



Illinois Central College  
**Children's Center**

Child Care • Preschool • Lab School

# **FAMILY HANDBOOK**

**POLICIES & PROCEDURES GUIDING CENTER OPERATIONS**  
**Effective August 2021**

**ICC CHILDREN'S CENTER**  
***1 COLLEGE DRIVE***  
***EAST PEORIA, IL 61635***  
***(309) 694-5116***  
***childcare@icc.edu***

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A photograph of three young boys climbing a low stone wall. The boy on the left is wearing a grey long-sleeved shirt and dark pants, with his right arm raised. The boy in the middle is wearing a blue t-shirt and khaki pants. The boy on the right is wearing a light blue striped t-shirt and khaki pants. They are all facing away from the camera, climbing the wall. The wall is made of irregular stones. To the right of the wall is a brick building with a vertical pillar. The ground in the foreground is grassy.

# Welcome

We are pleased that you have chosen our center to begin your child's education. We look forward to becoming better acquainted and welcome you into our center family. We embrace the diversity of our families and invite you to participate in our family events, and in your child's class as often as you are able. Communication is an essential component of our family dynamic. If at any time you have any questions or concerns, please don't hesitate to talk to the management or your child's teachers.

This guide provides you with important information about the Center and the policies and procedures affecting you and your child. Our program is an ExceleRate Illinois Gold Circle of Quality center, which means we meet or exceed the various high standards that the State has placed on Early Childhood programs. Additionally we are accredited by the National Association for the Education of Young Children (NAEYC) which sets forth high quality standards that are expected nationally for Early Childhood Programs.

**KIM HAHN**  
INTERIM MANAGER

# ABOUT OUR PROGRAM

## Mission

The mission of Illinois Central College Children's Center is to provide high quality, accessible, affordable, and educational child care services to families. We are a laboratory environment for College students as well as service oriented program that offers developmentally appropriate programs for children. We believe that our College Community, Staff and Families provide a valuable partnership to benefit children and their families. The services that we provide enhance the physical, social, emotional, and cognitive development of children. The families that we serve and our staff contribute significantly to the economic vitality of our community.

## Center Philosophy

It is the intent of Illinois Central College Children's Center to provide quality care and a developmentally appropriate curriculum, which meets the needs of children as individuals. Our program promotes social, emotional, motor and cognitive development through a play environment. Helping children develop a positive sense of self is a primary goal. Our staff of experienced early childhood educators and Child Development program students provides a safe, healthy, and nurturing environment for the children.

## Goals for Children's Development

We will work with families for the overall development of the child and the family, respecting and integrating family values, beliefs, experiences, language and individuality into classroom learning experiences. Frequent and ongoing communication between families and staff is strongly encouraged as decisions are made about goals and plans for individual children. The goals for each of these developmental areas will be reached through an emergent and intentional curriculum discussed later in this document.

### **Social**

Help children feel safe and comfortable in school, trust their new classroom environment, make new friends, feel they are part of the group, all while learning acceptable social boundaries.

### **Emotional**

Help children to experience pride, self-confidence, and learn to develop more independence and self-control, and have a positive attitude toward life.

### **Cognitive**

Help children become confident learners by letting them try out their own ideas and experience success, and by helping them acquire learning skills such as the ability to solve problems, ask questions, and use words to describe their ideas, observations, and feelings.

### **Physical**

Help children to increase their large and small muscle skills and feel confident about what their bodies can do.

## Center Information

ICC Children's Center is a fully licensed program that meets the needs of all children enrolled. With an Illinois DCFS licensing capacity of 81, we serve children ages two thru five years of age year round and school age children ages six thru twelve years of age in the summer.

### Classrooms

Academic Building- East Peoria  
Hourly Preschool Room: 128A  
Full Time Preschool Room: 128B  
Full Time Pre-K Room: 129B  
Staff Work Room/Lounge: 129A  
School Age Rooms- 125A/130A

### Phone Numbers

Full-time Rooms: 694-5128  
Hourly Room: 694-5284  
Manager's Office: 694-5116  
Staff Work Room/Lounge: 694-5517  
School Age Room: 125A 694-8510  
School Age Room: 130A 694-2730

## Ratios

Maintained outside and inside:

2's: DCFS- 8/1 NAEYC- 6/1  
3's: DCFS- 10/1 NAEYC- 8/1  
4-5's: DCFS- 10/1 NAEYC- 10/1  
6-12's: DCFS- 20/1 NAEYC- 15/1

Maximum Group size of 16 if any 2's are in the group.

## Drop Off

The ICC Children's Center **OPENS** at **6:45 a.m.** Our staff is not paid until **6:45 a.m.** If you arrive before **6:45 a.m.** please wait in the hallway with your child until **6:45 a.m.** Children in the full time program should arrive at the Center prior to **9:00 a.m.** If an emergency occurs, parents should call **before 9:00 a.m. if the child will be absent or late.**

Upon arrival, please make sure your child washes his or her hands. Children must be **SIGNED IN** and **OUT** by a parent or responsible adult on the form provided. If the class is on the playground, please make sure that you escort your child all the way outside, to ensure that the teachers know that your child has arrived.

## Pick Up

The ICC Children's Center **CLOSES** at **5:00 p.m.** Please plan to arrive at least 2-3 minutes before closing time, so that you and your child are leaving by **5:00 p.m.** Our staff is only paid until **5:00 p.m.** Please be courteous and prompt in picking up your child. Late fees will be charged beginning at **5:05 p.m.** at **\$2 per minute** and will be charged to your account within 48 hours of your tardiness.

If you are picking up your child early around lunch time, please wait in the hall, so that your child may complete his/her meal. If someone other than the parent will be picking up the child, such information must be provided in writing by the parent to the teacher in charge. Identification will be requested of the designated person if they are unknown to the staff.

## Late Pick Up Policy

Late Pick-Up Procedure: (after 5:00 pm)

- If you do not arrive by closing time, our staff will begin attempting to reach you.
- If we cannot reach you, we will begin calling your emergency contacts.
- If we cannot reach anyone to pick up the child, we will inform ICC's Campus Police after 30 minutes of trying to reach you.
- At 1 hour we will turn your child over to Campus Police, we will also contact DCFS.
- We will always maintain responsibility for your child until you arrive or until Campus Police and /or DCFS arrives.
- Your child is never responsible for these situations and we will never discuss this situation with your child.
- It is important to keep your phone numbers and your emergency contact phone numbers up to date.
- If you are running late please call the Center to let us know that you are on your way. Please call 694-5128.

