

# Preschool & Pre-K Child Care Parent Handbook

*A guide for families whose children are enrolled in Willard Community Center's Preschool & Pre-K program and/or summer program.*

Administered by the Willard Community Center Board of Directors and staff.

Revised in 2020



**Thank you to all of our supporters!**



# Willard Community Center



## Preschool and Pre-K Location & Hours of Operation

(Open Monday- Friday 6:30am-5:30pm)

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

Preschool Program located at 1245 S. Folsom Lincoln, Nebraska 68522

*Telephone: 402-475-0805*

*Follow the prompts and proceed to follow:*

*To reach the Full-time preschool room (Community Health Endowment) press 2 and then 1*

*To reach the part-time/overflow preschool room (Koriffs Kids) press 2 and then 2*

*To reach reception: press 3 for General Information*

*For Administration: Press 1*

Pre-K Program located at 1030 West 'Q' Street Lincoln, Nebraska 68528

*Telephone: 402-525-1556*

## **What the Agency Does**

The Willard Community Center is a non-profit agency receiving funding from United Way, Parks & Recreation, and Program Service Fees. Currently, our programming emphasis is on educational enrichment, school-age child care, and adult services.

## **Willard Community Center Offers**

Neighborhood-based services which include licensed child care for preschool through 8th-grade children: Full and part-time preschool and Pre-K for ages 3-5, before and after school care for Roper Elementary School, as well as being the lead agency for the Lakeview Community Learning Center at Lakeview Elementary, and all-day summer and evening programming. Self-help groups, scout groups, aerobics, licensed Bingo, neighborhood Assoc., volunteer opportunities, and services for adults and senior citizens bring all ages into the Center. Agency goals include continuing to demonstrate excellence in youth in youth programming, identify the needs of specific ethnic groups, and form partnerships with other organizations.

## **Mission Statement**

We help area residents grow, connect & contribute to our community.

## **Program Statement**

Willard Community Center's program policies are non-discriminatory in regard to race, color, national origin, religion, gender, or children with disabilities or special needs. children are served according to the Program's ability to meet their special needs. Willard Community Center is concerned with the child's strong relationship with his or her family. We encourage parents to visit our program during our hours of operation.

## **Preschool Programs Expectations**

Willard Community Center is licensed by the State of Nebraska and committed to providing a positive experience for children. The goal for all of the programs is to provide, under the guidance of trained personnel, the opportunity for a child to develop;

- ❖ Physically, through gross motor and fine motor skills.
- ❖ Emotionally, through recognition of their own feelings and those of others.
- ❖ Socially, through the encouragement of cooperative play with other children.
- ❖ Intellectually, through activities that stimulate cognitive skills.

## Curriculum

Willard Community Center's teachers plan weekly lessons based on learning strategies that The Creative Curriculum offers. Preschool and Pre-K's headteachers will often incorporate a letter of the week or other fun weekly themes into their plans.

Each preschool/Pre-K classroom environment is set up to include interest areas such as blocks, dramatic play, art, library, science, sand and water, music and movement, and table activities targeting fine motor and math.

The daily schedule provides opportunities for children to choose areas they enjoy and spend time in each area every day. There is a balance of active and quiet play, as well as large and small group experiences. Teacher-directed learning experiences occur in small groups, often during learning center time.

The curriculum stresses an anti-bias perspective in which children of all races and religions can grow and learn in an environment that will broaden their awareness and natural acceptance of diverse cultural heritages.

**Assessments** Willard Community Center will assess your child's cognitive and physical abilities using the ASQ-3 Ages and Stages assessment tool as well as other screenings. The ASQ questionnaire and the assessment will be completed within the first 90 days of your child's enrollment, and again in the spring prior to transitioning into their next level of education. Data regarding children's progress will be shared with each family on the child's graduation day. If there are areas of concern, or you simply would like to be given a progress report, you can request to be given a copy of the assessment at any point during the year. Data from the assessments are to support family engagement and are used to ensure accountability and support progress toward outcomes. In order to see the child's continued progress, the teaching staff may also complete informal assessments throughout the year, which you will also find in your child's portfolio.

