



# Parent and Guardian Handbook 2020

Lumen Early Learning Center  
(DBA: Doing Business As)  
GLOW Children Early Learning Center

720 W Riverside Ave  
Spokane WA 99201

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Welcome!

We are very honored that you decided to trust us with the care of your child. Leaving your child at any age in someone else's care can be incredibly difficult for both you and your child. We are dedicated to building a partnership with you and your family to assure you that your child is safe, respected, cared for and loved while you are away from them during the day. We have an open door policy, please feel free to drop in or give us a call at any time during the day to see how your child is doing and to reassure yourself.

GLOW is unique in many ways. We prioritize the whole child and support the whole family. We focus on our core values at every level. We create experiences to bring the world into our building. We bring in community partners to serve all the children in our classrooms. We are creative with exposure to arts, music, physical activities and more. We serve the parenting-students of Lumen High School. Due to the partnership with Lumen, we have access to many resources, such as Social Workers, Mental Health Therapy, Nutritional Programs, extra volunteers and more. We welcome all.

GLOW embraces you, the parent, as the first and most important teacher in your child's life. Our hope is that we can take the foundation you are laying and give your child continued experiences of care, support and learning. We encourage communication between GLOW staff and the families, especially information that will help us understand and nurture your child. We would also love to know about important events, changes or situations that may impact your child.

We are here to build a responsive, supportive team for you and your family, giving your child a unique, individualized experience. We value your partnership and your opinions.

We look forward to working with you and your child!

Warmly,

Katie Jessop and Luc Jasmin III

Co-Executive Directors

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**Tagline:** Go Light Our World, Children!

**Mission Statement:** Lumen Early Learning Center (LELC) is a not-for-profit childcare center that serves children birth through twelve years old. Our mission is threefold: (1) to provide a safe and healthy early education program primarily for children whose parents attend Lumen High School, (2) to educate and advocate at the local and state level about the benefits of high quality early education programs and (3) to address the important issues of poverty, trauma and equity particularly within vulnerable populations, such as teenaged parents.

**Belonging:** At our foundation, G.L.O.W. is about fostering community. Each person has a place and something special to receive and offer. Each person is worthy and lovable. We each matter and we each can contribute.

**Discovery:** A person who feels secure in their environment will naturally explore their innate intelligence, will feel safe taking appropriate risks and will want to learn and grow. We will strongly encourage this curiosity mentally, physically, emotionally, relationally, globally and academically. These opportunities will be presented repeatedly in various ways to meet all learners where they are at.

**Flexibility:** Systems with high expectations also need high support. G.L.O.W. children and staff will have access to a flexible structure and community connections so our system will accept and meet individual needs. We trust our staff's ability to connect with each other and each child and be able to maneuver within the system to offer enough support to help each person develop.

**Tenacity:** As a person grows and develops, challenges will present themselves. At G.L.O.W., our culture will support the hard work of failure and growth. We will meet each person where they are at and offer the level of support needed to encourage continued development. Through this process and within the zone of proximal development, we will build supported persistence.

**Empowerment:** We believe that the early years are critical in creating space for security, safety and success. We believe that any person who has a deep sense of themselves, their place and their people will innately want to learn and grow in a way that positively impacts themselves and their community. We believe G.L.O.W. staff and children will be given the foundation to become future leaders and contributors. Go light our world!

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Monthly Tuition: Private Pay

Infants	\$1200
1-2 years	\$1100
3-5 years	\$900
School Age (Before and after school)	\$550
School Age (Summer rate)	\$900
Annual Registration Fee * (waived for Lumen students)	\$50.00 <i>per child</i>

**Enrollment Goals**

- To create a safe, secure Environment where the child can feel cared for throughout the day.
- To maintain a comfortable staff-to-child ratio.
- To create a learning environment promoted through play, social and emotional frameworks.
- To expose children to a range of active and quiet activities.
- To help children learn to trust in themselves and feel confident in their ability to make choices.
- To foster the ability to be sensitive and supportive of one another’s feelings.
- To teach children to approach learning with confidence and joy and also be willing to take risks.

**Enrollment and Admission Requirements**

GLOW can enroll children 4 weeks to 12 years. Before your child can attend, all registration forms must be completed, your registration fee paid (this is waived for Lumen parenting-students) and your child should be up-to-date with vaccinations. If your child is not up-to-date, we need to have a schedule in place.