## Holding Fee

If you wish to remove your child for any extended period longer than your typical two week schedule (holiday, maternity, vacation, summer, mini-mester), a one-time typical weekly charge will be added to your account. Your child will be able to come back to our child care at your pre-arranged time. DOES NOT apply to ICC Student, Part-Time Faculty and Hourly Families.

## Payments & Fees

All newly enrolled children will be assessed a one-time non-refundable registration fee. This fee does not apply toward tuition.

- Faculty, Staff, and Student Families (Not receiving Child Care Connection or DCFS assistance) you will need to set up a payment plan through your e-services account with the College.
- Faculty, Staff, and Student Families (Receiving Child Care Connection or DCFS assistance) You will need to set up a payment plan through you e-services account with the College. Students receiving financial aid may have the amount charged to your e-services account and allow financial aid to cover your co-payments. Child care fees that remain unpaid after the semester or after care has ended (not including expected payments from government sources) may cause one or more of the following: delay of grades, removal from College enrollment, collection agency referral.
- Public families will need to fill out a payment form to have automatic weekly charges made with a debit/credit card or an ACH deduction from a checking or savings account. It is the parent's responsibility to notify the manager manager of changes of bank account, charge card numbers or questions /changes in the charges.
- Once a child is enrolled, you will be charged for the time reserved. **NO REFUND OR CREDIT IS GIVEN FOR NON-ATTENDANCE.**
- It is required that a parent provide the Center Manager at least two weeks notice when removing a child from the program to stop the billing process.
- A receipt will be issued when payment is made. Parents are advised to also keep their copy for their records. Once your bill is paid in full at the end of the semester, a copy of your billing statement may be obtained from the Center Manager for tax purposes.



## Withdrawing

Once you sign the Billing Contract you will be charged continually (or until the end of the finals week for Adjunct Faculty or Students). You will be responsible for payments until the time that you need to stop services by a written or verbal notice. We require a **two week notice** in order to fill that spot. If you choose to remove your child before the two weeks are up, please be aware that we will continue to collect payment for the two weeks. If you withdraw your child from the Center, you must provide at least two weeks' written notice, but your remaining vacation days cannot be used for the two-week notice period. No REFUNDS will be granted during the last 2 weeks of the semester.

## Center Closings

The following days the College and Center will be **CLOSED**. They **WILL BE CHARGED** as a normal part of your schedule. Child Care Connection/DCFS Families are exempt from the holiday closing charges. **ICC HOLIDAY CLOSINGS:** Labor Day, Thanksgiving & Day After, Martin Luther King, Jr. Day, Memorial Day, Independence Day (observed)

The following days the College is **OPEN** but the Center is **CLOSED**. They **WON'T BE CHARGED** as a part of your normal schedule. **CENTER CLOSINGS:** Staff Training— 1st Thursday & Friday of August, Staff Training— Thursday & Friday during Spring Break

## School Age Program

Beginning with the start of ICC's summer school (usually the first full week of June) we will provide care for children ages 6-12. This camp runs for 10 weeks each summer. Children will be engaged in a number of age appropriate activities and adventures both on and off campus. More information about the program for the summer will be available each Spring.

## Lab School

Students from many disciplines come to the ICC Children's Center to observe and work with young children as part of their academic training. These include health careers (dental hygiene, nursing assistant, physical therapy, occupational therapy, medical office assistant, etc.) and education (elementary education, sign language interpretation, psychology, etc.). As part of their career training to become early childhood educators students in the Early Childhood Education (ECE) Program are encouraged to come to the Center to observe, participate, and analyze child development, teaching, learning, and environments. Our Center is NAEYC Accredited and holds a Gold Circle of Quality from ExceleRate Illinois— two of the highest indicators of quality in Illinois. ECE students presenting their learning experiences benefit from highly trained staff for support and feedback on their presentations and assessments. The ECE program depends on Center staff to provide feedback on student performance and progress, lending its expertise to future early childhood educators. As part of this lab experience video and audio recording is a part of our program.

## Photo, Observation, & Field Trip Release Information

As a Lab School working collaboratively with various ICC Programs and Community Programs to meet educational goals of students to provide educational opportunities and professional development within the field of Early Care and Education. Please review these statements and initial, date and list any concerns on the enrollment forms. NOTE: Foster Children will be exempt from any public display, promotional materials, website, social media, television, or news coverage.

- My child's photographs may be displayed in the classroom.
- My child's photographs may be displayed on bulletin boards outside of our classrooms. (No name will be used in conjunction with photographs.)
- My child's photographs may be displayed on bulletin boards outside of our classrooms. (No name will be used in conjunction with photographs.)
- My child's photograph may be taken for the Harbinger publication (campus newspaper).
- My child's photographs or video may be taken for television such as news events, or local newspapers.
- My child may be observed by academic and non-academic visitors to the Center. These observations are approved by Center Management and are not for diagnostic purposes.
- My child may be video and audio recorded for educational purposes. (Used for staff meetings and various ICC Courses needing to observe children in a group setting)
- My child will be observed by non-Center personnel for teaching or training purposes. My child may participate in observation projects conducted by those authorized by the Manager.
- My child may participate in Center-sponsored field trips and excursions whether transportation is by foot or vehicle. I will be notified ahead of time when traveling by vehicle.

# RELATIONSHIPS

## Teacher-Family Relationships

Family participation is one of the most valuable parts of the ICC Children's Center. Without families bringing their children we realize that we would not be in business. Our families are trusting us with their most valuable assets, and it is our job to continually build on that trust. We will use a variety of methods to solicit input about the child's needs and how your family defines your race, culture, religion, home language and family structure. Part of building trust is also confidentiality and communication.

### Confidentiality

All information regarding children is confidential. Staff will never discuss personal information pertaining to the child or their families outside our facility or in front of the child or while other children are present in the classroom.

### Communication

Frequent and on-going two-way communication will be maintained with each family. We will inquire about the child's home life, and share information about the child's progress, classroom routines, rules and expectations. Our staff will do their best to communicate in a variety of ways: Face-to-face, phone call, text, email, written note, etc. If you prefer a specific method listed, please let the staff know. Additionally, we would invite you to participate in our program in a variety of other ways.