1. **Select the questionnaire:** Willard's lead teacher will select the questionnaire that matches the child's age.
2. **Score the questionnaire:** Then, complete the questionnaire alongside the child while completing activities in a one-on-one. Compare the child's scores to the cutoff points listed on the scoring sheet.
3. **Periodic Review:** The teaching staff will review child assessments, for data collection, in order to provide continuous program improvement.
4. **Individual & Group Development:** If the scoring results show that a child may need additional help in certain areas, or could benefit from receiving additional resources. The lead teacher will then communicate the screening results to the child's parents. If the teacher conducts the assessments, and the results show that the whole group needs additional help in communication, gross motor, fine motor, problem-solving, and personal-social, the teacher will then plan additional classroom activities to help target the classroom growth and development in this area. A letter will be sent home to each parent and/or guardian, instructing the parents with information about everyday occurrences, and activities that their children can be doing at home to help with their progress. Resources may be suggested for follow-up, monitoring, or further assessment if progress is not being made. All families will be provided with a copy of the questionnaire and scoring sheet in their child's portfolio provided at the end of the year upon graduation from the program.
5. **Share activities with parents:** Willard's staff will encourage the child's development by sharing fun, fast learning activities to the families to do at home.
6. **Sharing Assessment Scores & documents with the transitioning grade level:** At the end of the school year, Willard's Preschool teacher will share your child's assessment scores with Willard's Pre-K teacher; in an effort to provide your child with the best support possible when entering into a higher level of education. If your child is graduating from Pre-k and will be entering Kindergarten, you may ask for Willard's teaching staff for additional copies of the scored assessments, so you can provide those copies to your child's kindergarten teacher.

## Calendars/Newsletters

A monthly calendar indicating the general themes and special notes will be distributed each month. This calendar is the main communication tool used to indicate items to be brought to school, special days, etc. Parent/Teacher conference days, non-school days, and holidays will also be listed on the calendar. We encourage parents/guardians to review the calendars with your child. Your children will enjoy preparing for and anticipating the preschool themes and planned activities.

Sample of Daily Schedule (Preschool & Pre-K Site schedules may vary, based on weather and other demands.)



## Other Communication

In addition to the calendar, there will be a bulletin board for posting announcements, typically the parent communication board is available to you to view at the entrance into the classroom. It is particularly important to check this bulletin board for last-minute changes in the schedule or other information. If you drive other children in a carpool, please be sure to pass the information to the other parents. Oftentimes the teaching staff will put letters to the parents in the child's cubby. In addition, if you have opted in to receive emails on your child's enrollment form, please check your inbox for updates from staff and administration.

## Menus

Willard Community Center requires that you provide your child's lunch each day they attend the program. We encourage our families to pack a nutritional meal to include all food groups from the My Plate chart. Please try to refrain from packing sugary treats if at all possible. There is a microwave and refrigerator available in the classrooms for your convenience. Willard Community Center will provide your child with two snacks each day; there will be a menu available for your viewing on the parent board. If your child has any allergies to the snacks being provided on any certain day, we will have alternative options available.

The infographic features a central plate divided into four colored sections: red for Fruits, orange for Grains, green for Vegetables, and purple for Protein. A blue circle labeled 'Dairy' is positioned to the right of the plate. A silver fork is on the left. Below the plate is the text 'Choose MyPlate.gov'. To the right of the plate are five horizontal panels with tips and images:

- FOCUS ON FRUITS**: Fruits may be fresh, canned, frozen, or dried, or 100% juice. Make half your plate fruits and vegetables. (Image: various fruits)
- VARY YOUR VEGETABLES**: Include dark green, red, orange, beans and peas, starchy, and other varieties. (Image: various vegetables)
- MAKE AT LEAST HALF YOUR GRAINS WHOLE**: Eat more whole grains such as whole wheat, bulgur, oatmeal, whole cornmeal, and brown rice. (Image: whole grains)
- GO LEAN WITH PROTEIN**: Choose from a variety of meat, poultry, seafood, beans and peas, eggs, soy foods like tofu, nuts and seeds. (Image: various protein sources)
- GET YOUR CALCIUM RICH FOODS**: Choose fat-free or low-fat milk, yogurt and cheese. (Image: dairy products)

At the bottom are logos for 'NATIONAL NUTRITION MONTH 2012 GET YOUR PLATE IN SHAPE', 'MyPlate.gov', 'SIMPLY GOOD NUTRITION by Clearwater', and 'NUTRITION'.

