



Helping Young Minds Grow

In Partnership with Real Life

Parent Handbook

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TLC's Mission and Philosophy

Thrive Learning Center is a non-profit childcare whose mission and philosophy is to provide a high-quality program that offers a safe, nurturing, and educational environment. We provide developmentally appropriate materials as well as a variety of learning experiences for children to encompass the whole child; social, emotional, physical, and intellectual. Our goal for our families is to provide childcare to help enable them to obtain employment or to further their education. We envision a center community where working families and those pursuing education will see thriving children reach their full potential.

Our goals and objectives are to:

- Provide an emotionally supportive and nurturing environment.
- Offer a creative and stimulating learning atmosphere.
- Provide activities which increases each child's social, motor, emotional, and cognitive development.
- Create a positive and supportive working relationship with the parents/guardians/families of the children in our care.
- Encourage, assist, and promote a self-directed staff who work together as a team and to advocate continual staff development.
- TLC does not discriminate on the basis of race, sex, national origin, religion, or physical, mental, or sensory disability.

TLC's Structure and Services

TLC is located inside the Real Life church facility. Though partners with Real Life, we are a self-supporting business operation.

The director is responsible for setting policy, establishing the budget, and maintaining handbooks, manuals, and documents necessary for the childcare. A board liaison and board provide support and oversight to the childcare.

TLC lead teachers plan weekly curriculum for the children that is developmentally appropriate and based on the children's strengths, needs, and interests. TLC uses My Teaching Strategies for classroom planning and curriculum.

TLC's Classrooms

TLC has five classrooms, based on age. Our teacher-to-child ratio is determined by the city of Moscow's Daycare Ordinance. The recent amendment in the ordinance changed ratios of 1 teacher to 12 points (previously 10 points). We try to have two teachers per room as much as possible, but on occasion, there may be only one teacher. Each teacher can have 12 points per classroom.

Our rooms are:

- Desert Babies, four months to 15 months. There may be up to 3 children in this room at a time with 1 lead teacher. The teacher/child ratio is currently 1:3. (Each infant is 4 points.)
- Ocean Turtles, 15 to 24 months. There may be up to 6 children in the room at a time with 1 lead. The teacher/child ratio is currently 1:6. (Each child is 2 points.)
- Arctic Adventurers, 24 to 36 months. There may be up to 6 children in the room at a time with 1 lead teacher and 1 assistant teacher. The teacher/child ratio is currently 1:6. (Each child is 2 points.)
- Jungle Creatures, 3- 5 years (toilet trained). (If not toilet trained, the Arctic Adventurers tuition rate will apply. If not enough staff available for diapering, the child will stay in the Arctic Adventurers class until which time they are toilet trained.) There may be up to 12 children in the room at a time with 1 lead teacher. The teacher/child ratio is currently 1:12. (Each child is 1 point.)
- Safari Crew, 4-5 years. There may be up to 12 children in the room at a time with 1 lead teacher. The teacher/child ratio is currently 1:12. (Each child is 1 point.)
- TLC's goal is to have staff members work in consistent classrooms so the children can develop positive and consistent relationships.

Registration and Visiting Prior to Enrollment

Registration/Enrollment forms are available on our website: www.thrivelcmoscow.com or at the center. We admit children without regard to race, nationality, sex, or religious background. We serve children that are four months of age through five years old (pre-kindergarten).

We offer tours of the center to families to have been notified of enrollment for their child. As new care away from parents/guardians can be daunting for young children, we ask that you plan to help your child become acquainted with our center before their start date. Parents/guardians will need to remain with their child during this visit.

Record Requirements

We have specific form that are required prior to a child's first day at the center:

- The completed application (on-line) and the short-application form, which includes a health form and the emergency permission agreement, also the signed contract and Parent Handbook Agreement.
- Current immunization records. Parents/guardians are required to provide proof of immunization. As those immunizations are updated, updated records need to be brought to the center or emailed to admin@thrivelcmoscow.com. We follow the frequency and manner of administration that are prescribed by the Department of Health and Welfare. Failure to comply with this policy subjects a child to immediate dismissal from TLC.
- CACFP Income Eligibility form for our food program.
- Sunscreen Permission Form.

Inclusion Policy

All families will be treated with dignity and respect for their individual needs and/or differences and confidentiality will be maintained. Children with special needs will be accepted into our program under the guidelines of the American Disabilities Act (ADA). Requests for reasonable accommodation will be promptly considered.

A written individual health care and/or education plan must be provided from a parent/guardian, signed by a physician and/or education specialist, specifically addressing a child's needs including but not limited to medications, specific food or feeding requirements, life threatening allergies, treatments and special equipment, and/or unique staff training needs. The parent must partner with the center staff to train teachers on any specific care for their child (by themselves or a medical professional) depending on the situation. Teachers will receive updated trainings on specific special needs that are encountered in their classrooms. Thrive Learning Center encourages parents to include our staff in child IFSP/IEP meetings for their children. This partnership ensures a positive partnership with the purpose of supporting the child in the most consistent way possible. IFSP/IEP meetings can be held at our center. The Director can be contacted to facilitate setting up such meetings.

Children with special needs will be given the opportunity to fully participate in the program possible. Thrive Learning Center will cooperate with other agencies that could provide services on-site. Teachers will seek written permission from parents to consult with other agencies or to exchange information prior to doing so.

Fees and Trial Period

A non-refundable registration fee of \$50 must accompany the application. Parent/guardian will be interviewed to discuss eligibility and payment options. We recognize that not every child will feel comfortable or fit into our childcare family. For this reason, a two-week trial is implemented for evaluation of each child. If it is proving not to be a "right fit", the parent or Thrive Learning Center may choose to discontinue the program.

