



# TEAMS

## Learning Center

Training Educating And Mentoring Services

# Policies and Procedures

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### Contact Information

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### About TEAMS Learning Center:

**Our Mission:** Our mission is to enhance the lives of young children by supporting families in our community through Training Educating and Mentoring Services. TEAMS Learning Center Curriculum believes in play with a purpose! Meaning that, our activities are chosen to support each child's interests and brain development: socially, emotionally, cognitively, creatively and physically. We are a non-profit, early-learning center focused on child development and success.

**Our Philosophy:** The first five years are the most important in everyone's life. The development that occurs during this time provides a foundation for all future growth. With a solid foundation built in these early years, our children will grow to be well-rounded, secure individuals. Each child is unique with personality and character. At TEAMS we celebrate diversity by creating an environment that facilitates self-confidence and independence. Children learn through experience in surroundings designed to challenge their minds and enrich their spirit of learning. Our educational program is fun, involved hands-on learning. It is our ultimate goal to support your child in each stage of life through age appropriate activities focusing on social, emotional, cognitive, creative, and physical development.

## **Enrollment Requirements**

To be admitted, all children must have the following documents completed:

1. Online Enrollment Form
2. Certificate of Immunization Status\*\*\*
3. Signature page of policies and procedures handbook
4. Medication Form (if applied to child)
5. Signed photo/video release form

\*\*\*It is the responsibility of the parents to keep their child's immunization record up-to-date. If choosing exempt, the certificate of exemption must be filled out. Thank you.

We keep a file for each child who is enrolled in our care.

## **Hour of Operations**

We are open Monday - Friday and hold three 3 hour sessions per day.

Morning: 9:00a - 12:00p

Afternoon: 1:00p - 4:00p

Evening: 5:00p - 8:00p

We also have the "Bonus Hour" option available Monday – Friday in addition to early learning sessions. This option is available only for children one year and older, and older siblings are welcome in the happy hour and the final hour sessions.

Early Birds – 8:00a – 9:00a

Lunch Hour – 12:00p – 1:00p

Happy Hour – 4:00p – 5:00p

The Final Hour – 8:00p – 9:00p

## **Session Fees**

Each early learning session costs \$20 per child, per session. Each Bonus Hour option costs \$20 per child, per session. Payment is required at time of booking. We have a late policy of \$1 per minute after the session ends.

## **Cancelation Policy**

If your child will no longer be attending the session, please cancel online as soon as possible. We have a 24 hour cancelation policy, any session canceled within 24 hours or less will not receive a refund. Please consider the funds as a donation to our program. 24 hours or more will receive a 100% refund.

## **Holidays and Vacations**

We are closed on the following dates:

January	New Year's Day
May	Memorial Day
July	Independence Day
September	Labor Day
November	Thanksgiving and the day after
December	December 24 <sup>th</sup> through 31 <sup>st</sup>

In addition, we may, on a rare occasion(s) need to close due to power-outage or other weather-related circumstances; however, we will always do our best to avoid such situations.

## **Personal Items Needed**

Parents of bottle-fed babies: please supply all bottles, formula, feeding supplies, and breast milk if necessary. Parents of infants and children still in diapers/pull-ups: please bring 1-2 diapers or pull-ups per session. Baby wipes are supplied by TEAMS. It may be a good idea for children who are in the process of toilet training to bring 1-2 changes of clothes. Children are silly sometimes and lose socks, shoes or other personal items, please note that labeling is not required but will help us return items properly. Items such as coats, shoes, gloves and hats should also be labeled in order to better ensure that they will be returned to the rightful owner. Children should come in proper attire for play. Please not their Sunday best as we love to paint, play outside and be messy, it is a daily part of our curriculum. During the summer we DO NOT apply sunscreen to the children, we ask that the parents do this prior to bringing their child to the session. We do not go outside for more than 30 minutes and not at all in extreme weather. Please don't allow your child to bring toys, candy, gum or small, chokeable items. Also please do not bring anything of value or things you treasure such as electronics, jewelry, irreplaceable mementos or items of personal value due to the fact that we are not responsible for any lost items.

## **Signing in and out procedures**

Parents/guardians are required to enter the building with their child and sign that child in on the sign-in sheet in the appropriate line (drop off, stay and play, volunteer) at the beginning of each session. Sign in process includes child's name, adult's name, and adults signature agreeing to the terms of TEAMS Learning Center. We ask that you sign your child out at the end of each session with a signature or initials on the same form and line used for the sign in process. We ask that you please park in our designated side of the parking lot or there is also street parking available on Buchanan Ave. The parking lot across from ours is not available for our families.