## **Nutrition**

- We offer fruit two times per week. We offer fresh, frozen, or canned fruit. If the fruit is canned it will be in juice or water, not syrup.
- We offer vegetables two times per week.
- For children, 2 years and older we offer to skim/fat-free milk-never flavored milk.
- When outdoors, we make sure drinking water is visibly available for children to be able to serve themselves.
- We limit the amount of 100% juice being served to two times per week or less. We never offer sugary drinks, such as Soda, Kool-aid, Lemonade, sports drinks, etc.
- Children always choose if they would like a snack and will serve most or all foods themselves.
- Teachers and staff enthusiastically role models eating healthy foods at mealtimes.
- We provide visible support promoting healthy eating in the classrooms and in common areas through the use of posters, pictures, displayed books, and family handouts.
- There are no soda or vending machines onsite. Teachers and staff who may be drinking soda will drink through a cup that is not seen through and does not contain a drink label.
- Teachers always praise children for trying new or less preferred foods.
- Teachers never require that children sit at the table until they clean their plates.
- Teachers never use food to calm upset children or to encourage appropriate behavior.
- Teachers incorporate planned nutrition education into the classroom routines at least 1 time per week. Teachers and staff are given resources for professional development on nutrition at least 2 times per year.
- Families are offered educational resources on nutrition, physical activity, and screen time at least two times per year.

## **Family Engagement**

### **Star of the week**

Each child will have a special week. Your child's teacher will send home an art supply bag along with a poster for you and your child to decorate and fill out together over a weekend. The following Monday/business day; your child will be celebrated, and given the chance to share their poster with their classmates. The poster will be hung up for the remainder of the week.

### **Family Photo**

Willard Community Center teaching staff would appreciate you bringing in a family picture so that this can be displayed in the classroom. This helps the children when they are missing home and also encourages the children to have conversations with each other about their families.

### **Classroom Opportunities**

Throughout the Year, there will be family engagement opportunities that the teacher writes home about such as Holiday programs, classroom picnics, field trips, & graduation. There will be participation opportunities regarding certain studies that are being taught in the classroom; the teacher may invite families into the preschool for participation during those unique times.

Parents are always welcome in the classroom. There are a variety of ways you can become involved in the classroom: • Read a story to children • Share family traditions • Sing a song/ play instruments/teach a traditional dance • Help with art activities • Help with walking adventures around the school • Show children how to use tools • Support your child's learning goals at home • Share family recipes • Help with cooking activities • Eat lunch or snack with your child.

## **Language**

If you and your child do not primarily speak English, Willard Community Center and its staff will do our best to accommodate your home language. We will greet your child each morning in both English and your home language, and in addition to that, Willard will have language labels on classroom materials. During circle time, we will offer your home language in conjunction with English; when discussing things like days of the week, months of the year colors, etc. If you have any cultural or ethnic materials to share in our classrooms, such as posters, play equipment, or learning materials, we will include those in our classroom display, so all children can learn together.

## **Interpreters**

If you have any questions, and you need an interpreter, please contact Willards Community Center Administration. We will do our best to accommodate your needs.

## **Family Feedback**

Willard community center is always looking for feedback about our programs. We love to hear about your child's progress and how you feel we are doing. Each year we will give you the opportunity to fill out an anonymous online survey to tell us about our strengths and weaknesses. We feel this is important to our program so we can continue to help area children succeed in their educational growth.

## **Parent-Teacher Conferences**

Willard Community Center's teaching staff are not required to hold parent-teacher conferences. However, if Willard's teaching staff feel that your child may benefit from additional resources or help regarding learning, speech, behavioral or other, you may receive a request from your child's teacher to have a conference. At any point, you feel, as the parent, that it is necessary to meet, please never hesitate to reach out to the teacher or administration.

## **IEP/IFSP**

If your child has an IEP or IFSP within LPS or another organization, please be sure to allow communication by signing a permission slip for Willard to reach out to the other party and participate in IEP agendas and meetings. It is important to your child's development and learning curve to have all necessary parties involved. The more Willard community center's teaching staff are involved the more we can be in unison with the strategies and techniques built into your child's plan.

What is an IEP? Individualized Education Program. Documentation or agenda of services needed to meet a child's individual learning needs, provided to the family by a certified teacher.