### Daily Reporting

The Learning Genie app is a communication tool that we will use to keep in contact with families regarding their child's growth and development. Learning Genie is an online communication tool, with a free app that can be downloaded to your phone or tablet. If you do not have access to this type of technology you may request a daily written report from your child's teacher.

Separate reports will go home detailing any potty accidents or injuries that occurred. If you have any questions about these reports please feel free to speak with your child's teacher. Of course you can speak with the teachers at drop off and pick up time about any concerns. The daily schedule is posted inside each classroom. If you would like a copy, please contact the manager.

### Facebook

We use Facebook to relay information to parents and the community about the offerings of ICC Children's Center. Our public Facebook Illinois Central College Children's Center shows guests, events after they have happened, and general advertising information. Our private Facebook is by invitation only for parents and guardians. This site will give reminders of upcoming events, special announcements, menus, etc.

### Visit & Observe

You may visit the Center at any time, although keep in mind nap time is 1:00-3:00pm. It is suggested if you wish to observe, make prior arrangements with the staff to take full advantage of this opportunity. You are welcome to observe your child on the monitor in the Center Manager's office (127B) or staff workroom (129A) if you wish.

### Guests

All classrooms enjoy guests. We try to expose the children to new adventures and experiences. Guests to the classrooms have included family members sharing talents, "Celebrity Readers", community helpers, and special children's programs. If you know of any special guests you would like invite to share an experience in the classroom please let the Manager know.

### Family Meetings

Family meetings are held at least two times a semester. If you are unable to attend, a synopsis of the meeting will be distributed one or two days later. Meeting topics will vary and suggestions are always welcome. One annual meeting will cover program planning and ongoing operations and parent consultation is important. These meetings also serve as a volunteer advisory board and important improvements have come about because of these meetings.

## **Family Events & Outings**

In lieu of celebrating holidays, throughout the year the center has its own various celebrations and get-togethers. Picnics, pizza parties, scavenger hunts, and ice cream socials are some of the ways we have used to welcome family members into the children's environment. If you have an idea for a family open house, please let any teacher know and we may just hold your event! We also occasionally plan Family Outings. If you would like to assist in planning an outing or have a suggestion of where to go, please let the Center management know. These optional outings serve to help families become better acquainted. ICC is not responsible for your children during these times.

## **Volunteer**

Family members are always welcome to volunteer in the classroom in a variety of ways. Some suggestions to consider:

- Read to a small group
- Sing or play an instrument
- Cook with the children
- Help with an art activity
- Play a game outside
- Teach the children Yoga
- Teach a foreign language
- Plan family outings

## **Holidays**

Several years ago, we eliminated the celebration of holidays within the ICC Children's Center. After much discussion and consideration of the children's best interests, we decided to be a refuge from the anxiety surrounding holidays. While we are not collectively "against Holidays," we are very conscious of the diversity in lifestyle and beliefs and also know those past years' activities have been physically and emotionally overwhelming for the children. It is our hope that we keep the children's time with us as stress-free as possible.

## **Field Trips**

All classrooms enjoy on campus field trips. We try to expose the children to new adventures and experiences. There may be additional costs involved in field trips, depending on what event we are attending. On field trips staff will carry a cell phone or other communication device, emergency information, first aid kit, a few changes of clothing, etc. Chaperones are welcome.

## **Family Resource Cabinet**

The Family Cabinet has items available immediately for checkout. We have many great parenting books, resource books, activity books and several games, which you can checkout for free. The Family Cabinet is located along the wall near the restrooms between the Hourly Room and the Staff Work Room. Check out is easy: Choose an item, write your name, item, and the date due inside the gray book, use and return items in good condition within two weeks of borrowing.

## **Birthday Celebrations**

In each classroom we celebrate birthdays with a special crown and the child will receive a book as a gift from the center. While we do not allow food treats, you are welcome to help us celebrate in variety of ways. We encourage creativity and the gift of lasting value or time. Some suggestions of include: a book or game for the Class, Special Visitor, ingredients for a cooking activity in the classroom, etc.

## **School Pictures**

We offer school pictures once in the Fall and occasionally in the Spring. Children will be photographed by a local photographer who comes to the center. You will be able to choose and order a photo package from the photo envelope you receive the day of pictures. All children will have two proofs, one will be a head and shoulders pose and one will be a full body pose. Each child photographed will also be included on our classroom composite photo. If you have questions please see the Manager.

## **Book Orders**

We participate in Scholastic book orders. Periodically we will send home a packet of forms. These book clubs not only serve as a convenient way for you to choose quality books at low prices, but with every class order we send in, our classes can receive free books and learning materials. Remember there is no obligation to order---the decision is yours. If you have any questions feel free to ask your child's teacher.



## Donations

We gratefully accept monetary donations that will go to our ICC Foundation Account #189091 which is earmarked for playground upgrades as well as scholarships for low income families that don't qualify for Child Care Connection or other financial assistance. If you are an ICC Faculty or Staff member you can have a direct payment out of your monthly pay (ex. 1% Club). If you would rather just make a donation directly to us (cash, check, credit or debit card), and we will add it to the account. Please know that any donated amount is greatly appreciated as it helps avoid using our already tight budget for large purchases.

## Wish List

We have come up with a wish list of items we can always use. By receiving donations we can help lower our costs in this time of budget reductions. More specific items will be listed on our monthly newsletters. We really appreciate any thing you have to donate that can be used in the classroom for activities or for the care of our children ! Examples of items requested:

- Scrap paper for drawing
- Junk mail envelopes and stickers
- Collage materials (seeds, ribbon, etc.)
- Plastic or paper grocery bags
- Paper plates—various sizes
- Really cool rocks and minerals for examination
- Tape—all kinds-duct, plastic repair tape, carton sealing, etc.
- Flour, salt, baking soda, vinegar
- Flushable Diaper Wipes

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## Teacher-Family-Community Relationships

As Early Childhood Care Providers we are constantly working with not just children and families, but with other professionals in the field. Additionally, we work with governing agencies and others in the community that support young children and families.