## **Stay and Play**

Our stay ad play program is designed so that parent/guardians can come with their child and play in a safe child-centered learning environment. It allows caregivers to their child(ren) to TEAMS and take part in center activities free of charge. The caregivers are required to stay with their children and volunteer play with their child and other participants. During this play, they are interacting with their child but center staff are engaged, helping to guide interactions and communications if needed and provide mentoring to parents/guardians. We ask that stay and plays book online. We have 2 spots available at each early learning session and if more children will be coming we ask that this is prearranged with staff.

## **Visitors**

Occasionally, TEAMS will have visitors who come to the school and share a special skill, talent or knowledge with the staff and children present during the session. (examples: musicians, yoga instructors, ect.) Staff are always present and visitors are not left unsupervised with children.

## **Mentees**

TEAMS offers a babysitting course and as part of the curriculum those attending (mentees) are welcomed in to the classroom to hone their skills and learn from our teachers/directors while interacting with children. Mentees are always supervised by staff and are not left alone with children.

## **Volunteers**

TEAMS program thrives off our volunteers. We, as a non-profit, rely heavily on our volunteer program. We have several different capacities that our volunteers fall in to including but not limited to: the parent advisory board, special event planning, volunteering in the classroom, helping with maintenance and clean up around the facility. All volunteers in the classroom are required to have completed a background check through MERIT and a TB test. Unless a volunteer has taken their required 30 hours STARS training, completed a background check and TB test they are not left unsupervised in the classroom with children present. If interested in our volunteer program, please contact the volunteer coordinator.

## **Typical Daily Schedule**

### WELCOME

Greet families and children as the doors open. Each day we start with gathering activities such as song and games with all of our ages combined. Parents are always welcome to join us.

### CENTERS

Child-initiated, hands-on learning, through purposeful play in dramatic play, blocks, science, manipulatives, music, sensory and play dough on the activity table. Infants and toddlers get special activities brought in to enjoy and explore in their space free of small, unsafe objects.

### SIGN-IN & CALENDAR

Circle time activities and welcoming our day. We sing daily songs, check the weather and practice our names.

### OUTSIDE LEARNING CENTERS

Explore our outside space and outdoor learning activities such as bikes, mud, and sand play.

### SNACK EXPERIENCE

We wash hands and clean the tables, then we offer healthy and hearty snacks. The children actively take part in the preparation as they practice self-help skills.

### ART LESSON

During center time we offer children seats at the activity table for a teacher-lead, process art lesson.

### DIAPERING & POTTY-TRAINING

We care for and coach each child through their potty training and changing process.

#### COMMUNITY CLEAN-UP

Though we clean as we play through out the day, at “clean-up” time we look all around for things out of place and working as a “TEAM” to clean everything.

#### MUSIC & MOVEMENT

We gather to dance and move our bodies. We sing songs, do finger plays, following simple directions and having fun getting all of our energy out! This includes our Tree Song!

#### STORY TIME

To close out our day we end with some interactive stories. As parents come in, they can join our story time as we reflect on what great fun we had learning. We like to end every session with our good-bye song – May Our Circle Be Unbroken.

#### **Meals and Snacks**

We provide a snack experience at each session and each week a new skill is shown and practiced. We ask that you please feed your child the appropriate meal before the start of the session and we will provide a healthy snack. A sample of our menu is available on our website and we have alternative options available for those with allergies. Parents may bring food from home as they seem appropriate for their child's needs/allergies with the exception that we are a nut free facility. We choose nutritious snacks and ask that you please model this as well with any food you send.

In accordance with Washington State Law, the following procedures will be observed when feeding infants:

- Bottles are prepared as needed.
- If a bottle is not completely finished, it is refrigerated and sent home at the end of the session.
- Unless against medical advice, a child not in a high chair is held in a semi sitting position for feeding.
- We hold small babies during feeding, and bottles are never propped or given to a reclining child.
- Infants do not participate in our snack experience, please provide any food required.

#### **Diapering and Toilet Training**

We ask that parents of infants or toilet training toddlers bring 1-2 diapers or pull-ups to each session their child attends. If a child is in underwear and currently potty training we ask that an extra outfit is provided just in case it's needed. We have a set time at each session that we change diapers, but also do so on an as needed basis. We give regular reminders for potty training kids. Please keep teachers informed of any updated during potty training process.