- Completed DCYF enrollment form
- Completed GLOW enrollment form
- Completed immunization record
- Childcare payment agreement (ACH)
- Child and Adult Care Food Program form

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### **Days and Hours of Operation**

GLOW Early Learning Center is open from 7:30 am - 4pm, Monday through Friday for our preschool and school aged programs.

GLOW's school year program runs from early September through mid June. In the 20-21 school year, these dates are 9.9.2020 through 6.18.2020. GLOW is closed on the following holidays:

Labor Day	New Year's Eve Day
Veteran's Day	New Years's Day
Day before Thanksgiving (early release)	President's Day
Thanksgiving Day	Memorial Day
Day after Thanksgiving	
Christmas Eve	
Christmas Day	

GLOW may have shortened hours or additional days off over Winter Break, Spring Break and other school holidays based on training needs of staff.

GLOW's summer program will run from late June through late August and will require separate registration. The summer program will be closed on Fourth of July and the day after if these dates fall during the workweek.

### **Religious and Cultural Activities**

Each child and family's culture will be celebrated in the classroom. Religious and cultural activities, including holidays, will be acknowledged and implemented into lesson planning but will not be used for collective celebration to reduce the risk of cultural appropriation.

### **Tuition and Billing Procedures**

Billing occurs at the beginning of each month. An AHC form with your account information must be completed upon enrollment. Payment will be processed with automatic withdrawal through on the 9th of each month. If your account provides insufficient funds, your childcare will be immediately discontinued. There is no credit for missed days.

Our center closes promptly at 4pm. If your child is still at the center, you will be charged \$1.00 per minute. Please contact us as soon as possible if you are running late so we can reassure your child that you have been in touch and are okay.

We understand that illness happens and that families want to take vacation. Please communicate with us about any absence for any reason. Our center often has a wait-list, so if your child has not attended childcare for more than three (3) consecutive days without notification, we will un-enroll your child and offer their spot to the next child on our wait list.

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### **State Subsidy Requirements**

We are required to document scheduled days off versus absent days. For this purpose all scheduled days will require a 2-week notice otherwise it will be recorded as an absent day.

### **Signing IN/OUT Procedure**

We are mandated by the Department of Early Learning (DEL) to require parents to sign their child(ren) IN/OUT of the Center. We have both paper sign in/out and computerized forms. This allows us to keep adequate records of the children's attendance while they are in care. Each person who is authorized for pick ups and drop offs is to have a fingerprint identification. The code, or fingerprint, acts as an electronic signature. We require that each person uses their own fingerprint.

### **Non-Discrimination Statement**

NO person shall be subjected to discrimination because of race, color, national origin, sexual orientation, age, religion, creed, marital status, disability, veteran status, or the presence of any physical, mental or sensory handicap. This policy applies to GLOW's programs, policies, activities and employment practices.

### **Child Abuse and Neglect Policy**

We are required by State Law (WAC 388-16-515) to report any form of suspected child abuse and/or neglect to Child Protective Services (CPS) or local law enforcement immediately. Please report any accidents that have happened at home that have visible marks so we can document the incidents in our logs. Whenever possible, we will let you know when we've had to make a report.

### **Alcohol, Tobacco, Cannabis and Illegal Drugs Policy**

The use of alcohol, tobacco, cannabis and illegal drugs (including vaping) is prohibited on GLOW property. Those observed to be in possession or under the influence of the above listed items will be asked to leave the property.

### **Parent Participation**

Parents are encouraged to participate in their child's learning experience at the GLOW. We offer a variety of ways to participate in this experience. We provide parent-teacher conferences, and are always available to discuss your child's development outside of this time. Please feel free to stop by the classroom at any time or call to schedule an appointment with your child's teacher or the director.

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### **Access for Parents**

We welcome parents into our classrooms at any time during the day. Each parent is required to check in at the front desk when visiting. This policy is enforced to ensure the safety and security of all children. Please be courteous when visiting a classroom, especially during rest times. Parents can also access a parent portal using their email through Procure, our attendance software.

### **Volunteers**

GLOW welcomes volunteers. Volunteers support our staff by helping with daily routines and interactions with the children in the classroom.