The next page are local resources that may be able to help you identify the right place to use as resources when there is a need. Ultimately, you can always use **2-1-1** which is a local resource number that is a comprehensive information and referral line to connect callers to critical health and human care programs. Examples of information and services in the **2-1-1** system include:

- Food, shelter, clothing
- Rent and utility assistance
- Physical and mental health services
- Employment preparation and job matching
- Transportation assistance
- Home-delivered meals
- Child care and after-school programs
- Much more

DIAL **2-1-1** or **(309) 999-4029**

Visit: <http://211hoi.org/>

## SAL Child Care Connection

Contact to find early care and education program to meet your needs, talk with a Specialist to determine if you qualify for help to pay for child care through the Child Care Assistance Program (CCAP), and apply online or in person for CCAP.

Phone: 309-686-3750 or 1-800-421-4371

Fax: 309-686-3850

TTY: 309-686-3695

<https://www.salccc.org/>

## Caregiver Connections

Caregiver Connections Social/Emotional Mental Health Consultant, Carol Tiggelaar visits our program to offer guidance for staff in planning for individual children with behaviors of concern. In certain circumstances, we may include the family of a child in the planning in order to best support the child's growth and development.

Carol Tiggelaar, MA, LCPC

Office: 309-687-7930

E-mail: [caroltiggelaar@hotmail.com](mailto:caroltiggelaar@hotmail.com)

<https://www.caregiverconnections.org/>

## Illinois Poison Control

Illinois Poison Control is a resource that helps families and providers in identifying, treating and preventing accidental poisoning. There is a free, confidential 24-hour helpline. Free resources are available that can help you understand prevention methods as well as what to look for in cases of accidental poisonings.

1-800-222-1222

<https://www.illinoispoisoncenter.org/>

## Consumer Product Safety Commission

They have a variety of safety education tools, listings of recalled products, and other health and safety guidelines that can be helpful. Please check out the website occasionally to see what new recalls may be pertinent.

Phone: (800) 638-2772

<https://www.cpsc.gov/>

## Illinois Central College

Illinois Central College has a variety of resources that can help our families. For families that are ICC Students, these services are available to aid in Student Success:

- Tutoring/Help Labs
- Financial Aid
- Advisement & Counseling
- Educational Foundation

For families that may be experience job loss, Illinois Central College is a great place to help people identify a new career path or link to jobs.

- If the family is interested in taking classes we can assist them by connecting them with Enrollment Services.
- If they need help in finding a job, we can connect them with the Career Center.

## Center for Prevention of Abuse

Combined services of Domestic Violence, Sexual Abuse/Assault, Human Trafficking, Adult Protective Services, and Prevention Education are located under one roof. They operate 24 hours a day, seven days a week, 365 days a year, and all victim services are free and confidential. If you are in an abusive situation, please contact:

Crisis Hotline: 1-800-559-SAFE (7233)

[www.centerforpreventionofabuse.org/](http://www.centerforpreventionofabuse.org/)

## Child Abuse Law

Illinois law requires each child care worker to be a **MANDATED REPORTER**. All cases of physical abuse, malnutrition, neglect or injury to children are reported to the Illinois Department of Children and Family Services immediately. The law requires many professions, including ours, to report every case of real or suspected child abuse/neglect. Persons required to make such reports are immune from any liability, discharge, retaliation, or other disciplinary action for that reason alone, unless it is proven that the report was intended to do harm.

Child abuse includes injury or disability from physical abuse, neglect, malnutrition and deliberate withholding of food. Such reports are required to be made immediately by phone or in person to the Department of Children and Family Services and must also be made within 24 hours of receipt of such reports. The department may provide protective social services to prevent further abuses to the child, to safeguard their welfare and it may petition the court to remove the child from the parents. If we believe a child is in immediate danger of harm, we will call 911 first. In non-emergency situations, we may report suspected child abuse or neglect using the Online Reporting System.

NOTE: WE HAVE BEEN APPRISED BY THE OFFICE OF THE STATE'S ATTORNEY THAT PARENTS DO NOT HAVE TO BE INFORMED WHEN THEIR CHILD IS QUESTIONED BY THE POLICE DEPARTMENT, THE OFFICE OF CHILDREN AND FAMILY SERVICE OR THE JUVENILE COURT SERVICES.

**Local Office for DCFS** (309) 693-5400

**DCFS Child Abuse Hotline** 1-800-252-2873 1-800-358-5117 (TTY)

<https://www2.illinois.gov/dcfs>

# Teacher-Child Relationships

Children rely on being respected and valued. We will demonstrate this to children by providing sincere and warm verbal and physical interactions, and consistent, predictable care. Modeling proper emotional expressions and management is a large part of being consistent. Other considerations of building relationships include communication at the child's level, including learning to read their verbal and non-verbal signals, sensing mood and engagement level. It also includes protecting them from harm, providing engaging activities, encouraging socialization, and managing them gently

No child will be discriminated against because of race, sex, religion, income level, family background or disability. Curriculum, stories, bulletin boards, etc., will make every conscious effort to treat human beings equally and not exclude anyone. All children are to be treated with respect, developing positive approaches to build a child's self-esteem.

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## Child-Child Relationships

Children need the time and encouragement to form relationships with other children. The following suggestions are ways in which we will assist in creating lasting child-child relationships, these include, but are not limited to:

- Assist children by making their play more complex and cooperative.
- Model positive peer interactions like how to share materials, thoughts and feelings, and how to take turns.
- Help children manage their behavior by guiding and supporting children to learn problem-solving techniques, persistence, and expression of emotions.
- We have the responsibility to establish appropriate rules and reinforce these rules with appropriate consequences. Life is about choices, and the children are responsible for making choices about the rules – they learn the correct behavior by making decisions and facing consequences.

## Philosophy of Positive Guidance & Discipline

Safety, respect and self-discipline are the keys to a harmonious classroom. Setting a few simple classroom rules, and making it a part of our everyday learning will guide the children to self-discipline. We as adults also need to remember and model the rules of safety and respect, as well as demonstrate self-discipline to facilitate the children's understanding.

## Prohibited Forms of Punishment

Below are examples of prohibited forms of punishment in all instances. Any instance of Physical Punishment WILL likely result in termination of employment for staff. Appropriate RESTRAINT of a child is ONLY permissible if the child or others are in DANGER of physical harm.