#### **Communicable Disease Policy**

Communicable diseases are illnesses. Illnesses are spread by direct contact with infectious agents (germs or bacteria). We do our best to limit the spread of illnesses and pride ourselves on cleanliness. The following illnesses are reported to the local and state health department when a staff member or child has contracted any of these illnesses: AIDS, Campylobacteriosis, E Coli, HIB, Kawasaki syndrome, Rubella (German or 3 day), Rubella (10 day measles), Tetanus, Typhoid Fever, Diphtheria, Giardiasis, Hepatitis, Listeriosis, Meningococcal Disease, Pertussis (Whooping Cough), Rheumatic Fever, Salmonellas, Shigellosis, Tuberculosis (TB), Yersioniosis. We will notify parents of any of these diseases and may contact the health department with any other questions regarding illnesses.

### **Exclusion for Ill Children**

IF your child has any of these symptoms, please keep them home or make other arrangements for their care:

- Diarrhea: 3 or more watery stools in a 24-hour period.
- Vomiting: vomiting 2 or more times within the past 24 hours. (unless from food allergies)
- Rash: body rash, especially combined with a fever and itching. A doctor's note stating the rash is not contagious will be needed for a child to return to the center. Diaper rash, heat rash, and allergic reactions are not contagious.
- Eyes: Thick mucus or pus draining from the eye; or conjunctivitis (pink eye).
- Appearance and behavior: unusually pale, lack of appetite, difficult to wake, confused, irritable. These symptoms are an indication of the onset of illness.
- Sore throat: especially with fever or swollen glands in the neck.
- Lice, Hand Foot and Mouth or Scabies: Children must not return to childcare until they are free of lice and nits. Children with Hand Foot and Mouth or Scabies can be admitted once all scabs are healed over.
- Fever: temperature of 101 degrees or higher. Temperature under 101 degrees along with a sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.

Children with mild cold symptoms are not excluded from childcare.

### **Emergency/First Aid**

All staff will be trained in First Aid, CPR and Blood Borne Pathogens. In all cases whether a minor or major emergency we will administer care until help arrives or the child is stable. For major situations an ambulance will be called, and then the parent. A staff person will remain with your child until you arrive. Minor injuries will be noted in our injury log and in some cases parents will be notified by phone. First aid kits are available in all classrooms. In Emergency situations such as fire, natural disaster and lock downs we have a plan in place. Parents, if you happen to be picking up or dropping off during a drill it is important that you participate and follow the instructions of the staff. Please don't enter back into the building even during a drill until instructed to do so by the staff in charge. If a real emergency happens we will evacuate to our primary location of the fence line in the parking lot or in extreme cases the children's room at the library. You will also be notified of power or water outages. Again your children will remain in our care until you can be located and able to pick up.

### **Medication Management**

Because our sessions are only 3 hours long TEAMS Learning Center does not administer any medications other than those required for allergy emergencies (i.e: epi pens) Diaper cream is considered a medication therefore we do not administer diaper cream.

### **Health Policy**

We are required to have a health policy; this policy is kept in the binder in the office. Parents may request to review or have a copy of this at any time.

## **Religious Activities**

TEAMS Learning Center considers itself a neutral center and will not encourage nor discourage the discussion of religion among children. Some teachers may choose to discuss other cultures and therefore religions with their students for educational purposes. We do not recognize any religious or specific holidays and do not include them purposefully in our curriculum.

## **Photo Policy**

We ask that you sign a release as part of your intake allowing us to take pictures or videos of your child and the fun they have during the sessions. Only TEAMS staff are allowed to take videos/photos and we frequently share these on our social media. You can take pictures of your own child while at TEAMS but we ask that they do not include other children, or if they do you are required to block those children's faces before sharing.

## **Disaster Preparedness Plan**

1. The evacuation plan and routes are posted by each exit door. Please exit the nearest location. Please memorize exit locations.
2. Fire drills are conducted monthly. During the fire drill practice all individuals evacuate to the fence line in the parking lot. The infants are placed into our evacuation crib and rolled to the same spot as the other children. The older children walk as a class in a line to the designated meeting spot. Each teacher uses the sign in sheet to practice roll call once everyone has arrived.
3. Earthquake and lockdown drills are conducted every six months. We practice the earthquake drill by: announcing that there is an "earthquake" and practicing the DROP, COVER, HOLD system and the lockdown drill is conducted by the center initiating our "lock down" procedure (huddle in the cozy corner and away from windows and doors).
4. Fire system and extinguishers are checked annually.
5. Staff members are trained and responsible for knowing how to use a fire extinguisher, grabbing the sign in sheet, the phone and evacuating the classroom.
6. Children will be safe with us until parents or emergency contacts can be located.
7. The following information shall be given to dispatcher in case of emergency:
  - The location of the parking lot:  
317 First Street  
Wenatchee, WA 98801
  - What the incident was
  - How many people involved
  - Where they are located.
8. No one is to be permitted back into the building in case of fire and no one out of the building in case of a lock down until all cleared by the authorities.
9. We have food enough for at least three days as well as a disaster supply kit located in the office. Our full disaster preparedness plans are available in the office and can be requested to be seen at any time.