Hours of Operation

We open at 7:15 a.m. and close at 5:30 p.m., Monday through Friday. Each family will need to list the time of drop-off and pick-up for each day so we can schedule staff accordingly. If your child is picked up after your scheduled pickup time, there will be overtime charges of \$5.00 per 15-minute increments. If you arrive after 5:30 p.m., a late fee of \$1.00 per minute will be charged after the first instance for the next three occurrences and \$5.00 per minute for any additional occurrences. The same charge applies if you drop off your child before 7:15 a.m. The doors are opened earlier for staff, but we don't open for childcare until 7:15 a.m. We also do not allow children to be in care at the center in excess of 10 hours/day unless prior arrangements have been agreed upon with the Director and it is included in the application and signed by both parent(s)/guardian(s) and the Director. If a child stays over their scheduled time and/or in excess of the 10-hour policy, a late fee will be charged the same as listed above.

Arrival

Parents/guardians or other authorized drop-off/pick-up individuals will need to use their four-digit code to get into the building. Staff members will be available to greet parents/guardians and children when they arrive and depart. If a child is crying inconsolably, screaming, or otherwise unwilling to go to the staff at check-in, you will need to take the time to console and calm the child before they can be admitted into the facility. If desired, parents/guardians can take children into the classroom after signing their child in. Children (and adults if entering) will need to wash hands when entering the classroom.

When children are dropped off for the day, the following policies apply:

- Use your four-digit code to sign your child/in out of the center at drop-off and at pick-up. (Each authorized individual has a unique code.) Please do not allow anyone else to enter the building without using their own code.
- Answer the medical questionnaire each day at drop-off.
- When parked in the loading zone, please turn your car engine off.
- Please do not leave any child under the age of 12 unattended in your car.

Release, Late Pick-up, and Unsafe Transportation Policy

Staff are authorized to only release children to the persons listed on the enrollment paperwork/authorized pick-up document submitted at the enrollment policy. Any person picking up a child should be prepared to show photo identification before a child is released to them. Please look at your application form (available on ProCare) to check if someone is authorized to pick up your child, or to update those individuals.

If a parent/guardian has asked someone different to pick up their child, they will be required to notify the director and send in a photo of said individual. They will need to show their photo identification at pick up.

If a parent or authorized pick-up individual doesn't not arrive at the specified pick-up time, the charges listed above under "Hours of Operation" will apply. If not at the center by 5:30 the director or lead teacher will immediately call the parent/guardian. If we are unable to reach the parent/guardian, we will then call the listed emergency contacts. If a child is not picked up, the closing teacher and/or admin will be required to call the Moscow Police Department and they will stay with the child until the police arrive.

If an emergency arises and you know you will be unable to pick your child up by closing, please call the center and/or the director as soon as possible to make arrangements so that we will not have to call the MPD. Late charges will still apply, however. TLC does not provide transportation to or from our center.

Our first responsibility is to protect the safety of the children at Thrive Learning Center, and because we are mandated reporters, if we deem that is unsafe for you to transport your child for any reason, we will ask you to:

- Allow us to call an alternate pickup person to pick up
- Call you a cab (and you will be responsible to pay)
- If you do not have a car seat for your child, we will ask you to go get it and come back. (Late fees will apply if it ends up being past our operating hours.)

If you insist and taking your child even after we believe it is unsafe for you to do so, will be required to call 911.

Items to Bring for Your Child (all items must be labeled with first name and last initial)

- A complete set of labeled change of clothes to leave in their cubby: shirts, pants, underwear, socks, shoes, etc. (If a child doesn't have clothes in case of an accident, etc., we'll provide them with some. Please wash those and return as soon as possible.) All non-labeled items will be sent back home to be labeled.
- A favorite blanket or stuffed animal for rest and/or naptime. We sanitize the stuffed animals daily and the blankets get laundered weekly.
- A water bottle (or sippy cup for infants/young toddlers).
- If your child uses diapers, wipes, ointment, etc., you will need to supply those. We do require our written permission to apply your diaper ointment.
- Seasonally appropriate attire to keep at school:
 - In the summer, they should bring sunscreen (we will give you a permission slip to fill out and sign), a hat if wanted, and sandals. All items need to be labeled.
 - In the fall/winter, children should have jackets, hats, boots, snow pants, and mittens or gloves. Again, all need to be labeled.
- We are not responsible for lost clothing or other articles.

Holidays and Childcare Closures

We will be closed on these holidays: New Year's Day; Martin Luther King Day; President's Day; Memorial Day; Juneteenth; July 4th; Labor Day; Columbus Day; Veteran's Day; a half-day before Thanksgiving, Thanksgiving Day, and the day after Thanksgiving; Christmas Eve Day, Christmas Day, and the week between Christmas Day and New Year's Day, and periodically for longer weekends, depending on where a holiday falls. If the holiday falls on a Saturday, it will be observed on the previous Friday. If the holiday falls on a Sunday, it will be observed on the following Monday. If the Holiday falls on a Saturday, it is observed on the previous Friday. We will also be closed two days per year for Professional Development Training days and two days a year for Parent/Teacher Conferences. Those days will be announced with advance notice.

Snow Days will be taken when the Moscow School District closes due to weather conditions or there is a National Weather Advisory, or for the loss of power for more than two hours. Please check the local radio station or your email messages. We will also notify you via email or text through the ProCare app.