What is IFSP? Individual Family Service Plan. If your child is found to be eligible for early intervention; you and your child's teacher will work as a team to develop a plan. As a team, you will create an agenda of early intervention services that work best for your child and family.

## **Field Trips**

Willard Community Center will on occasion plan field trips during the year. Willard will send home a letter detailing what is planned and a permission slip; you must sign off on the permission slip for your child to participate. If we do not have your permission to take your child on a field trip you must make other arrangements for your child during the time we are absent, as there will be no staff available during specified field trip times at Willard.



Should the field trip take place during the summer, you will be provided ahead of time with a calendar to show each week's outing. There will be a section on your child's enrollment form that you must sign at the beginning of summer authorizing the field trips as a whole. All field trips, scheduled during the year, or during the summer, are on a strict time schedule.

If your child is not in attendance when we are scheduled to leave for the field trip, your child will not be able to attend. For liability purposes, you will not be able to drop your child off at the field trip location.

Willard's staff have taken the Safe Kids Transportation training. Children will be transported in Willard Community Center vans, or in an employee's approved vehicle. Car seats and/or booster seats will be provided by Willard. If your own child's car seat is preferred, you are welcome to bring it to the center.

If a parent/guardian or family member, 18 years of age or older, would like to volunteer their time to support and help during any field trip, please see an administrator fill out the appropriate paperwork and complete background checks.

### **Playground**

The playground used by Willard Community Center for preschool and pre-k is not located on our property but is within a short walking distance. Upon your child's first day in his/her program the staff will ask you to sign a permission slip so your child can participate in outdoor activities at the designated playground.

- ❖ Preschool: Schroder Park (Maintained by City Parks & Rec)
- ❖ Pre-k: Lakeview Elementary School (Maintained by Lincoln Public Schools)

### **Substitute Teacher**

Should your child's teacher be out sick or on vacation, the teacher's assistant or one of Willard's administrators will substitute your child's classroom. Willard Community Center's staff and administration stay current with annual training, have completed all required background checks, and are certified by DHHS and Nebraska state licensing regulations to teach your children.

### **Transitioning Classrooms**

Willard Community Center's preschool and pre-k programs operate in conjunction with Lincoln Public Schools. Our first day and last day of class sessions will mirror the LPS calendar. Willard Community Center is open for summer sessions. To keep your child enrolled in the summer program you must fill out a new enrollment form. Summer enrollment forms will be available to families no later than February 28 each calendar year. If your child is in the preschool program; your child will not transition at this time, and will only move on to Willard's pre-K program when a new enrollment form is received for the next school year.

### **Change of Teacher**

Should Willard Community Center hire a new lead teacher for either the Preschool or Pre-k program, there will be an open house opportunity for you and your child(ren) to 'Meet the Teacher'. The teacher hired in the lead teaching position will also have a biography available.

### **Notifying Willard Staff of Changes**

It is important to notify the teachers of any changes that may affect your child's temperament or emotional states, such as a move to a new home, a new baby, divorce, marriage, or death in the family. Also, please be sure to notify the teachers of any changes in the child's records, such as a change of address, phone number, immunizations, etc.

## **Parent Responsibilities**

To allow us to provide the best care possible, communication between home and center must be ongoing. Notes, phone calls, and daily contacts are encouraged to keep all of us attuned to what is going on in your child's life. Please take time to read any notes that we may send home with your child.

If a misunderstanding should ever occur, please talk first with the staff member involved, who will do his/her part to resolve any problems. If your concern remains unresolved, please contact the child care director. Conferences will be scheduled as needed, as every effort will be made to resolve your difficulty.

## **Discipline Philosophy**

To the Willard Community Center Staff, the word discipline means teaching appropriate behaviors. We work to help each child become self-disciplined by teaching how his/her behavior affects others. There are consistent limits based on common-sense rules appropriate to the age of the child.

Children learn to feel good about themselves and others in a secure and manageable environment. They learn to resolve problems by using words. While it is ok to feel angry and frustrated, hitting and breaking things is not ok. Children are never humiliated, spanked, or punished in a harsh way, but are given sincere positive comments on their behavior. If necessary, a child is given time away from the group to gain control of behavior. We treat children as we expect them to treat others with dignity and respect.