### **PHYSICAL**

- Shaking or Jerking
- Hitting, Spanking or Slapping
- Squeezing or Pinching
- Kicking
- Biting
- Tickling
- Pulling Arms, Hair, Ears
- Withholding Active Play

### **PSYCHOLOGICAL**

- Shaming or Ridiculing
- Name Calling
- Sarcasm or Humiliation
- Cursing At
- Making Threats
- Frightening Child
- Ostracism
- Withholding Affection

### **FORMS OF COERCION**

- Rough Handling:
  - Shoving or Pushing
  - Pulling or Grasping
- Forcing Child to:
  - Sit, Lie Down or Stay Down
- Physically Forcing Child to Perform an Action:
  - Eat
  - Clean Up

## Guidelines for Positive Discipline

We are committed to providing a supportive environment where children can experience and grow. The following guidelines have been developed to enable us to create a consistent and caring environment that teaches children to behave in responsible ways, to feel good about themselves, and encourage children's internal desire, or motivation, to do well.

1. Set realistic expectations for young children's behavior.
2. Create an environment that enhances the odds that children behave in appropriate ways. (Prevention is often the very best cure!) We can achieve this through the activities, choices and environment we create.
3. Focus on positive communication techniques to gain children's cooperation.
4. Turn destructive situations into constructive ones by giving children alternatives.
5. Use natural and logical consequences to encourage children to make better decisions about their behavior.
6. Teach preschool children to use problem-solving skills and strategies to resolve conflicts.
7. Document and act on concerning behavior in order to maintain positive classroom experiences.

## Center Rules

We as educators have the responsibility to establish appropriate rules and reinforce these rules with appropriate consequences. Life is about choices, and the children are responsible for making choices about the rules – they learn the correct behavior by making decisions and facing consequences. Our guidance and disciplinary goals at the ICC Children's Center are:

### ICC Children's Center will be a Safe Place.

#### Children's Rights:

- I will be physically safe. No one will hurt me.
- I will be nurtured. No one may say hurtful things to me.
- My personal property and projects will be safe at the Center.

#### Children's Responsibilities:

- I will make the Center a safe place and will not hit, bite, kick, push, pinch, threaten or otherwise hurt friends and teachers.
- I will respect others' feelings, ideas, and words.
- I will respect others' personal property and projects.

### ICC Children's Center will be a Respectful Place.

#### Children's Rights:

- I have the right to be happy, treated with respect, thoughtfulness and compassion.
- I have the right to express myself, state feelings/opinions in an appropriate manner.
- I have the right to be by myself; no one will treat me unfairly because I am unique.

#### Children's Responsibilities:

- I will treat others respectfully and thoughtfully.
- I will not tease others or hurt others feelings.
- I will listen to my teachers and my friends.
- I will respect diversity.

### ICC Children's Center will be a Fun Learning Place.

#### Children's Rights:

- I have the right to participate in all program activities.
- My play and projects are important.

#### Children's Responsibilities:

- I will allow others the opportunity to participate in all activities.
- I will respect others' play and projects

## Guidelines for Persistent Inappropriate Behavior(s)

When inappropriate behavior(s) repeatedly occurs by the same child:

1. Staff will observe the child and document the concern. Focus is made on the environment, curriculum, schedule, and teaching strategies.
2. Staff will meet with the manager with documentation of the problem behavior and ask for further guidance.
3. Staff and/or manager will discuss with the parents/family concerns and observations. Staff will provide documentation in written form to the parents.
4. If the staff or manager feels that further assistance in resolving the behavior problem is required, with parental permission, they may request the assistance of an outside party or refer the child for evaluation. (If parental permission is refused and the problem behavior continues, the continued enrollment of the child will be reconsidered.)
5. In order for the staff to maintain Center Rule #1 (above), that the ICC Children's Center will be a safe place for all, if a child consistently displays aggressive behavior, the parents may be called and asked to come and pick up their child for the day. The overall classroom safety and wellness for all will be the deciding priority.
6. It is rare that the Center Manager and Staff would choose to transition a child out of the program. This would not be done unless the manager and staff felt that they had carefully exhausted all possible options.

## Biting Policy

Children bite out of frustration, anger, for attention and for communication and sometimes just simply to get their way. When a child begins to bite on a regular basis a log will be kept after the child bites consistently. In the documentation, staff will specify the activity, time of day and what prompted the child. Is the child hungry, do they have a problem with a tooth, are they seeking something else? These are all questions that need to be considered in the documentation.

Staff will focus more attention on the victim and will address their needs immediately. Staff will then address the child who bit to guide them to other solutions or appropriate outlets for their needs.

Biting is frustrating for the family of the biter, as well as more frustrating for the family of the child who was bitten. **CONFIDENTIALITY** is important. No family is to be told who did the biting. (The child may tell, but it is not our responsibility.) If the bite is a serious bite (breaks skin), staff will inform the Manager, call the family of the victim, apologize to them and tell them where the child was bitten, how it was treated and whether a doctor visit may be warranted.

No child will be removed for biting, unless it becomes out of control and appears more than a normal stage the child is going through. Documentation is important and is the only avenue a child may be released from the program.



## Dismissal Policy

In considering the possibility of DISMISSAL from the Center, after all previous attempts of documentation, evaluation of information, formulation and implementation of strategies have been exhausted, it may be necessary to transition a child from the program. Complying with federal and state civil rights laws, the following, are steps that will be followed in these cases:

- Temporary Dismissal:
  - In order for the staff to maintain Center Rule #1 (page 12), that the Children's Center will be a safe place for all, if a child consistently displays aggressive behavior to staff or other children, the parents may be called and asked to come and pick up their child for the day. The overall classroom safety and wellness for all will be the deciding priority.
  - If family/ legal guardian permission and cooperation is refused in seeking outside evaluations or help, or in working collaboratively to find a solution and the problem behavior continues, the continued enrollment of the child may be reconsidered.
- Permanent Dismissal:
  - The family/legal guardian will be notified in writing that we will be helping them in transitioning their child from our program.
  - We will do our best to assist the family in identifying and referring to programs that will meet their child's needs. Additionally, we will cooperate with the new provider and family in helping to transition to the new program as much as we can.

