented as "Excused". If any student has more than 5 "Unexcused" absences in a month (no call/no show), the Center Director will reach out to the family to schedule a meeting.

## **Illness and Exclusion Policy**

Children who are ill should not attend the ELC. The ELC is required by licensing regulations to send your child home if he/she is experiencing any of the following symptoms:

- Vomiting twice within 24 hours
- Two bouts of diarrhea within the last 12 hours
- Fever of or over 100.4 degrees Fahrenheit
- Undiagnosed rash
- Acute change in behavior that is unexplained (lethargy, listless, lack of response, persistent crying, difficulty breathing, uncontrolled coughing)
- Head lice
- Pink Eye

If your child experiences any of the above symptoms while at the ELC, you will be contacted to pick up your child within the hour. In the event you cannot be reached, the ELC will contact those you have authorized to pick up your child.

## **Illness Re-Admittance**

Your child may return 24 hours after:

- Your child's last vomiting episode
- Your child's last diarrhea
- Your child's temperature has returned to normal (without fever-reducing medication like Tylenol, Advil, Motrin)
- Your child received a physician's note indicating that there is no danger of infection to other children
- Your child has begun antibiotic medication for bacterial infection (a doctor's note must be provided)
- Treatment for head lice is completed and no nits are present (nits are the white oval-shaped eggs)
- Treatment for Pink Eye is started (a doctor's note must be provided)

In the event that your child is sent home from public school due to illness, the above re-admittance policy will be in effect.

## **Medication**

Please inform your physician that your child is in full-day or part-day preschool and that you prefer to give medications at home. Knowing this, many doctors will order longer acting medications. Limiting medications dispensed away from home prevents medication errors. If medications need to be administered at the ELC, the following conditions must be met:

Doctor's orders must be obtained on all medication, including diaper creams, to be given. Doctor's orders will contain the following:

- Child's name
- Name of medication
- The way the medication is to be given (orally, topically, etc.)
- Time the medication is to be given
- Reason for giving the medication
- Signature of the prescribing physician or nurse practitioner

- Dosage of the medication
- Time to be given
- Possible side effects

The information on the Doctor's order must match the information on the medication authorization form. Before any prescription and nonprescription medication can be administered, we must have permission in writing by the child's parent or guardian.

## **Immunization Requirements**

Immunization records must be current for all children enrolled in the center. A copy must be in the child's file. It is the parent's responsibility to ensure that your child's immunizations are current. Failure to keep children current on immunizations may lead to disenrollment.

The ELC may have children enrolled that have not received immunizations due to personal belief. A notarized affidavit will be on file for these children.

## **Emergency Procedures**

In case of minor injury or accident, all ELC staff are trained in basic first aid. Parents will be informed of all minor injuries and accidents through the Procare App or phone call.

In case of medical injury or illness requiring immediate professional care (emergency), ELC staff will call 911. As appropriate, all ELC staff are trained in CPR. Parents will be notified immediately by phone call. If parents are unavailable, emergency contacts will be called.

## **Emergency Drills**

Drills are conducted routinely for all ELC staff and children. There are written plans for fire, tornado, medical, earthquake, gas leak, bomb threat, power failure, inclement weather, flooding, and intruder located in the ELC Emergency Action Plan Handbook.

Each classroom contains an emergency backpack with first aid supplies, student contact information, and a copy of the ELC Emergency Action Plan Handbook. During a drill, or in case of an actual emergency, classroom staff will take the backpack with them to their designated safe location.

Designated safety spots have been arranged along the bus routes as well. If the weather looks poor, the bus may depart early or students may be held at the center until it is clear to travel.

## **Family Communication/Involvement**

A close family-Center relationship is essential if the ELC is to be fully responsive to the child and if the child is to reap maximum benefits from the early childhood experience.

We invite our families to visit the ELC anytime during the day. Phone calls are also welcome!