**Behavior:** If a child's behavior cannot be addressed in the context of his/her classroom environment we will help to provide you with the resources to seek out experts including mental health consultants and Special Education Service Providers in order to help him/her be successful. It is our intent to meet the needs of every child through individualization and full inclusion in a program. If behaviors do not improve or become a liability to other enrolled children and staff in our program, the administration has the right to refuse care to your child and/or terminate their enrollment.

**Finding a Solution:** We cannot be one-on-one with children because of the number of children we serve. It is our goal to guide children into becoming happy, responsible, cooperative participants, in this program through positive, non-threatening techniques. We strive to increase respect for themselves by guiding them to become responsible for their own actions and to help them grow in their respect for the rights and feelings of other people. Our main objective is to promote the safety and welfare of all children in our program.

## **Inclement Weather**

- ❖ In the event of inclement weather/natural disaster, listen to the radio or watch TV for the news of school closing. **WE CLOSE WHEN LINCOLN PUBLIC SCHOOLS CLOSE.** If a snow day occurs during a school break, Willard will close if parochial, Universities or other public offices close.


**Fire/Tornado:** An emergency plan is in place and practice drills are conducted in accordance with licensing standards. Parents are encouraged to review that information with center staff. In the event that the children are in their safe place during a tornado warning, Parents/caregivers need to call the site's phone number. Children may be released to parents or an authorized person, or parents can wait in our safe area until the immediate threat is gone.

**Child Care Weather Watch** The time that children spend outdoors is an important part of their learning. All children will engage in outdoor play when the weather permits. In cold weather, please bring your children with a warm coat, hat, & gloves.

On snowy days, the children will play in the snow, please bring snow boots and snow pants. During the summer months, in hot weather, please send a water bottle so the kids have access to drinks when playing, please also provide Willard with your child's swimsuit and a towel for water play.


### Understand the Weather

#### Wind-Chill



- 30° is *chilly* and generally uncomfortable
- 15° to 30° is *cold*
- 0° to 15° is *very cold*
- 32° to 0° is *bitter cold* with significant risk of *frostbite*
- 20° to -60° is *extreme cold* and *frostbite* is likely
- 60° is *frigid* and exposed *skin will freeze* in 1 minute

#### Heat Index



- 80° or below is considered *comfortable*
- 90° beginning to feel *uncomfortable*
- 100° *uncomfortable* and may be *hazardous*
- 110° considered *dangerous*

All temperatures are in degrees Fahrenheit

## Child Care Weather Watch

**Wind-Chill Factor Chart (in Fahrenheit)**

		Wind Speed in mph								
		Calm	5	10	15	20	25	30	35	40
Air Temperature	40	40	36	34	32	30	29	28	28	27
	30	30	26	21	19	17	16	15	14	13
	20	20	13	9	6	4	3	1	0	-1
	10	10	-1	-4	-7	-9	-11	-12	-14	-15
	0	0	-11	-16	-19	-22	-24	-26	-27	-29
	-10	-10	-22	-28	-32	-35	-37	-39	-41	-43
	-20	-20	-34	-41	-45	-48	-51	-53	-55	-57
-30	-30	-46	-53	-58	-61	-64	-67	-69	-71	

Comfortable for out door play

Caution

Danger

**Heat Index Chart (in Fahrenheit %)**

		Relative Humidity (Percent)												
		40	45	50	55	60	65	70	75	80	85	90	95	100
Temperature (F)	80	80	80	81	81	82	82	83	84	84	85	86	86	87
	84	83	84	85	86	88	89	90	92	94	96	98	100	103
	90	91	93	95	97	100	103	106	109	113	117	122	127	132
	94	97	100	102	106	110	114	119	124	129	135			
	100	109	114	118	124	129	136							
	104	119	124	131	137									
110	136													

**GREEN:** All children will be outside. **YELLOW:** All children will be outside, staff will pay close attention to children becoming too hot/cold and adjust time outdoors if necessary. **RED:** All children may go outdoors for a very short time period.

### Air Quality

If the Lincoln Weather Service has issued an air quality warning. Willard Community Center will remain open, but children will not be engaging in any outdoor activities until the warning has cleared.