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# CURRICULUM, ASSESSMENT & TEACHING

## Overview of Our Curriculum

With the guidance of caring adults, children will develop appropriate behavior patterns. The curriculum provides daily opportunities for children to develop skills through a variety of thoughtfully selected activities that will align with our the Illinois Early Learning and Development Standards (IELDS). Our teaching staff will provide activities in a variety of curricular areas that align with the IELDS including: language, math, science, and the arts. Our curriculum is also emergent, meaning that we find what the children are interested in learning about and focus our lessons on that. Learning recaps for each week are located in the child's classroom. Children will have the opportunity to freely explore the different learning centers and activities throughout the classroom and outdoor environment daily. These choices are available for a significant portion of the day.

## Assessment of Children's Progress

All children enrolled in our program will be assessed within sixty days of enrollment and then each semester after that. Assessments are confidential and are only accessible by Center management, child's primary teachers and the child's family. Written consent by the family will be obtained if assessments are to be shared with any other sources. If any delays in development are suspected, we will work with the family and make referrals to appropriate professionals. In addition to our assessment of your child's progress all families are encouraged to get a full evaluation from your school district. If you need assistance in understanding assessments for any reason, please contact the manager.

When we do assessments we use them to identify your child's interests and needs, your child's developmental progress & learning, how we can improve curriculum, and how we can adapt teaching methods & environment. We assess children through observations, skills checklists, work sampling, and Ages & Stages Questionnaires.

Any children who are assessed by another source (doctor, school district, etc.) and have been diagnosed with a disability or other special learning needs will receive full cooperation from us in the creation of an individualized plan. We do not provide special therapy services, but can work with the family and school district to make any special needs services flow smoothly by offering space for therapies, adjusted schedule, etc.

## Ages & Stages Questionnaires (ASQ)

Ages & Stages Questionnaires (available on the Easter Seals website) allow us to see how individual children in our care are developing and what activities and lessons we can plan to help facilitate growth in those areas in which a child needs a little more help. The main idea is for you, the family, fill one out on your child and also have the teacher evaluate the main criteria for the child and compare the findings to determine a more accurate picture of the child's development.

The collaboration between home and school is important as we work together to help the child grow in areas of concern, or to build upon those skills they have already acquired. The ASQs will be sent home a couple of weeks before Parent-Teacher Conferences. We will then review them together (teacher and family) and help to determine ways to support the child both at home (by offering activities to help the child with practicing skills needed to improve areas of concern), and at school. Together we will ultimately help the child reach their developmental goals.



## **Family-Teacher Conferences**

During conferences, families and teachers will work together to determine how best to meet children's needs, raise concerns and work collaboratively to find a mutually satisfying solution to use in the classroom. We will work to provide interpretation for anyone who speaks English as a second language, if desired. Family-Teacher conferences are held in the middle of the Fall and Spring semesters. All families of children are strongly encouraged to meet with their child's teacher at least once each semester. Of course, if they have a need to meet at any other time, they can feel free to make an appointment. Teaching Staff can feel free to make an appointment with the family and let the Manager know so coverage can be set up.

## **Transition to Next Age Group**

Children attending full time will be placed in the class that is for their age group. The child will remain in that class until the Manager determines it is in the best interest of the child and the program to move the child to the next age grouping. Often it will happen the semester after the child's birthday or it may be determined that the child may not be developmentally ready for the next age group. Families will be consulted and counseled by about any transitions that will affect their child. We will always strive to do what we believe is in the best interest of the child.

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# **HEALTH & SAFETY**

## **Physical Health Requirements**

DCFS mandates each child provide evidence of a physical examination including immunization records within the six months preceding enrollment in the Center. A form for this purpose to be signed by a licensed physician and presented to the Center Manager the first day the child begins classes. Physicals need to be updated every two years. The Center will let you know when it is time to have your child's physical updated.

The medical report shall indicate that the child has received the immunizations required by the Illinois Department of Public Health including poliomyelitis, measles, rubella, mumps, diphtheria, pertussis, tetanus, haemophilus influenzae B, hepatitis B, and varicella (chickenpox) or provide proof of immunity according to requirements of IDPH. Additionally, children should have proof of a tuberculin skin test by the Mantoux method (TB Skin test) and lead test or waivers from the doctors stating these are not indicated.

In accordance with the Child Care Act, a parent may request that immunizations, physical examinations and/or medical treatment be waived on religious grounds. A request for waiver shall be in writing, signed by the parent or parents, and kept in the child's record. Exceptions made for children who should not be subject to immunizations or tuberculin tests for medical reasons shall be indicated by the physician on the child's medical form. A child may be excluded from care if they are under-immunized and if a vaccine-preventable disease to which children are susceptible occurs in the program. Under-immunized means a person who has not received the recommended number or types of vaccines for his or her age according to the current national and local immunization schedules (AAP).

Additional health requirements related to the COVID-19 pandemic and other such instances will be discussed in a separate section later in this section.

## **Emergency Information**

Families are required to update emergency information each semester, and whenever information changes. This information will include a current schedule; the name of a relative or friend authorized to act on behalf of the parents (in case of an accident resulting in injury or sudden illness); the name of the child's physician; hospital preference; and current insurance information. The physical and emergency information are to be kept in the child's file in the manager's office. All information will be kept confidential and access will only be given to administrators, parents or legal guardians, and regulatory authorities. Teaching staff will be given a copy of the emergency information for use on field trips or in case of emergency. Families assume the cost of accident insurance for their child.

## **Special Health Needs**

Before enrollment please inform your child's teacher and the ICC Children's Center Manager of any special health needs your child may have. These could include any food allergies or medical conditions that may require special attention. We want to provide the best care possible for your child and we would like to work with you to make every effort to make this a safe and happy experience for everyone involved. We will determine if we cannot physically accommodate your child's special needs. We reserve the right to contact resource people from public schools or special service agencies to determine the best possible care for your child. We may request a short meeting to discuss the condition and how to properly teach and care for your child and his/her special needs.

## Illnesses

A child suspected of having or diagnosed as having a reportable infectious, contagious, or communicable disease for which isolation is required by the Illinois Department of Public Health's General Procedures for the Control of Communicable Diseases shall be excluded from the center.

Children shall be screened upon arrival daily for any obvious signs of illness. If symptoms of illness are present, the childcare staff shall determine whether they are able to care for the child safely, based on the apparent degree of illness, other children present and facilities available to care for the ill child. State regulation prohibits the care of sick children in a center.