## **Behavioral Management and Discipline**

Our staff uses a wide variety of strategies to support desired behavior. Here are just a few:

- Redirection
- Positive praise and attention to affirm appropriate behavior



- Setting up an environment to encourage sharing and peer interaction (e.g. having multiples of popular toys available, having materials that are interesting and exciting, etc)
- Stating clear expectations by explaining the directions ahead of time
- Talking about what the directions mean and practicing what they look like
- Socially coaching through difficult situations and modeling vocabulary and kind tone.

#### Staff's Acceptable Methods of Discipline

- A staff member could offer and encourage the child to use words that express what he/she is feeling.
- A staff member could kneel at child's eye level, and speak respectfully, with clear intention to him or her.
- The child may be asked to take responsibility for any poor choices (e.g. retrieving an ice pack for a child he or she may have hurt or wiping off a wall they have colored on, etc)
- Expectations are made clear to child, reminders are given and behavior is modeled
- If behavior continues, child is redirected to a different activity.

#### **Regulations on Child Abuse, Neglect, and Exploitation**

The WAC 388-15-480 states that any TEAMS Learning Center staff are mandated reporters and must report any suspected child abuse, neglect, or exploitation to Child Protective Services or the local law enforcement agency immediately.

#### **Non Discrimination Policy**

TEAMS believes that all people are created equally. Therefore we do not discriminate against anyone for race, creed, religion, color, sex, national origin or handicap. TEAMS is an equal opportunity employer and caregiver and will follow all guidelines of the RCW code. We will also give care in cultural needs and differences by displaying multicultural books, pictures and lessons in our curriculum. Individual needs will also be met. This would include persons with different family structures, and persons with disabilities.

#### **Communication Policy**

Working with parents is vital. Communication about the child including behaviors, special needs, health, and development must go both ways. This communication can happen in a variety of ways:

a) Doorway Chats – teachers are available for a quick chat when a child is dropped off and picked up. Comments usually reflect events of the day.

b) Phone Calls – calls are made to reassure parents, when there is an emergency, to ask a pertinent question, and/or to notify parents of a potential problem.

c) Incident Report Form – whenever an accident or incident happens during the day, the Report Form will be completed and a copy will be given to parent. Talk to the teacher if you have any questions when you receive one of these forms.

e) Parent/Director Mentoring – One on one mentoring is available and can be requested by the parent or director(s) at any time.

f) Parent and Child Activity Events - Periodically TEAMS will plan an activity that involves parents and children. This is time for fun together and to get to know your children's teachers, friends and their parents.

**Parent Conduct**

It is important that children in our care have a safe environment where they are protected and know they will be treated with respect and consideration. While at TEAMS, please conduct yourself in ways that help all children feel safe. • Speak in a friendly, calm voice. • Be respectful when speaking with your child, or children, staff, or other parents. • Do not use any form of corporal punishment. • Do not smoke on the building grounds • Supervise your child from the car to the classroom and classroom to the car. • If you see a child, other than your own, misbehaving, inform the teacher and allow her or him to intervene unless you are in a trained volunteer role.

**Disability Policy**

Every effort will be made to meet accommodation needs to ensure children with disabilities have full and equal access to the services and facilities. We will make reasonable accommodations for children with special physical, mental or behavioral needs within available resources.

**Transportation and Field Trips**

TEAMS Learning Center does not take any field trips nor do they provide any kind of transportation.

**Problem Resolution**

Complaints about the policies, procedures or philosophy of TEAMS Learning Center, its facility and equipment, or other center issues should be directed to the Director. Every effort will be made to respond quickly and work toward a resolution. If the Center Director is unable to resolve the problem to the parent’s satisfaction, the parent may contact the Executive Director.

Please Sign this page and return it on or before the first day of care.

I hereby acknowledge that I have discussed, read and understand this learning center policy, and agree to follow these procedures. I have also reviewed the disaster plan. We have discussed the program philosophy and the needs of my child(ren) and I will continue to communicate with TEAMS as necessary. I accept these terms for my child and myself. I also understand that important messages will be relayed through e-mailed newsletters and that it is my responsibility to read those newsletters to know what changes may be occurring. If TEAMS alters or makes exceptions it does not void this contract or any part of this contract.

Signature \_\_\_\_\_

Date \_\_\_\_\_