### Sunscreen & Bugspray

Willard Community Center will provide sunscreen with an SPF of 30 or higher. You must indicate on the enrollment form if you are opting for your child to use Willard's sunscreen. If you choose, you may bring in another brand with a specific SPF of your choice. Willard Community Center does not provide any bug sprays. If you choose to provide a bug spray, we will make sure to label it with your child's name and keep it locked up when it is not being used.

### Health & Safety Practices

#### Handwashing

Willard Community Center does its best at eliminating contagious diseases. Although Illness cannot be avoided entirely, it can be minimized. Handwashing is extremely important in our daily routines. To prevent the spreading of illness, Willard's

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administrators and staff require that your children wash their hands when they are dropped off in their classroom; before any other activity is performed.

Emotional Health: A child's emotional needs must be met before he/she can have any positive learning experience. Therefore, we ask that all parents say goodbye in a positive reassuring manner. Even if the child is crying, it is better to say goodbye and walk away than to be discreet.

Immunizations: Health and Human Services have determined that up-to-date proof of immunization is required for all children attending Willard's preschool program. Immunization records must be on file within the first 30 days of each new school year.

Toilet Training: Children attending the preschool program must be toilet trained before the first day of attendance.

Medications: The health and safety of your child are our first concerns. In order to maintain the highest standard of health and safety, we are asking that you assist us by observing the following guidelines concerning the dispensation of medication to your child. In order for our staff to administer medication to a child, it is necessary to have a doctor's authorization and the parent's permission for dispensing the same.

- ❖ Medication should be given at home if possible.
- ❖ No medication will be administered to a child unless the medication has a current prescription label, which includes the date, child's name, physician's name, and directions for administration.
- ❖ Non-prescription medication (i.e. Tylenol, cough medications, etc.) will be given only with written parental permission.

Emergency Medicine: If your child has a life-threatening illness, such as but not limited to Asthma, Epilepsy, severe allergies & COPD, it is required that your child has their medication on them at all times. If your child is dropped off and does not have their emergency medication available to them, a parent/guardian will be contacted to bring in the medication immediately. If there is no medication available for your child, during a time of need, Willard Community Center is not liable for health risks or damages. Willard Community Center does not have access to your healthcare professional to get medication. It is the responsibility of the parent/caregiver to provide any medication that is needed for Willard Community Center to administer. If a child runs out of medication we will not provide care until additional medication is provided. If the medication has expired, we will not administer the medication or provide care until the new medication is provided.

Illness: Your child should be kept at home and not attend preschool or pre-k when he/she has a sore throat, diarrhea, fever, skin rash, eye drainage, or any other contagious disease which may be accompanied by behavior changes or other signs or symptoms of illness such as unusually tired, irritability, uncontrolled coughing, persistent crying, difficulty breathing, wheezing, seizures, and or severe stomach pain. We have an obligation to protect all of our enrolled children from unnecessary exposure to illness. Any child who is determined by the staff to be ill or who has a fever of 100 degrees will need to be taken home and he/she will need to be kept home for 24 hours; longer if the fever remains without the use of fever-reducing medication. Any time that a child exhibits any of the above symptoms during preschool hours, that child must be taken home for the remainder of the day or excluded until a medical exam indicates the child may return.

Disinfecting Protocol: If 50% of the children enrolled are absent due to a contagious disease, Willard Community Center will be closed for the entire next business day (24 hours) for the purpose of disinfecting and sanitizing all toys, surfaces, appliances, restrooms, and laundry. Willard Community Center staff and administration will attempt to advise all families no later than 7 pm the evening prior to closing.

Shut Down: If Lincoln Public Schools shut down due to a pandemic, Willard Community Center will also close. Thereafter, the administration and the Board of Directors will collaborate on a plan to reopen as soon as possible. Willard Community Center

reserves the right to close at any time if state regulations cannot be met due to illness or due to Board of Director discretion on all other matters.

Accident Reports: Accidents or injuries that a child receives during care are reported on the accident/incident form and every effort is made to make the parent aware of the nature and extent of the injury. Reports will be signed by a Director and filed. If a child hits their head, regardless of the severity, a parent will be notified via a phone call.

Head Lice or Nits: Children must be nit-free and live bug-free before returning to child care. Upon return to the program, your child will be checked immediately. If nits or live lice are still present you will be called to pick up your child immediately.