Family will be notified if their child becomes ill at school and are expected to make arrangements to remove their child immediately. Center Manager will determine when a child is too ill to remain at school. An ill child shall be isolated with a teacher or manager until family or authorized adult picks up the child. Children or Staff who have any of the following illnesses should refrain from entering or remaining in attendance:

- **Fever** (100.4 degrees Fahrenheit)
- **Diarrhea or Vomiting** 2 or more times in the previous 24 hours, unless it is determined non-communicable condition and no danger of dehydration.
- **Rash with fever or behavior change**, unless physician determines illness to be non-communicable.
- **Unusual lethargy**, irritability, persistent crying, **difficulty breathing** or other signs of possible severe illness
- **Mouth sores** associated with the child's inability to control saliva, until doctor or health department states that it is noninfectious.
- **Purulent Conjunctivitis**, until 24 hours after treatment has been initiated.
- **Impetigo**, until 24 hours after treatment has been initiated.
- **Strep Throat**, until 24 hours after treatment has been initiated and child has been without fever for 24 hours.
- **Head Lice**, until morning after first treatment.
- **Scabies**, until morning after first treatment.
- **Chicken Pox**, until at least 6 days after onset of rash.
- **Whooping Cough**, until after five days of antibiotic treatment have been completed.
- **Mumps**, until nine days after onset of parotid gland swelling.
- **Measles**, until four days after disappearance of rash.
- Symptoms which may be indicative of one of the serious communicable diseases identified by the Illinois Department of Public Health.
- Illness which prevents the child from participating comfortably in program activities, or calls for greater care than the staff can provide without compromising the health and safety of all children.

## Allergy Aware

For the safety of many of our children we have become **ALLERGY AWARE**. We take precautions to avoid or offer alternative food options for any child with an allergy to a specific food. Since we are aware of the many different allergies with food and the environment we will do our best to limit the exposure to these items if at all possible. We ask for your assistance in this as well.

## Treatment

Each child should have a signed release in their file giving permission to treat minor injuries, bites, stings, and sun burn prevention. This release gives Center staff permission to apply antibiotic ointment, latex bandages, and sunscreen to treat and prevent any of these minor medical issues. This release also allows staff to apply any lotions, bandages or ointments that you should bring if your child has any special skin issues or non-contagious irritations. (e.g.: lotion for eczema, etc.)

## Shoe Policy

In the past we have had several instances of children wearing unsafe shoes at school, causing them to be injured or preventing them from participating in certain activities. The teachers plan activities which include running, jumping, hiking, and tricycle riding.

Our policy is to only allow rubber soled shoes that have closed toes and closed heels like the following:

- Running or Walking Shoes, Hiking Shoes
- Sport or athletic sandals (rubber soles and are designed not to fall off of the child's foot.

## COVID-19 Related Illnesses & Procedures

While we realize the COVID-19 pandemic has created a variety of unusual circumstances, ICC Children's Center appreciates your cooperation as we strive to keep a safe and healthy environment for our children, staff, families and students. While many changes have happened in the past few months, we are required to follow the guidance of Illinois DCFS our licensing agency. DCFS has adopted the guidance of the Illinois Department of Public Health (IDPH) and therefore may have different requirements than most other places of business. The following expectations will be held unless or until guidelines change with DCFS. We will notify enrolled families of any changes in processes and procedures.

Vaccination is an important way to reduce the risk of serious illness from COVID-19 and keep children in day care facilities safe. However, because children younger than 12 years of age are not yet eligible for vaccination, there is a need to continue prevention measures for the foreseeable future. Even after day care providers and staff are vaccinated, everyone in a day care setting should continue to practice preventative measures including wearing face coverings, physical distancing, and using other prevention strategies recommended by the CDC and IDPH. The following practices will help keep us all safe.

### Daily Health Screenings

- Individuals who exhibit or self-report a temperature greater than 100.4° F or currently have known symptoms of COVID-19, such as fever, cough, shortness of breath or difficulty breathing, chills, fatigue, muscle and body aches, headache, sore throat, new loss of taste or smell, vomiting or diarrhea, may not enter ICC or the ICC Children's Center facility.
- Staff, families and children will also be excluded for serious illnesses, contagious and reportable diseases as listed on page 15 of the Family Handbook.
- Family and children's health and temperature checks will be reported by the designated drop off person on the sign in sheet each day.
- Families and staff must immediately notify the ICC Children's Center if someone in their home tests positive or if the child has been in close contact with a positive case.
- Any individual suspected of having COVID-19, diagnosed with COVID-19, or having been in contact with persons suspected of or diagnosed with COVID-19 shall be excluded from the ICC Children's Center until written documentation is provided by the child's physician that the child is no longer communicable and may return to the Center.

### Face Coverings

- Staff and Children over the age of two who are medically able, must wear face mask (over nose and mouth) at all times with the **exception** of when they are eating, drinking, sleeping, outdoors, playing a musical instrument. Staff may wear a face shield for facial visualization during instruction and communication or when alone in classrooms or offices with the door closed.
- Parents/Legal Guardians and visitors to the center must wear a face mask (over nose and mouth) inside the Center classrooms.

### Drop-Off/Pick-Up Procedures

- One person will be allowed entrance to the child's classroom upon drop-off and pick-up.
- Both parent/legal guardian and children over the age of two who are medically able, must wear face mask (over nose and mouth) at drop-off and pick-up indoors.
- Use hand sanitizer upon entrance to the classroom and sign the child in/out and fill out health screening questions for child.
- Have child put away their items in their cubby and assist them in washing their hands. Remind child to keep their mask on until the teacher tells them to take it off.
- Please do not engage in hand shaking or physical contact with staff or children other than your own.

### Communication Plan

- Parents/legal guardians and staff will be notified via preferred email or phone and the Center's private Facebook group when any communicable disease or condition has been introduced into the program, including positive COVID-19 cases.
- Signage will be posted outside all entrances restricting entrance to anyone with symptoms of fever, illness or respiratory infection.
- IDPH, CDC, and the local Licensing Office will be notified immediately upon being informed of exposure to COVID-19 by telephone and follow-up in writing to the local Licensing Office.
- Families must immediately notify the ICC Children's Center if someone in their home tests positive or if the child has been in close contact with a positive case.