### **Background Checks**

All staff, students and volunteers are required to have a criminal history background clearance, TB tests, and orientation of policies and procedures relevant to their position at PELC.

### **Professional Development**

We have chosen the staff at GLOW carefully and intentionally. Every person has a solid understanding of child development, early learning and wants to support our mission. Each person shows the core values as part of their personality and their desire to serve the local community. The leadership team at GLOW has created a professional development plan that exceeds the requirements of early learning centers. GLOW staff will be able to attend weekly classes, meetings and trainings, sometimes partnering with the staff of Lumen High School. We value our staff, personally and professionally, and will strive to support them well so they can support your children well.

### **Meals and Snacks**

GLOW Children Early Learning Center participates in the USDA Food Program. We offer a wide variety of nutritious foods. We serve breakfast, morning snack, lunch, and afternoon snack. We follow a specific meal pattern to ensure all meals are balanced. Meal times are: Breakfast 8:00 am, morning snack 10:00 am, Lunch 11:30 am, afternoon snack 2:30 pm. Due to strict USDA guidelines, special meals from home are not allowed, unless there is a medical issue or religious belief. If a medical concern is present, we require a doctor's note to accommodate meals. Special snacks for birthdays or other holidays are welcome with prior planning. An ingredient list must be provided.

### **Transportation/Field Trips**

At this time, with COVID-19 concerns, there are no field trips planned. In the future, any transportation for field trips would be done by walking to the location in a 2 by 2 plan where one teacher is at the front leading the group and another teacher is at the back or using public transportation in which there would be one adult per two children.

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### **Pets**

At this time, GLOW maintains a no pet policy to refrain from triggering any allergies.

### **Car Seat Requirements**

At this time, with COVID-19 concerns, there are no field trips planned and therefore, no car seat requirements. In the future, we will not need to use car seats because field trips would either be walking or using public transportation.

#### **Emergency Evacuation Procedures**

In the event that we must evacuate our facility, we will walk the children down Wall Street (pedestrian traffic only) to the fountain at Riverfront Park. Staff will assemble the children 2 by 2 to evacuate the building. One staff member will lead, and one will follow behind. Infants will ride in evacuation cribs, young toddlers will ride in our wagons and/or evacuation cribs. We will wait until we receive conformation that it is safe to return to the building. We will take the necessary information with us to contact parents if needed. Please keep your information updated at the front desk.

### **Weather Policy**

At GLOW, we will follow weather-based decisions on Lumen High School, which generally bases their decisions on Spokane Public Schools. Therefore, if SPS is closed due to weather conditions, it is highly likely that GLOW will be closed as well.

### **Annual Washington Pesticide Application Act Notification**

We are required by the Department of Early Learning to give parents 48 hours notice if we use any pesticides by posting the date, time and type of application.

### **Annual Meetings**

Washington State requires that all parents attend a yearly meeting to discuss Center Policies, Disaster Plan (i.e. storm policy, evacuation plans). You will be notified four (4) weeks in advance and child care will be provided.

### **Ill Child Policy**

Parents are required to keep children home who appear to be ill in the morning. On the advice of health experts we will not allow children with any of the following symptoms to be or remain in care.

- Fever of 101 degrees F or higher AND who have one or more of the following:  
*Diarrhea, sore throat, rash, ear ache, or showing signs of irritability*
- Vomiting on 1 or more occasions within 24 hours
- Diarrhea - 3 or more watery stools within a 24 hour period or 1 bloody stool
- Draining rash
- Eye discharge or pink eye. Children can be readmitted after:  
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*Medical diagnosis to rule out bacteria or viral infection or after 24 hours of antibiotic treatment.*

- Fatigue that prevents participation in regular activities
- Open or oozing sores, unless properly covered, or 24 hours has passed since antibiotic treatment was started
- Lice and Scabies. Children may be re-admitted after treatment and if lice are not present. We have a strict no lice policy but will integrate children back into the classroom with nits. Please make time to have your child's head checked by a staff member before bringing them back to the center. If we have any concerns we reserve the right to request documentation from your child's health care provider.

**ALL DECISIONS MADE ARE AT THE  
DISCRETION OF THE CENTER DIRECTOR.**

We require that all ill children as described in items above not attend care for the following reasons:

- They are unable to be an active part of our daily program.
- They expose other children/staff to illness.
- They are at risk for being exposed to other illness when their resistance is low.