Open communication is important! Listed below are the ways that the ELC may communicate with families, and in turn families can communicate with us:

- ProCare- You can download the ProCare app to see the daily activities your child participates in, photos, messages from staff, and more
- Verbal Communication with your child's teachers and ELC Leadership Team
- Phone calls (our office number is 417-673-4940)
- Email Notifications
- Social Media sites such as Facebook

There are so many opportunities for family involvement at the ELC including classroom specific activities (daily meals, birthdays, storytime) and center-wide events (Holiday Parties, Carnivals, etc.) The ELC hopes that all families will find meaningful ways to participate in their child's experience here at the center. The ELC will release a calendar every June that will include scheduled holidays off, staff training dates, and center events. We hope that by allowing families time to plan to attend events, we make the events more accessible for all families!

The ELC values feedback and input from all of our family members. Families will have the opportunity to complete a satisfaction survey every August. The data is used for program improvement.

There are two regularly scheduled family/teacher conferences yearly. These will occur in October and April. The ELC daily schedule will not change for these conferences, we will remain open. Families may also request a meeting with their child's teacher or Center Director any time throughout the year.

## **General Policies**

### Clothing and Shoes-

The ELC expects that families will dress children in clothing that allows free movement and active outdoor play during all seasons. Children should be dressed appropriately for the weather (e.g., layers, hats, gloves, sun hats, etc.). The ELC follows a similar policy to the Webb City School District- shorts will be allowed from April 1st- October 31st.

For safety purposes, the ELC requires that children come to school in sturdy, supportive shoes (no flip flops). The ELC serves children with differing sensory needs. We understand not all children can tolerate shoes! In these cases, the ELC will work with families to best serve the individual child.

### Birthdays and Holiday Celebrations

The ELC loves to celebrate! For children's birthdays, we invite families to join their child for a meal (please let the center know ahead of time, so we can plan our meal count accordingly!) We also invite our families to bring a pre-packaged treat for the classroom to enjoy together (no homemade treats please!). Any classroom allergies will be communicated.

If your family has a celebration that you would like to share with the ELC, we would love to celebrate with you! Families will be notified ahead of our holiday celebrations. Families who do not wish for their child to participate in these activities are asked to keep their children home the day of the event. ELC staff will not stop a child from engaging or participating in a classroom activity.

### Belongings from Home

The ELC cannot be responsible for items brought from home. The ELC encourages children to keep their toys at home. Sharing is not an easy task for young children. Toys can become mixed up with ours and may be lost or damaged.

The ELC is not responsible for lost, stolen, or damaged items. Items of value such as electronics and jewelry should be left at home. If families choose to send their child with such items, they are assuming the risk that the item may be damaged or lost.

## **Curriculum**

The ELC uses the nationally recognized *Creative Curriculum for Infants, Toddlers & Twos and Preschool* in developing our classroom lesson plans. This curriculum allows us to implement the Missouri Early Learning Standards:

- Approaches to Learning
- Social and Emotional Development
- Physical Development, Health and Safety
- Language and Literacy
- Mathematics
- Science
- Understanding the World
- Expressive Arts

ELC Teachers create a weekly lesson plan covering all required standards, and then create individualized activities for all children based on IFSPs, IEPs, and family feedback. Teachers then take the lessons learned during the academic day to create observational data for all children in their classroom.

## **Screening and Assessments**

A key component of quality early childhood education is to celebrate milestones and recognize developmental delays as early as possible. The ELC uses ASQ (Ages and Stages Questionnaires) and ASQ-SE (Ages and Stages Questionnaires Social-Emotional). Ages and Stages is an assessment tool that is given at home by the child's primary



caregivers, and then scored by trained staff at the ELC. ASQ and ASQ-SE evaluation forms will be sent home with re-enrollment paperwork in August annually.

## **Physical Activity**

Children are able to play harder outdoors than indoors and they need daily opportunities to do so. More outdoor time is linked with improved motor development and lower obesity rates. Our classroom's daily routines include outdoor gross motor activities for at least 30 minutes in the morning and 30 minutes in the afternoon, when weather permits. We follow Missouri's Child Care Weather Watch chart to determine appropriate outdoor participation.