Dress Code

Your child's attire should be age appropriate and fit well. All children need to wear closed-toe shoes (we do allow sandals in the summer but need back-up shoes/socks) and will not be allowed to be barefooted. This ensures safety and productive playtime, particularly outdoors, and in case of an emergency where we would need to exit the building. Proper attire for cold weather and snow will be required. We try to spend approximately 30-60 minutes outside everyday as every child needs fresh air. If temperatures drop to unsafe levels or the weather is otherwise too inclement, we will have indoor activities.

Supplies and Toys

We provide most supplies and there will be supply fees of \$100 due three times per year, in January, May, and September. Parents/guardians are responsible for providing the following: bottles, formula, baby food for infants, diapers, and wipes, as well as at least one full change of clothing for all ages, including socks and underwear. Please label all belongings with first and last name. Items not labeled will be returned.

We provide a great selection of toys and activities. Please do NOT bring/send any toys to the childcare. The exception is a special blanket (labeled) for nap time only, which will remain at the childcare facility.

TLC's Developmental Tracking

As early childcare providers/educators we know the importance of tracking children's developmental milestones. We have implemented CDC's Milestone Tracker to help us better understand each child's skills and abilities, which we are able to share with parents/guardians/caregivers, so we all know when to act early if there are concerns. We have also implemented the Ages and Stages Questionnaire (ASQ-3) as it looks at how children are doing in important areas, such as speech, physical ability, social skills, and problem-solving skills. ASQ can help identify a child's strengths as well as any areas where a child may need support. We have also chosen to implement the ASQ-SE which looks at how children are doing in social, emotional, and behavioral areas.

We desire to work alongside parents/guardians to assist in any way we can to improve the information we are able to share regarding a child's development, their strengths, and any areas where they may need additional support. We believe by using the Milestone Tracker and ASQ, we will be able to provide this information to parents/guardians/caregivers.

CDC's Milestone Tracker app, developed by the "Learn the Signs. Act Early" program, helps us as well as parents/guardians better understand each child's skills and abilities, track and celebrate developmental milestones, and share developmental progress from ages 2 months through 5 years.

Families will be asked to fill out an ASQ annually (usually in late-spring or before the beginning of a new school year) and then as requested or as needed before proceeding to a new classroom. The ASQ is a set of questionnaires about children's development. It has been used for more than 20 years to make sure children are developing well. These questionnaires are designed to be filled out by the parent/guardian/caregiver, as parents/guardians/caregivers are the active partner in their child's learning and development. By completing the ASQ, families are making sure their child is off to the best possible start. If a child is developing without concerns, there is nothing more that families will need to do. If a child has trouble with some skills, Thrive can help families with the next steps. We partner with the Infant and Toddler Program so children under three can receive services through their program and children over three can receive an assessment by the Moscow School District upon request. Finding delays or problems as early as possible supports young children's healthy development. By working in partnership with our families and by having them complete the ASQ, families are assisting in setting up their child for success now and in the future.

Food Program

We participate in the USDA Child and Adult Care Food Program (CACFP) and have the following policies:

- Meals are made available to enrolled children when they are developmentally ready for solid food up to age six, without regard to race, color, national origin, sex, or disability.
- The USDA CACFP requests ALL enrolled families to fill out the Enrollment Income Eligibility Application form at the time of registration, regardless of income. (Loans, grants, and scholarships do not count as income.) This information is kept confidential and is sent on to our sponsor, St. Vincent DePaul in Coeur d'Alene.
- For children who have allergies, the USDA CACFP requires that a food allergy/intolerance form must be completed by the child's healthcare provider listing what substitutes can be safely offered. Please talk with the director about any food allergies your child may have.
- Similarly, any modified diet requests for reasons other than medically identified allergies/ intolerances must be submitted by the parent in writing to the director and will be reviewed and approved on a case-by-case basis.
- Meals are currently served family-style for the older children and plated for the younger. We are encouraging children to serve themselves as they can do so. While we encourage children to try the menu items provided, they are not forced to eat any food items. Many have been taught a "no thank you bite", which is encouraged but not required. Children may request seconds and the teachers will exemplify and encourage healthy portions and balanced choices by modeling.
- Developmentally appropriate table manners are modeled and encouraged for all children. We also want to be sensitive and considerate of all family cultures, so if there's something specific we should know, please convey that to the director.
- Teachers sit at the table with children during mealtimes.
- USDA requires that we offer specific amounts of food items at each meal.

- Breakfast consists of milk, a fruit and vegetable, and a grain. Breakfast is served at 8:00-8:30 for the infants/toddlers and 8:30-9:00 for the preschoolers.
- Lunch consists of milk, a meat/meat alternative, 2 vegetables, 2 fruits, or 1 of each, and a grain. Lunch is served at 11:00-11:30 for the infants/toddlers and 11:30-12:00 for the preschoolers.
- Afternoon snack is served at 3:00 for all students and consists of two of the following: milk, grain, fruit, vegetable, or meat/meat alternative.
- If your child will not be in attendance during a meal or snack time, please make an alternative arrangement for your child to eat. We are unable to hold meals for a child due to health regulations.
- Please do not send any food items other than those needed for infants and toddlers needing a special baby food, or for a child with an allergy. No candy or gum is permitted.

Nap/Rest Times

A supervised rest period is scheduled after lunch for all children who are spending a full day with us. The length varies according to each child's needs. Please provide a small blanket for your child (labeled) to put on their cot that stays at the childcare. Those who do not fall asleep after 30 minutes are allowed to sit on their cots with quiet activities during the class naptime. The group setting limits our ability to accommodate parent wishes for a child to not nap. A child may be offered quiet activities, but if they are unable to play quietly or show signs of tiredness, we will not prevent them from sleeping. We don't offer a non-napping room.