When a child becomes ill while in our care, the office will notify parent/guardians, to pick up their child at the center. The child will be separated from the other children and cared for in the office until the parent/guardian arrives. All illnesses will be recorded and kept on file.

The following illnesses are reported to the local and state Health Department by Physicians. Call the local Health Department for information when a child or staff member has contracted any of these illnesses:

Acquired Immune Deficiency Syndrome (AIDS), Diphtheria, Campylobacteriosis (Campy), Giardiasis, E. Coli 0157, Hepatitis, Hemophiles Influenza type B (HIB), Kawasaki Syndrome, Meningitis, Mumps, Poliomyelitis (Polio), Ryes Syndrome, Rubella (German or 3 day measles), Rubeola (10 day measles) Tetanus, Listeriosis, Meningococcal, Pertussis (whooping cough), Rheumatic Fever, Salmonellosis, Shigellosis, Tuberculosis (TB) and Yersioniosis.

We will also contact the local health department whenever there are any other questions or concerns about an illness. We will notify parents by classroom of any communicable disease or sickness outbreaks in our center.

When your child attends the program, he/she should be in well enough health to participate in all activities, including outside play. We are not set up to keep children in when they are the only ones who cannot go out. If your child is not well enough to go outside, please keep them home. We go outside on a daily basis unless the temperature is below 20 degrees, above 98 degrees or it is raining.

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### **Medication Administration Policy**

Medication will only be given with prior WRITTEN consent of the child's parent/legal guardian, AND the child's physician. This policy is strictly enforced and we are not able to make any exceptions.

All medications must be in the original container, labeled with the child's full name, name of medication, dosage, frequency and duration.

*Prescription medication must have the original pharmacist's label.*

*Non-prescription medication must have the manufacturer's original label.*

Examples of non-prescription medication (over the counter medication) we may give include:

- Antihistamines
- Non-aspirin pain relievers/fever reducers
- Non-narcotic cough suppressants
- Decongestants
- Anti-itching ointments/lotions
- Diaper ointments intended for diaper rash use
- Sun screen

"As-needed" medication may be given only if health professional lists specific parameters, such as "give one tablet every four hours".

All medications are stored in the office in a locked box. Refrigerated medications will be stored in a locked box in the refrigerator in the office.

All medication is stored:

*Inaccessible to children*

*Separated from staff or household medication*

*Protected from contaminants*

*Under proper temperature control*

Unused medication will be returned to parents

Records are kept of all medication given, and is maintained in the office with name of child, medication, dose, and time given.

Full signatures are used when documenting the administration of medicine.

### **Medical Emergencies**

All Center staff members are trained in CPR/First Aid when the need may arise. In the event of a life-threatening emergency, serious illness or injury, staff will immediately call 911 to alert local emergency medical assistance, a staff member will also immediately call the parents/guardians. Parents/guardians are required to keep emergency information updated to reduce delays when the need arises to provide emergency care for their child.

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### **Curriculum Development**

We believe that children learn best by doing. The activities that we plan for your children allow them to explore, experiment and inquire about their interests first hand. Our curriculum goal is to help children develop critical thinking and problem solving skills. Some of our learning may be a little messy, so please be sure to bring your child in their “learning clothes”. We use the outdoors as an extension of our indoor classroom. We plan for outdoor activities just as carefully as we do for indoor activities.

### **Curriculum Goals**

To feel a sense of belonging and support for discovery  
Opportunities for practice of flexibility and tenacity  
Empowerment to use their voice  
Persistent learning in the areas of social and emotional development  
Encourage imagination and creativity  
Encourage language development, verbally and nonverbally  
Growth in self confidence  
Moments of practicing independence  
Physical well being with gross and fine motor skill development  
An experience of a consistent, safe and nurturing environment  
Knowledge of safety, health and nutritional practices

### **Dual Language Learning**

Families who speak a language other than English at home will be provided a translator at all family events, as well as completing documentation for the center. Teachers will utilize the language opportunities and implementing labels and lesson plans that represent the languages of all of the children in the classroom.