Please make sure that your child is dressed appropriately to play outside for the day's weather. Staff will take water outside to keep children hydrated. All walking children must have appropriate shoes in all weather.

## **Discipline and Guidance Policy**

All ELC staff are trained to use positive methods of discipline and guidance that encourages self-esteem, self-control, and self-direction. Every adult who cares for children has a responsibility to guide, correct and socialize children toward appropriate behavior. Effective guidance and discipline focuses on the development of the child. They also preserve the child's self-esteem and dignity. ELC staff will use only positive guidance techniques.

### Reasons for Misbehavior:

If caregivers understand why children misbehave, they can be more successful at reducing behavior problems. Listed here are some of the reasons why children might misbehave.

- Children want to test whether teachers will enforce the rules/expectations.
- They experience different sets of rules/expectations between school and home.
- A child does not understand the rules/expectations, or are being held to expectations that are beyond their developmental levels.
- Their sensory needs have not been met, or they are experiencing sensory overload.

- They want to assert themselves and their independence.
- They feel ill, bored, hungry, or sleepy.
- They lack accurate information and prior experience.
- They have been previously “rewarded” for their misbehavior with adult attention.

### Preventing Misbehavior

Child misbehavior is impossible to prevent completely. Children, curious and endlessly creative, are likely to do unexpected things. However, there are positive steps we can take to help prevent misbehavior.

- Set clear, consistent rules. (eg. We are Respectful, We are Safe, We are a Class Family.)
- Make certain the environment is set up for their success.
- Show interest in the child's activities (eg. participating in activities with the child so they stay interested for longer periods)
- Encourage self-control and independence by providing meaningful choices (eg. “We are cleaning up. Are you going to pick up the dinosaurs or the blocks first?”)
- **Focus on the desired behavior, rather than the one to be avoided.** (eg. When you notice running, reply “We use walking feet in the classroom.”)
- Give clear instructions, one at a time.
- Notice and pay attention to children when they do things right. (eg. Wow! I love how \_\_\_\_\_ is sitting on their mat. They are ready to listen.)
- Encourage children often and generously.
- Set a good example. (eg. use a quiet voice when children are expected to be quiet.)
- Help children see how their actions affect others.

### Responding to Misbehavior

- **Redirection**

This strategy should be used most frequently when working with young children. If a child is not following the expectations or being uncooperative, quickly get the child's attention and introduce another activity. For example, if a child is throwing blocks in the classroom you can provide a redirect by saying “In the classroom, we can throw bean bags at this bullseye!” and then provide the supplies and engage in that activity with the child.

- **Participate in the Solution**

If a child damages something, he/she needs to help in fixing it or cleaning it up. If

a child causes someone distress, he/she should help in relieving that. For example, if a child scribbles on a table with their marker, they should be given the supplies/supervision needed to clean it up.

- **Natural Consequences**

Natural consequences are the outcomes that naturally occur as a result of a child's actions. Unlike imposed consequences, they are not dictated by an authority figure but instead are a direct result of the choices made by the child. For example, if a child refuses to put their coat on they will get cold. Only use natural consequences when they will not endanger the child's health or safety.

- **Safe Place**

In some instances, a child may need to be provided a space away from others for a particular situation in which he/she has become overwhelmed. The child should be directed to utilize Safe Place, and take a break until they feel safe and ready to rejoin the class. Safe Place is not time out. It is an opportunity for the child to calm down, regain control, and reflect away from others. For our younger children, they might need an adult to help them with these steps while in Safe Place. Safe Place is also not limited to the "cube" in our classrooms. We can make a Safe Place for our children anywhere and anytime by changing the environment to provide a quiet spot with no distractions/triggers.