We follow the Safe Sleep Policy, and all infants must be laid down to sleep on their backs only. They may have a loose pacifier in their crib. Please remember no heavy quilts, stuffed animals, or pillows are allowed in the crib per NAEYC standards and safe sleep guidelines. You may provide a wearable sleep sack for children 12 months and younger. Please see the Safe Sleep Policy at the end of this handbook.

Medication Administration

Thrive Learning Center does not administer medication to children unless as a life-saving measure as prescribed by a health care provider (i.e., inhalers, epi-pen, seizure medication, etc.). We also require all such medication be accompanied with the prescription as well as any physician instructions for administration. Medications must be in the original pharmacy container with a label that includes the child's name, date the medication was issued and when it expires, prescriber's name, dose/instructions, pharmacy name and phone number, and relevant warnings. When the medication is accepted into TLC, there is an additional form to be completed giving permission for TLC to administer the medication. Homemade or folk remedies are not accepted.

Staff will apply sunscreen, diaper cream, lotion, and ChapStick with written parental permission. These items must be provided by the parents/guardians, labeled with the child's first and last name, and be unexpired. Teachers will monitor expiration dates and send home

for replacements as expiration dates approach. Staff are not allowed to apply any expired products on a child.

We do not administer or supply Tylenol, Motrin, etc. If your child requires a dose of these or other medications during the time they are in TLC's care, parents are encouraged to administer those before their child comes to the center or they may come to the center and administer the medication to their child.

Health Management/Wellness Policy

Thrive Learning Center is a well-child childcare center. This means that if your child is not feeling well, for any reason, you will need to find alternate care. Control of communicable illness between childcare is a prime concern. Policies and guidelines related to outbreaks of communicable illness have been developed with the help of local health officials and childcare health consultants. We follow the guidelines of the American Academy of Pediatrics, CDC, and the National Center on Early Childhood Health & Wellness for wellness. To protect our entire group of children, as well as your own child, we ask that parents assist us by not bringing their child if he/she has a contagious illness or exhibits any signs of illness.

Please read carefully as we strictly adhere to these policies. If you cannot fully and in good conscience agree to these policies, we suggest that you find other care for your child. Our ultimate goal is the health and safety of the children in our care, their families, as well as our staff.

Please be aware that a physician's note DOES NOT supersede TLC's policy of excludable symptoms or the protocol for a child returning to the childcare center.

NOT ALLOWED TO ATTEND:

- Fever of 99.7* degrees Fahrenheit or higher within the last 48 hours
- Severe/persistent coughing and/or sneezing in the last 24 hours
- Vomiting in the last 24 hours
- Diarrhea within the last 24 hours
- Conjunctivitis while in the contagious stages (less than 24 hours since antibiotic treatment)
- Unusual or unexplained loss of appetite, fatigue, irritability, or headache
- Bleeding, other than minor cuts and scrapes
- A communicable disease (measles; mumps; chicken pox; hand, foot, and mouth; influenza, etc.)
- Excessive colored discharge from eyes or nose, indicating a possible infection. (Example: if a teacher has had to wipe a child's nose more than a half-dozen times over the course of an hour, especially if the discharge is not clear)

- Chills or muscle pain
- New loss of taste or smell
- Head lice
- Ringworm that hasn't been treated and/or fully covered
- Unexplainable rash
- Is unable to participate in activities (indoor or outdoor)

Specifics:

- Children must be fever-free (temperature lower than 99.7*) for at least 48 hours without medication before they are able to return to the center. Our policy of 99.7* is three-fold: a “normal” temperature is no longer considered to be 98.6, but considerably lower, so a jump to 99.7 would be considered much higher than the 98.6-100.4 variance; how we take temperatures can be .5 degrees lower than other methods; and once a child is to that temperature, typically it continues to rise.

Also, fevers are **not** a sign of teething. The following guidelines are from Seattle Children’s:

False Symptoms of Teething:

- Teething does not cause fever, diarrhea, diaper rash or runny nose.
 - It does not cause a lot of crying.
 - It does not cause your baby to be more prone to getting sick.
 - Caution about fevers. Blaming teething for fevers can lead to a delay in seeking care for infections. Examples are ear and urinary tract infections. Another example is meningitis.
- Vomiting/Diarrhea - If one or more episodes of vomiting/diarrhea occur within the previous 24 hours, your child shall be excluded from the center. If vomiting/diarrhea occurs during the school day, parents will be called and asked to pick up your child immediately. Children will only be allowed back into the center after 24 hours since the last vomiting or diarrhea episode, without medication. We do not consider gagging due to excessive crying as vomiting.
 - If your child becomes ill while at school, you will be contacted through ProCare and/or text and asked to pick your child up. It is required that your child is picked up by a parent/guardian or other authorized pick-up adult within 60 minutes of the notice. When in doubt, please keep your child home. Please notify the school through ProCare as well.
 - If your child has a common cold (slight cough, sneezing, clear runny nose, and/or a temperature below 99.7 degrees) your child may be admitted into the center. However, we may require a doctor's note, require further information, or make the determination that it is not the best interest of the other children and staff to admit the child, especially if the child feels ill enough that they are unable to participate in the regular classroom activities/routines.
 - Medications should be dispensed at home. (See, “Medication Administration” for more details.)

- This is not an exhaustive list, so the best rule of thumb is if your child is not feeling well enough to go outside and play, or to play cheerfully in the classroom, then your child is too sick to attend childcare. Also, if your child requires constant attention, will not play, cries continuously, whines and/or wants to be held constantly, then your child will need to stay home.