### **Individual Child Portfolios**

We feel that it is beneficial to document your child’s early learning experience. We observe the following areas: social, emotional, cognitive, physical and language development. We follow the child’s needs and interests encouraging them to learn new and challenging things. All activities are planned to be appropriate for the developmental stage of your child. An informal portfolio will contain their work throughout a ten month period. This portfolio will be sent home with the parent annually (every June).

Upon enrollment, we ask parents to complete an ASQ which is an Ages and Stages Questionnaire, a valid and reliable measure of development to gauge where the child is beginning their educational journey. We also have a fuller screening available through Joya Child and Family Development Center who has a team onsite at GLOW.

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### **Requirements for Keeping Child Records**

Child records will be kept on file for 2 years after the child's last day of enrollment. Once the 2 years has expired, the files will be disposed in a way that will protect the child's information.

### **Who May Access A Child's Information**

Only a legal guardian will be given access to a child's information.

### **Keeping A Child's Information Confidential**

A child's confidentiality is important and will be maintained through various policies. GLOW's employees are regularly trained in confidentiality and have guidelines in their employee handbook that prohibit the sharing of family information outside the center. GLOW also insures child information is locked and out of sight within the center.

### **Changing Classrooms**

Children are separated into classroom areas by their chronological age. Transitions occur when the child becomes of age or they are developmentally ready. This change will happen no later than 6 months after the child's birthday. "Developmentally ready" will be at the discretion and agreement of the Director/Teacher/Parent. If you have questions about your child's placement, please feel free to talk with the director or your child's teacher.

### **Kindergarten Transition Plan**

Children transitioning to kindergarten will be connected with their local public elementary school the spring before their transition. GLOW staff will be available to support with the application process for families as well as provide the Teacher Strategies Gold documentation that has been used to track the child's development. It is the parent's responsibility to ensure that the child's kindergarten teacher receives the documentation. The transitioning kindergartners and their parents will also receive a preschool graduation ceremony to celebrate their success and provide a transitional activity to assist the child in processing the change.

### **Daily Activity**

GLOW is dedicated to providing activities based upon the developmental and individual needs of your child. Children do best when they can anticipate the order of events in the day, although with careful observation and understanding, we have the ability to be flexible enough to meet their changing needs. We have typical daily schedules that are a guide and template for us to follow, that is full of flexibility, active and quiet activities.

### **Children with Specific or Special Needs**

Children who have been identified by parents or staff as needing accommodation in the classroom will be provided recommendation by GLOW on how to proceed with receiving various services based on the child's age, needs and family income. Children above 3 years old

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with identified special needs will be recommended for an IEP evaluation by their local school district. GLOW has partnered with Joya, which serves children birth - 3 years old. Joya's services can be provided on site at GLOW. Families are welcome to choose any provider for their child's needs.

### **Child Sleep Patterns**

While all classrooms will have scheduled nap times, children under the age of 3 will receive individual sleeping routines dependent on the child's need. Parents are welcome to assist in the nap routines to provide comfort.

### **Safe Sleep Requirements**

In accordance with the WAC, children will be provided individual beds that are spaced 3 feet apart. Infants will receive cribs to prevent falling and be placed on their backs with fitted sheets and no loose items to reduce the risk of SIDS. Children one year and older will be provided a cot with a fitted sheet and a blanket that will never be placed above their shoulders.

### **What to bring to GLOW Early Learning Center**

A change of clothing including socks

Printed family pictures

Fitted sheets and blankets will be provided

Diapers and wipes will be provided

Formula, bottles and pacifiers will be provided

Extra changes of clothing will be provided

### **Infant Feeding**

Upon enrollment of your infant, the staff will coordinate your infant's feeding schedule to his/her needs creating an individualized environment for your infant. Please bring enough bottles to last for the duration they will be in care, labeled with full name and date. If your child does not finish the contents of a bottle within one hour, it will be discarded. We will provide semi-solid foods to infants no younger than four months of age and no older than ten months of age. Any special accommodations need to have authorization from a healthcare provider. All bottles will be warmed in a bottle warmer to prevent un-even heating. **All infants must be able to accept a bottle prior to attending unless there is a breastfeeding parenting student at Lumen.**



### **Diapering Policies**

The following procedure is used when changing diapers:

- Wash hands
- Gather materials
- Put gloves on
- Remove diaper, clean area with wet wipe
- Dispose of diaper and gloves in covered container
- Wash hands or use wet wipe
- Diaper and dress the child
- Wash child’s hands under running water or use cloth for very small infant
- Put the child down in a safe place
- Clean and disinfect the diapering area, equipment and supplies
- Wash hands

### **Toilet Training Policy**

Toilet training is a patient affair. We wait for the child’s to show signs of readiness, and discuss what we are observing with the parent. Toilet training is a trying task and consistency is best when your child is ready to achieve this milestone. Accidents are expected to happen during this process, please be sure to bring your child adequate changes of clothing.