Emergencies: We must have a number where we can reach you AT ALL TIMES. In an emergency, we will contact you immediately. If we are unable to contact you, we will call the emergency numbers given on the child's registration form. If we are unable to contact either parent or the emergency numbers and immediate medical attention is necessary, 911 will be called.

Fire/Tornado: An emergency plan is in place and practice drills are conducted in accordance with licensing standards. Parents are encouraged to review that information with center staff.

Child Neglect/Abuse: We are required by state regulations to report any and all suspected cases of abuse or neglect to the proper authorities. A child will not be released to any person suspected of being under the influence of drugs and/or alcohol and proper authorities will be notified.

## **Fees and Payment Procedures**

Preschool payments must be paid in full prior to receiving child care. Failure to pay will result in child care being denied unless special arrangements are made with the Child Care Director. Unpaid accounts, plus any interest accrued, will be turned over to a collection agency.

- ❖ Checks or money orders for payment need to be made out to "Willard Community Center".
- ❖ Online payments can be accepted through Venmo or Paypal through the website. [www.willardcommunitycenter.com](http://www.willardcommunitycenter.com)
- ❖ Child care weekly/monthly fees may increase annually by a percentage approved by the Board of Directors.

## **Late Payment Policy**

The formal policy for Willard Community Center regarding the payment for child care services will continue to require advance payment due on the first of each month before services are performed. Delinquent accounts will be provided notice of deficiency. Accounts remaining delinquent in excess of four weeks without Executive Director (or Board approval) will be turned over to collections at Board of Director discretion.

In recognition of our organization's mission, the Board of Directors has authorized the Executive Director or her appointee to approve individualized payment plans for families in rare instances of financial distress or emergency situations. Any family may request a temporary exception to the policy in writing which should detail the reason(s) for the exception and proposed plan of payment. The Executive Director and her appointee may only approve deviations up to a maximum of an aggregate \$500.00 carrying balance per family.

The Executive Director and or her representative will report directly to the Board of Directors each month regarding all carrying balances, the payment plan, and circumstances requiring the deviation from the policy. Any deviation from the advance payment policy exceeding \$500.00 will require the Board of Director's written approval. Accounts appearing uncollectable may be turned over to collections which may result in additional legal and financial consequences. THE BOARD OF DIRECTORS

AUTHORIZES THE EXECUTIVE DIRECTOR TO REFUSE SERVICES TO ANY CHILD DUE TO DELINQUENCY OF THE ACCOUNT THAT IS NOT IN COMPLIANCE WITH THIS POLICY.

### **Late (Pick Up) Fees**

Willard Community Center is licensed for the hours of 6:30 am to 5:30 pm. Willard charges parents who are late in picking up their children. As a reminder, part-time care ends at 11:30 am for the AM session and 3:30 pm for the PM session, and full-time care ends at 5:30 pm.

*The following fee schedule applies:*

0 to 5 minutes \$5.00

\$5.00 for every additional full or partial quarter hour

This fee is **PER CHILD** and is to be paid directly to the staff - *in cash* - when your child is picked up, or before the next day of care. Failure to pay this late fee will result in a denial of care. This is not to be included in your monthly bill as this money goes directly to the staff that had to wait on your arrival. If you are running late, call the program to make the staff aware of the late pick-up, and that you are on your way.

**REMINDER:** If parents do not call and fail to pick up their child within one hour, the police will be notified. .

### **Child Care Subsidy (Title XX) accepted:**

Provider ID Number @ Folsom location for Preschool - 33669472

Provider ID Number @ 1030 W "Q" location for Pre K - 80822018

- ❖ If you are approved to receive state assistance through DHHS, Willard Community Center must receive the authorization before your child's first day of care in Willard's programs.
- ❖ The Registration fee will not be covered by state subsidy. Each family registration fee is required to be paid by the parent/caregiver upon enrollment.
- ❖ DHHS may approve your Title XX, with a monthly family fee. The family fee must be paid in full to Willard on a monthly basis. Failure to pay will result in child care being denied unless special arrangements are made with the child care Director. Unpaid accounts, plus any fees accrued, will be turned over to a collection agency.
- ❖ If you are paying your Title XX family fee to another provider; you will need to have that child care center's director provide a letter to Willard Community Center. The letter must state the total amount that is collected each month, and must be signed and dated by the child care program director. If there are any changes regarding your family fee payment arrangement, you will need to keep Willard Community Center updated for billing purposes.
- ❖ If your authorization dates have expired YOU must contact your DHHS caseworker for reauthorization to cover your child's attendance, or you will be billed privately.