ALLOWED TO ATTEND:

Typically, children with the following conditions do not have to be excluded from childcare, however, only if they feel well enough to participate in regular activities.

- Canker Sores
- Colds or coughs, allergies, without fever or other signs of illness (note from physician may be required)
- Cold Sores
- Croup
- Ear Infections (if treated)
- Pinworms
- Rash without fever or behavior change
- Thrush
- Urinary Tract Infection (if treated)
- Warts
- Yeast Diaper Rash
- Ringworm, after treatment and fully covered

Specifics:

Please know that every situation is unique and will be reviewed on a case-by-case basis. We reserve the right to amend these statements, ask for a physician's note and/or for additional information regarding each situation, and make the determination that it is in the best interest of our center, families, and staff that your child not be admitted. Again, please note that even though a health care provider/physician might provide a note indicating they may return to care before the child has met the return stipulation(s), it DOES NOT supersede the requirements to return to our childcare center. Our children, families, and staff are our top priority.

IMPORTANT NOTE - If you bring your child knowing they had symptoms prior to the 24 hours (or 48 hours for fever) or enter the facility while you or your child are sick, your child may be terminated from Thrive Learning Center immediately, and possibly indefinitely, without refund of payment(s) made. A signed contract agreeing to all our guidelines and policies is required by all parents/guardians before a child is registered and admitted into our center, so knowingly disregarding our guidelines and policies will constitute a breach of contract.

Health and Safety

We try to prevent injuries by constant adult supervision, but occasional accidents are bound to happen whenever active young children are at play. You may receive one or more accident forms at some point. We complete these whenever a child is injured badly enough to require first aid or has left a mark on his/her body. If an injury appears that it warrants urgent medical attention, we will call the parents/guardians. If we are unable to reach the parents/guardians, we will reach out to the emergency contacts listed immediately as well as call 911 if deemed necessary.

At all times we observe the guidelines for Infant Safe Sleep Practices from the Idaho Department of Health and Welfare, which is included in this Handbook. Please read carefully if you have a 0-12-month-old.

The staff follows sanitary diaper changing procedures. Table surfaces are cleaned and disinfected regularly, as well as are toys and blankets. The custodians clean and disinfect floors and bathrooms as well.

Other: Fire, Safety, and Emergencies

We practice regular fire drills as well as lock-in drills. A severe weather drill may also be conducted on occasion. If we need to evacuate our building, we will relocate offsite to the outdoor childcare playground in the parking lot. Once we have relocated, parents/guardians will be contacted for notifications of the situation via the ProCare app, either by email or text.

Our onsite safe place/shelter is in the Conference Room of our building. If deemed necessary for further safety or for an extended period, we will relocate to the approved off-site location, which is Taco Bell.

Thrive Learning Center Childcare will only transport in the case of an emergency and parents/guardians will be notified immediately after the child is secure. Please make sure you provide any changes to us with your emergency contact information.

OTHER: SAFETY OF THE SCHOOL AND OTHERS

All schools in Idaho, including Thrive Learning Center, have a zero-tolerance policy for school threats. We also have a zero-tolerance policy for violence against teachers and/or other students. If a child while at Thrive threatens another student, teacher, or the school in general, we will call CPS and/or the Moscow Police Department. If it appears to be an imminent threat, we will call 911. We impose a “three strikes you’re out” for any such behavior and the third time will result in termination of care.

Toilet Training

We try to aid parents/guardians in the toilet-training process, and children are taken to the toilet every hour and as needed. Toilet training at the center is obviously different than in the home setting, but we will work with you and make every effort to help your child in this process. However, because accidents will happen, we ask that underwear, pull-ups, and changes of clothes be provided. Also, children who are not yet fully toilet-trained may be allowed to move to a classroom of their peers, however, that may be contingent on the staffing availability.

Child Abuse and Neglect Reporting

Thrive Learning Center employees are MANDATORY reporters for child abuse and neglect. We are required by law to report immediately suspected cases of child abuse or neglect to the Idaho CPS intake line. (The CPS phone number is posted in each classroom.) Abuse may be physical, emotional, or sexual. Neglect is the failure, refusal, or inability, for reasons other than poverty, to provide necessary care, food, clothing, shelter, or medical care. If there is immediate danger to a child, we must make a report to local law enforcement.

We are required to cooperate with authorities if they come to the childcare center to visit with a child or ask questions. However, we will always request that the director or teacher be present with the child to help them feel as comfortable as possible.

Staff who report in good faith are immune from civil or criminal liability. Staff who intentionally fail to report suspicions are subject to fines under the law. Guidelines for recognizing child abuse and neglect will be included in staff training.

Confidentiality Policy

Thrive Learning Center Childcare is required to protect the rights of children and families. Our staff may not discuss or share written information, pictures, or any other identifying information about a child or family without the written permission of the family. When information is shared it is based on a need-to-know basis and is done with the written permission of the family to support decision-making and planning. The exception to this is when we are required to share information with legal and licensing authorities.

Enrollment Fee, Tuition, and Payments

Upon enrollment at TLC, there is a \$50 non-refundable enrollment/application fee per child. We have flat rate monthly tuition, dependent upon age and full-time or part-time, which is established during the application and interview process. Tuition is billed monthly based on the classroom the child is enrolled in. When children transition from one classroom to the next, the new tuition rate will be billed at the beginning of the following month. Transitions are contingent on classroom availability, child readiness, and parent/teacher collaboration.