<b><u>Staff-to-Child Ratios</u></b>	<b><u>Group size</u></b>	
Infants	1 teacher to every 4 children	8
Toddlers	1 teacher to every 7 children	14
Preschool	1 teacher to every 10 children	20

### **Guiding Children’s Behavior**

Our behavior goal is to help each child learn a sense of belonging. This will help build a foundation of appropriate risk-taking, compliance and learning. We use teachable moments whenever possible to help children learn from their experiences. Teachers will facilitate problem solving skills and coping strategies that the child may be able to use in future situations.

We use many indirect guidance techniques:

We greet the children by name and with eye contact each day to help them transition and feel welcome.

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We let the children know what is coming next. “You have 5 more minutes before it is time to clean up.”

We offer a variety of choices. “You may paint at the easel, or read in the library.”

The routine is predictable. “We always wash our hands before lunch, and after we eat it will be rest time.”

We have expectations of the children. We ask the children to do something, and when the child does not follow through, we remind them and offer our assistance.

We are consistent. We follow the same routine everyday, this allows the children to become familiar with our routine allowing them to learn trust and feel safe in their environment.

We remain connected and committed to the children in a variety of ways.

We also use a variety of direct guidance techniques:

We talk with the children about what they can do, rather than only telling them what they can't.

We speak to individual children at their level, making eye contact, showing the child that we are trying to help them meet their individual needs.

We make sure that our expectations at all times are developmentally appropriate, and don't stop activities because we feel they are too noisy or too messy.

If a child is struggling, the teacher will take some time with that child to help them calm down, reconnect and then get reengaged in an activity.

By WAC (170-295-2040) AND program philosophy, the following forms of discipline are absolutely FORBIDDEN: hitting, spanking, scolding, shaming, isolating, labeling (i.e. bad, naughty, ect.) or any other negative reaction to a child's behavior. All forms of corporal punishment are not allowed by staff or parents while in the facility.

Sometimes negative behavior can be noticed but the teacher but not immediately addressed. This technique is effective for some disruptive behavior and helps to minimize the mimicking by other children. Often, the teacher will come back to that child to find out what

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was going on and how they can help.

If a child is being unsafe to themselves or other children and can not be calmed, supported or redirected, we may need to contact the parent. A child requiring one-on-one attention may have to leave the Center temporarily for their own or other's safety. Repeated uncontrollable behavior can lead to mandated compliance with third party services or one-on-one paperwork to ensure the child is receiving the support and/or services that they need to be successful.

Our staff sets up classroom learning environments by selecting appropriate materials for the children who attend our center. By planning these special learning activities, we are developing routines that are responsive, nurturing and safe. It is important to us that you and your child feel comfortable while they are in our care.

### **Expulsion Policy**

Children will be expelled from our program on the basis that tuition payments are overdue, he/she is harmful to other students or there is noncompliance in seeking additional assistance in the classroom to address behavioral, or developmental concerns. We reserve the right to mandate the parent provide those additional supports to continue care. It is important that each child receives an equal learning opportunity and we partner with parents to make sure this happens in our facility.

### **Review our Early Learning Programs**

For more information regarding additional center policies and procedures, as well as licensing documentation, please contact our Program Director for access to our Policy and Procedures and Licensing binders.

Health Policies

Staff Policies

Consistent Care Policies

Menus

Liability Insurance

Inspection reports and Notices of Enforcement actions, if applicable

Other relevant program policies

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I have read the parent handbook attached and understand the policies of GLOW Children Early Learning Center.

I have also seen and read the GLOW Children Early Learning Center Disaster Plan and know that I can see a copy of it anytime located at the front office.

Parent/Caregiver Acknowledgement of understanding and receipt:

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

**Tear this page out and return to GLOW Administration**

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