If these actions do not help in reducing or changing behavior the following will take place:

1. Staff will report behavior and what strategies have been attempted to the Center Director.
2. The Center Director will observe the child and meet with the Lead Teacher to develop a plan.
3. The plan will be discussed with the parents and then put into practice.
4. The Director, RBT team, classroom staff, and parents will evaluate the plan and make adjustments as needed.

## Screen Time

The ELC limits the use of screen time while children are in our care. The following are acceptable uses of screen time at the ELC:

- When approved by the Center Director, a video related to the lesson plan objective may be played to enhance learning.
- During a planned holiday event, a G rated movie may be shown.
- School-aged children in our afterschool program have supervised and time limited access to Ipads with pre-downloaded educational videos and games.

## **Meals and Nutrition**

The ELC is a participant of the USDA's Special Nutrition Program. We provide an approved morning snack(served from 8:30am-9:00 am), lunch (served from 11:30am-12pm), and afternoon snack (served from 3:00pm-3:30pm). Children are always offered snacks and meals. Infants are fed on demand.

The ELC uses a Family Style Dining Model. When it is developmentally appropriate, the children pour their own drinks from a child-sized pitcher and serve their own food. Children are also taught how to clean up spills during meals, and clear their table spot at the end of the meal.

Please communicate with the Center Director any suspected or known food sensitivities or allergies. Changes to the planned menu such as cow milk substitution must be ordered by a doctor. The Medical Food Substitution Record form must be on file with the office in order to change the diet for your child.

## **Transportation**

If your child qualifies to receive transportation services from the ELC, please remember the following expectations:

- Have your child dressed and ready when the bus arrives. The driver can only wait 3 minutes for a child.
- A parent or guardian must come to the bus to drop off the child for pickup.
- Make sure someone on your child's approved pick up list is home to receive your child. If no one approved is home to receive the child, they will be brought back to the ELC. The bus will not make a second trip. Parents or guardians will then need to make arrangements for the child to be picked up from the ELC.

- No Food or Drink on the bus. If you are sending food for a special occasion, please hand it directly to the bus aide.
- The bus will only transport a child to the same location daily. Any route changes must be approved by the Center Director with at least 24 hours notice.
- Families must notify the bus before 7 am if the child will not be riding the bus that day.
- If your child missed the bus and no one is notified of the reason, you must notify the Center Director to start transportation services again.
- For each trip your child takes on an ELC vehicle, a \$5 charge will be added to your weekly bill.

## **Breastfeeding**

The ELC has a nursing room available for those who may need to nurse their infant or express milk for their infant while they are in our building. The room is equipped with a refrigerator, changing table, rocker, sturdy chair, table and other amenities to provide a pleasant environment for our families.

Families may provide breast milk for their infant to be served while in our care.

The ELC is a Missouri Breastfeeding Friendly Child Care and received the Breastfeeding Friendly Worksite Award-Gold Level.

## **Child Abuse Reporting Law Requirements**

The ELC is required by Missouri State Law and licensing requirements to report immediately to the police or Child Protective Services any instance where there is reason to suspect the occurrence of physical, sexual, or emotional child abuse, child neglect, or exploitation.

All staff receive annual training on recognizing and preventing abuse and neglect, including sexual abuse. The staff may not notify parents when the police or CPS is called about possible child abuse, neglect or exploitation, except on the recommendation of CPS or the police when they are called.

If parents feel they need assistance with possible child abuse, neglect, or sexual abuse, we encourage you to get help. Please call the National Parent Hotline at 1-855-427-2736 or visit [www.helpandhope.org/find-help.html](http://www.helpandhope.org/find-help.html) The statewide Abuse and Neglect phone number is 1-800-392-3738 if you would like to report any suspected abuse or neglect.

## **Family Code of Conduct**

Young children are present in our building. Some adult language is not appropriate for young children. The ELC prohibits swearing or cursing on our property. Threatening staff, children, or other parents will not be tolerated.

-Thank you for allowing us to care for your child. It is a privilege we take seriously. We look forward to building relationships with you and your family!-