A scholarship program is available from Thrive Learning Center, however, to be eligible for a scholarship, we will require you to submit our Eligibility Form, which will include:

- Denial letter from ICCP
- The financial information that was submitted to ICCP and possibly your most recent tax returns
- Amount of scholarship requested from TLC

Monthly tuition invoices are generated through the WonderSchool app near the end of each month and tuition is due the last day of the prior month for the following month of care. Payments not made in full by the first day of the month will be charged a \$50 late fee. (Clarification/example: invoices may be generated on September 22, with full payment due September 30 for childcare for October. Payments made after October 1 will incur a late fee.) There will be a \$35 charge for insufficient funds. If the full tuition due is not paid in full by the first of the following month, your child's care will be suspended, at which time your child will lose their spot within the childcare. If late payments become a regular occurrence, your child may be terminated from care.

If you choose to remove your child from childcare at Thrive Learning Center, a 30-day written notice will be required in advance of the last day of attendance for families withdrawing from TLC. Families will be billed 1 month's tuition from when we are informed they will be withdrawing.

Our staff cannot accept payments. You may pay through the WonderSchool app. If doing so, please allow five days for the payment to process to still arrive by the last day of the month. If you wish to pay directly by check or cash, payments will need to be taken to the Real Life lock box which is located down the hall past the movie theaters. Tuition charges are made monthly, and NO credits will be given for closures, transitions mid-month, vacations, in the event a child is sick, holidays, natural disasters, and necessary closures due to COVID, etc.

Childcare tuition is reviewed and adjusted annually if it is deemed necessary to maintain our budget/ financial responsibilities.

Child Guidance and Discipline

Children in our care are within a wide range of development and our intention is to meet each child where they are to help support them while they are learning the skills of how to interact with their peers, teachers, and the environment around them. We want to ensure that the children are safe with their own bodies, the bodies of their peers and of their teachers, as well as the environment around them. Our approach to discipline is the use of positive guidance and positive behavior inventions and supports as much as possible. We try to support empathy building, problem solving, and to provide children with the tools that will enable them to solve their own problems or know how to get help when they need it. We don't use "time-outs" as a discipline method. If a child needs to be moved out of a situation or needs some space, we give them some time in a cozy corner, or let them "take a break". Our teachers help facilitate the development of self-control in children by using positive guidance techniques such as:

- Modeling and encouraging expected behavior
- Positively praising behavior when it occurs naturally
- Redirecting children to a more acceptable activity
- Giving children healthy transition periods
- Setting clear limits
- Using positive “do” statements with children so they know what behavior is wanted (i.e., saying “gentle touches” while modeling instead of saying “no hitting”).

We never use food as a reward or punishment. We try to offer choices as much as possible and help them gain problem solving and self-regulation skills. We also offer some sensory strategies and visual tools.

There may be times where the intensity of a child’s behavior, or the frequency of it, warrants a concern for the development of the child or for the safety of their peers, teachers, or themselves. If a child’s behavior is concerning to the lead teacher, they will work with the director to discuss what behavior has occurred and what accommodations have been attempted. The director will make a classroom observation and meet with the lead teacher to discuss further ideas and adaptations to support the child involved. The director may reach out to families to schedule a meeting to discuss patterns, ideas and strategies between home and school so that we can provide the best care and support for the child in our care. In some cases, referrals to parents/guardians may be made to the local school district or early intervention program for screening and/or evaluation.

Pyramid Model

At Thrive Learning Center, we want all children to have social and emotional skills that empower them to succeed in school and life. Our leadership team is dedicated to ensuring staff are trained and implementing the Pyramid Model. This model is an inclusive program that supports children birth to 5 years, including those with challenging behaviors. This is done by all staff supporting children with developing nurturing and responsive relationships, social-emotional supports, and consistent schedules and routines that are age appropriate for all classrooms and areas throughout the center. The leadership team is committed to providing evidence-based research innovative techniques, and community resources with staff members and families for everyone to be successful.

Outdoor Play

Outdoor play is provided frequently, year-round, and daily when possible. There are certain temperatures and air quality measures we will check for and will adapt accordingly to keep children and staff safe. Some conditions may limit our time outdoors while others might require us to stay inside entirely. Please provide weather appropriate clothing daily for your child to be outside in all weather conditions.

Parental Code of Responsibility

Thrive Learning Center has effective and identifiable expectations of both the children and staff, as well as our parents/guardians. We encourage your involvement, support, and understanding and appreciate your hope and vision for your child's future. We expect the following from each parent:

- If you have a concern about your child, please address this with the director. The director then can discuss the concern with the child's teacher to address the concern.
- If you have concerns about another child, or the operations, policies, or procedures of the childcare, you need to discuss these with the director, not a teacher or other staff member.
- Read everything that comes home.
- Sign your child in and out each day using your PIN only, and in doing so, also acknowledging your child follows the health management/wellness policies.
- Be familiar with and willingly abide by all our policies and procedures.
- Make every effort to get your child to childcare clean and rested on time, on a regular basis. Major activities will begin at 8:00 and conclude at 5:00. A rushed child is a stressed child.
- Refrain from using profanity, not just around the children, but around staff and or other families.
- No smoking on the premises.
- Will not enter the building intoxicated or under the influence of drugs. (Please see our Transportation policy).
- Will treat all staff with courtesy and respect. No rude, confrontive, disrespectful, or abusive language will be allowed.
- Will not use aggressive language or behavior toward staff or other parents.
- Will not confront any staff of Thrive Learning Center, knowing any informal or formal complaint(s) must be in writing and solely to the director, not to a Thrive staff member.
- Will only sign the contract at the back of this handbook if in full agreement with all of TLC's policies and guidelines. Therefore, will not argue with staff about a policy/guideline that you have already agreed to.