## Medications

Medication is administered, by primary teaching staff that have taken a yearly medication administration training, only with written permission of the parent or legal guardian and as prescribed or as recommended in writing or by another form of direct communication with a licensed health care provider for a specific child. Prescription medication will be administered by ICC Children's Center staff only in its original container and shall be labeled with the full pharmacy label. A standing order from a licensed health care provider may guide the use of over-the-counter medications with children in the program when that order details the specific circumstances and provides specific instructions for individual dosing of the medication. Over-the-counter (non-prescription) medication shall be clearly labeled with the child's first and last name. The container shall be in such condition that the name of the medication, expiration date, and directions for use is clearly readable. You must fill out a medication form provided by the Center. **\*No fever reducing medicine will be given.\* Please make sure that any over the counter medicine for coughs or colds do not contain fever reducers. We will also not exceed the recommended dosage for the age of the child except with a doctor's note.**

## Mealtime

Mealtime should be an enjoyable experience for all children as well as provide proper nutrition. We participate in the Child and Adult Care Food Program (CACFP). This program aims to improve the health and nutrition of the nation's children while promoting the development of good eating habits and the furtherance of nutrition education. Menus are available upon request, but are always posted in the classroom. We provide a nutritious breakfast (9:00), lunch (Noon), and afternoon snack (3:15). Since we supply food, we ask that NO outside food be brought in unless medically necessary and authorized by a medical professional.

\*Part of our mealtime routine is the reciting of a simple prayer of thanks.\*

## Nap/Rest Time

Children who attend more than five consecutive hours are required to be offered a rest time during the day. Nap time is between 1:00-3:00 in the full day classrooms. We provide a clean blanket, small pillow, cot and sheet for each child and both are cleaned at least weekly. Although not all children nap, they will have a quiet and restful time, vital to their well being. After 1 hour, all non-nappers and early risers will be supervised and provided with quiet activities.

## Tooth Brushing

All children are encouraged to brush their teeth after lunch time. Each child will have their own labeled tooth brush provided by the center. A small dab (pea size or smaller) of tooth paste may be used if available. Teachers will supervise tooth brushing to avoid cross contamination of brushes. Brushes and holders will be sanitized weekly.

## Pest Management Policy

ICC has an Integrated Pest Management Policy which includes a Least Toxic Integrated Pest Management approach to pest prevention and control in all buildings and grounds. A copy of this policy is available for parents to read. If you have any questions, please contact the ICC Children's Center Manager

## Outdoor Play

You can expect that your child will go outside DAILY (when weather, air quality, or environmental safety conditions do not pose a health risk). Please be sure to dress your child appropriately for the weather. The following are times when children will NOT be allowed to go outside:

- Temperature below 20 degrees with wind chill. (Winter Weather Advisory)
- Temperature above 98 degrees with heat index. (Heat Advisory)
- Lightning, Thunderstorm Watch or Warning.
- Hail, Freezing Rain or Sleet, or Ice present on majority of playground

\*If you feel your child is too ill to go outside for activities, they are too ill to be at school.\*

## Secured Entrances

Our Center features Keyless Entry locks on our classroom doors. Each parent will receive a special ID card that they will need to bring with them to gain entrance to the classrooms. Once a family no longer attends the ICC Children's Center, their card will no longer work. The cost for replacing a lost or damaged ID card is \$20.00.



## **First Aid/CPR/AED**

All of our staff and managers are trained in both CPR/AED as well as First Aid. CPR/AED and First Aid Certifications are updated every two years. AED devices are located in the hallway close to the classrooms, and are stocked with pediatric pads. Should an emergency arise, staff will do their best to assess the situation, treat minor injuries or illnesses, and determine if further care is needed.

## **Emergency Plans**

The Center has procedures in place for different emergency scenarios. Please keep in mind that every situation is unique, and we as a staff will do whatever is necessary to ensure your child's safety and security. ICC has their own Emergency Response Procedures Guide, with which all of our staff are familiar. There is a copy of this guide in all of our classrooms, if you would like to see a copy. Staff and children practice evacuation procedures monthly and shelter in place procedures at least once a semester. Please read on the next page for our procedures for a few emergency scenarios and remember staff will contact you as soon as possible.

### **Lockdown**

In cases of lockdown, all classrooms will be locked and children will be hidden safely away from view. Once the doors are locked they will not be opened until Police arrives to safely escort us away. Please do not try to gain access to the classrooms until Police deem it safe.

### **Tornado**

In cases of tornado, children will be taken to the Hourly Class, to the staff work room, or to the Hallway outside of the Hourly Room (depending on how many children present). Once a warning is issued we will not be able to allow anyone to leave until Security has issued an all clear. Please feel free to join us, but please don't leave until Campus Police deems it safe.

### **Earthquake**

In cases of Earthquake, children and staff will take cover under tables within the classroom. Once a shaking has ended, escort children out of the building and follow our evacuation policy. We will not be able to allow anyone to leave until Campus Police has issued an all clear.

### **Evacuation**

In cases of evacuation of the building for any reason, the children will walk up the hill to Parking Lot A. If we are evacuated for an extended length of time, we will walk to the CougarPlex lobby to wait. Children will be released into their parents care only when Campus Police or the ICC administration deems it safe, however parents are welcome to join us.

### **Lost or Missing Children**

In cases of missing children, teaching staff will immediately inform Center Management and Campus Police. The child's parents will be contacted and kept informed of the situation. Classes will combine so the minimal number of adults needed to watch the large group of children will stay behind and provide care as usual. All other staff will be looking for the child.

### **Weather Related Closings**

The ICC Children's Center will close when the College closes for weather related emergencies. During inclement weather, please tune in to your local news and radio stations to find out if ICC is closed. You can also find out from the ICC website [www.icc.edu](http://www.icc.edu), the ICC Children's Center Facebook page, or by calling 694-5422. If inclement weather begins throughout the day and ICC closes early, we will begin calling you or your child's emergency contact numbers.

### **Pandemic Related Closings**

The ICC Children's Center will close when the College closes for pandemic related emergencies. During pandemic emergencies, please check the ICC website [www.icc.edu](http://www.icc.edu), the ICC Children's Center Facebook page. The ICC Children's Center will remain CLOSED until the College deems it safe for return to Campus.



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# CONTACT INFORMATION

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***EAST PEORIA, IL 61635***

**KIM HAHN**  
**INTERIM MANAGER**

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