### **Lincoln Littles Funding**

If you need financial assistance and are denied state subsidy, or have a family crisis situation that affects your ability to pay for child care, we can offer Lincoln Little's scholarship assistance. Please contact Willard's Directors for more information on how to qualify to receive this scholarship.

## **Arrival / Departure / Visiting Policies (Parent)**

When dropping off or picking up your child your child will be checked in/out on our weekly attendance sheets. You must be present in the classroom for the safety of the child and so Willard Community Center staff are given the opportunity to communicate important information.

If your child is going to be absent for any reason, please report your child's absence no later than 9 am on that same school day. If your child is normally scheduled to attend later than 9 am, or your child's schedule varies, please keep the staff up to date on those variations. The preschool and Pre-k teachers plan their day according to your child's attendance, it is important to the operation of the program and for consistency in your child's schedule. If your child doesn't arrive by 9 am, the teaching staff are not able to work one on one to update your child on that morning's lessons.

Your child will only be released to a parent/guardian or individuals you have designated on your child's enrollment sheet. Please be sure to advise non-custodial caregivers from your enrollment sheet picking up or dropping off your children to check-in at the receptionist desk and/or classroom. Non-custodial caregivers will have their identification verified by Willard Community Center Staff. Your child will not be released to a non-custodial caregiver until appropriate photo identification is provided.

Willard will not release a child to anyone who cannot safely care for the child. This includes an abusive/aggressive person or anyone suspected of being under the influence of drugs/alcohol. Willard staff reserves the right to notify the Lincoln Police Department for assistance if it deems the person attempting to pick up a child is unable to safely care for the child.

If a child is left after hours, and Willard has not received notification of an authorized adult coming to pick up the child, and a parent/guardian cannot be reached after 1 hour, Willard will contact the Lincoln Police Department for assistance.

## **Emergency Information Policy**

For the safety and wellbeing of your child, Willard must be able to reach you or an authorized person in the case of an emergency or if your child becomes ill.

- Willard requests emergency contact phone numbers in addition to the Parent/Guardian's phone number.
- You will be asked to provide names and phone numbers for individuals who can pick up and drop off your child along with emergency contact names and numbers. Listing an individual as an emergency contact does not give us permission to release that individual, they must also be listed on the drop-off/pick-up consent form.
- Please let your emergency contacts know that you have placed them on your emergency contact list. They must also show a photo ID.
- Please notify Willard immediately of any changes to the phone numbers and address or your emergency contacts person's numbers.

## **Closed Holidays**

- ❖ Willard is closed on the following holidays: New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day and the following day, Christmas Eve and Christmas Day, and Martin Luther King Day. In the event that the holiday falls on a Saturday or Sunday, the Center will be closed on the proceeding Friday or the following Monday. \*Willard's Board of Directors may choose to close additional days surrounding a holiday based upon projected attendance or for staff training purposes.

## Emergency Closings/Disaster Preparedness

- ❖ In the event of emergencies that could affect safety, health, or access to the Willard Community Center such as, but not limited to: (loss of water, power, gas leaks, or natural disasters) the program administrator will have the final authority to make the decision to close. If the decision to close is made, the administration will make every attempt to get hold of families in the timeliest manner possible. In the event that a Willard program needs to evacuate due to a state of emergency, we will follow the Emergency Closing procedure and relocate the staff and children in our care to the following locations until the children are picked up.

Willard Community Center: Ray's Lawn and Homecare; 503 West J street

Pre-k House: Westgate Bank; 1204 W "O" Street

## **Confidentiality**

Children's records are open only to authorized employees of Willard Community Center, for DHHS license inspection, for Step Up to Quality Reviews, and to the child's parents or legal guardians.

***Thank you for including Willard Community Center in your child's 'Early Childhood Education experience!!!***

**Executive Program Director, Janelle Soderling**

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**Program Director, Sarah Reinke**

sarahr@willardcommunitycenter.org

**Assistant Program Director, Tabitha Love**

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**Lead Preschool Teacher, Candi Stege**

misscandi@willardcommunitycenter.org

**Lead Pre-k Teacher, Kim Deaveux**

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