Termination of Childcare by the Center

Childcare arrangements can be terminated by Thrive Learning Center for any reason, but specifically for the following:

- Regular disregard or failure to comply or with any of the policies and procedures, as well as the Parental Codes of Conduct, set forth in this handbook.

Destructive or hurtful behavior by a child towards another child or a Thrive Learning Center employee that persists, even with parental cooperation. (See the section/policy, "OTHER: SAFETY OF THE SCHOOL AND OTHERS".)

- Non-payment of tuition or regularly late payments.
- Repeated abuse of adhering to the schedule provided by the parent(s).

In the event of any of the above listed, the director will communicate such with the parent(s) and the parent(s) will be given a timeline for such conduct to be rectified. If there is no improvement or resolution at the end-date of the timeline on the part of the parent or child, or if a parent is unwilling to cooperate, then this will result in termination of childcare; either immediate (termination-at-will), or a two-weeks' notice of termination of childcare.

Birthday Celebrations

We will recognize every child's birthday as a special part of their life and look forward to celebrating with them. They will be honored in their classroom on their birthday. If a parent/guardian wishes to bring something in to celebrate a birthday, non-food options are good, or if wanting food items, only store-purchased items will be permitted to ensure the safety of all the children in our program.

Holiday Celebrations, etc.

We also celebrate certain holidays and other celebrations (i.e., "dress-up" days, etc.). These may be celebrated differently in each class. We encourage our parents/guardians to share family traditions and holiday celebrations. Your student's teacher should provide information for their class explaining celebrations and certain activities.

Policy Changes

Thrive Learning Center reserves the right to make any necessary changes to our policies as the need arises. There may be unforeseen circumstances which require changes to the policies and/or schedule stated in our handbook and childcare center forms. We will make every attempt to give families as much notice as possible.



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Infant Safe Sleep Practices Tip Sheet for Idaho Child Care Providers

Federal law, and ICCP program rules, focus on promoting safe sleep practices for infants (0-12 months old) that reduce the risk of SIDS/SUID (Sudden Infant Death Syndrome/Sudden Unexplained Infant Death). These practices should be observed at all times, and will be required to successfully complete required health and safety inspections for all **ICCP** participating providers.

- **Follow current American Academy of Pediatrics recommendations concerning safe sleep practices including SIDS/SUIDS risk reduction.**
- **Supervise napping or sleeping children.**
 - Child care providers must be within sight or hearing of the children at all times, including nap time, and must be available and able to immediately assist a child in an emergency.
 - *Supervision by sight and hearing is always recommended.*
 - Napping children who are not within sight of a staff member, must always be within easy hearing distance.
 - All children (including the provider's children), asleep or awake, count towards ratio requirements.
 - Video equipment or baby monitors are not a substitute for supervision or monitoring.
- **All cribs, bassinets, "play pens," and "pack-n-plays" must be in good repair and approved by the Consumer Product Safety Commission (CPSC) as infant/toddler sleep devices.**
 - Bouncers, swings, car seats, hammocks, boxes, Boppy's, Bumbos, and Dock-a-Tots are NOT acceptable sleep devices.
 - If a child falls asleep in a device or location that is not acceptable for sleep, the child must be moved to CPSC approved sleep device.
 - Mattresses must fit snugly and be made specifically for the size crib in which they are placed.
 - Bed linens used under children on cots, cribs, and playpens must be tight-fitting.
- **Place an infant to sleep on their back, on a flat sleep surface.**
 - If an infant turns over while sleeping, the child care provider must return the infant to his or her back until the infant is able to independently roll from back to front and front to back.
 - *This developmental skill should be easily observed when an infant is awake or asleep.*
 - If there is a medical requirement for a child to be in *any* other sleep position, a physician's note (on professional letterhead with contact information for the medical doctor) must be on file at the facility, and made available to the inspector.
 - *A note from a physician is not an exclusion of liability for a child care provider.*

Revised 5/2018 - AVM

- **Sufficiently light the room to be able to observe skin color in case of changes.**
 - Monitor children’s breathing patterns through visual observation, and note any changes.

- **Allow infants to follow their own sleep patterns.**
 - Infants need to sleep when they are tired and not according to a schedule determined by the early learning provider.

- **Do not allow loose blankets, stuffed toys, pillows, crib bumpers, or similar items inside a crib.**
 - Infant sleep clothing, such as sleep sacks or pajamas, may be used to keep infants warm.
 - After an infant first exhibits signs of attempting to roll (around 3 months old), swaddling must not be used.
 - *The use of sleep sacks is recommended if swaddling is practiced.*
 - *Swaddling should be snug around the chest but allow ample room at the hips and knees to avoid hip dislocation or hip dysplasia.*

- **Items that pose a strangulation, fall, or entrapment hazard must be kept well out of an infant’s reach while in the crib, bassinet, or other approved sleep equipment.**
 - Carefully consider the placement of electrical cords, cords for blinds and shades, lamps, baby monitors, blankets, televisions, toys, blankets, towels, wall hangings, pictures, etc. to ensure that there is no way a child could reach them from their sleep location.
 - Do not use strings to hang any object (mobile, toy, diaper bag, etc.), on or near the crib.
 - Pacifiers may be used. However, pacifiers should not be clipped, pinned, or tied to an infant’s clothing, and they should not be tied around an infant’s neck, wrist, or other body part.

- **Do not allow a blanket or any other item to cover or drape over an occupied crib, bassinet, or other equipment where infants commonly sleep.**
 - Items draped over a crib impair an early learning provider’s ability to see and hear the infant.
 - Draped items could fall on top of infant creating a risk of suffocation or entanglement.

- **Do not allow clothing to cover any portion of an infant’s head or face while sleeping, and readjust these items when necessary.**
 - Clothing covering an infant’s head could impact their ability to breathe.

- **Prevent infants from getting too warm while sleeping. It is a good practice to dress an infant in one more layer of clothing than you are wearing to be comfortable in the same environment.**
 - Signs that an infant is too warm or in distress include, but are not limited to:
 - *Sweating*
 - *A sudden rise in temperature*
 - *Flushed, pale, or hot and dry skin, warm to the touch*
 - *Vomiting*
 - *Refusing to drink*
 - *Depressed fontanelle (“soft spot”)*
 - *Irritability*



BREASTFEEDING POLICY

Because breastfeeding has been shown to be the superior form of infant nutrition, providing a multitude of health benefits to both infant and mother, and because breastfeeding employees need ongoing support from childcare providers to provide their milk for their babies, Thrive Learning Center subscribes to the following policy:

1. Breastfeeding mothers shall be provided a place to breastfeed or express their milk. Breastfeeding mothers, including employees, shall be provided a private and sanitary place to breastfeed their babies or express milk.
2. A refrigerator will be made available for storage of expressed breastmilk. Breastfeeding mothers and employees may store their expressed breast milk in the center's refrigerator. Mothers should provide their own containers, clearly labeled with name and date. The center will follow guidelines from the American Academy of Pediatrics and Centers for Disease Control in ensuring that breastmilk is properly treated to avoid waste. Universal precautions are not required in handling human milk.
3. Sensitivity will be shown to breastfeeding mothers and their babies. The center is committed to providing ongoing support to breastfeeding mothers, including providing an opportunity to breastfeed their baby in the morning and evening, and holding off giving a bottle, if possible, when mom is due to arrive. Artificial baby milks (formula) and solid foods will not be provided unless the mother has requested.
4. All center staff will be trained in the proper storage and handling of human milk, as well as ways to support breastfeeding mothers.
5. Breastfeeding employees shall be provided flexible breaks to accommodate breastfeeding or milk expression, for their children up to 12 months of age.
6. Breastfeeding employees shall be provided flexible breaks to accommodate breastfeeding or milk expression, for their children up to 12 months of age. The time allowed would not exceed the normal time allowed for lunch and breaks. For time above and beyond normal lunch and breaks, an employee must clock out, or they can come in a little earlier or leave a little late to make up the time.



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 Moscow, ID 83843
 208-301-1035; admin@thrivelcmoscow.com

Helping Young Minds Grow

Short Application Form (full form is on-line) Parent Handbook received (date): _____

Full name of child:			Name usually known by:		
Date of Birth:			Sex:	<input type="checkbox"/> Male	<input type="checkbox"/> Female
Address:					
Address:					
Zip code:			Home Phone:		

Any other details not listed on the on-line registration form: (Updates should be made to the on-line form if any changes arise.)					

Care Needed: (Please accurately list times of drop-off and pick-up; staffing is set accordingly.)						
Days	Full-Time		4-Day/Part-time		Other information:	
Monday	From:	To:	From:	To:		
Tuesday	From:	To:	From:	To:		
Wednesday	From:	To:	From:	To:		
Thursday	From:	To:	From:	To:		
Friday	From:	To:	From:	To:		

ACKNOWLEDGEMENTS/AGREEMENTS	
<p>I acknowledge that the one-time \$50 registration fee has been paid and that I have been informed of the monthly tuition rate for my child. I also understand and acknowledge tuition is due the last day of the prior month for the following month of care (i.e., payment due January 31 for February's tuition) and is non-refundable in case of absence., emergency closures, etc. Payments not made in full by the 5th of the month will be charged a \$50 late fee. There will be a \$35 charge for insufficient funds. I further agree that if not paid in full by the first of the following month, my child's care will be suspended, at which time my child will lose their spot at Thrive Learning Center. I also understand and agree to give one month's notice, in writing, if I choose to withdraw my child from Thrive Learning Center, or to give one month's payment in lieu of notice.</p> <p>My signature below acknowledges the agreement made between Thrive Learning Center and me, and also acknowledges that I have read and will abide by all agreements set forth above, as well as all policies and guidelines as set forth in the Parent Handbook, which I received on the date listed above.</p>	

Parent's Signature _____ Date _____

<i>For Thrive Learning Center Only</i>			
DOB/Age: _____	Days: _____	Times: _____	
Tuition: _____	Start Date: _____	TLC Director's initials/date: _____	Reg. Fee Pd. _____



Parent Contract with Thrive Learning Center

I, _____ have read and agree to comply with **all** policies, procedures, and regulations contained in the Thrive Learning Center's *Parent Handbook*. I was also provided with an application form for my child that contained the details of my child's enrollment in the childcare, as well as days/times of care and payment policies. I signed the **ACKNOWLEDGEMENTS/AGREEMENTS** section on the enrollment application whereby signing I acknowledged the agreement made between me and Thrive Learning Center and acknowledged that I had read and would abide by all agreements set forth as listed on the application, as well as all policies and guidelines as set forth in the *Parent Handbook*.

Parent (or guardian) Signature

Date

Parent (or guardian) Signature

Date

Thrive Learning Center Director

Date

Your signature(s) will be kept on file for the duration of your child's enrollment at Thrive Learning Center.