



Parent and Guardian Handbook

Updated Aug 2023

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

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Welcome to GLOW!

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 anxiety-producing 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, and cared for while you are away from them during the day.

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.

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
Executive Director

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Mission Statement & Core Values

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!



Tuition

Monthly Tuition: Private Pay Rates

Infants (birth to 1 year old)	\$1695
1-2 years old	\$1550
3-5 years old	\$1375
School Age (Summer rate)	\$1150
Annual Registration Fee * (waived for Lumen students)	\$50.00 <i>per child</i>

Sibling discount: 10% off the cost of the sibling's tuition

We have some extremely limited Part Time slots. Please contact us for rates. Part time spots are scheduled in advanced and predetermined days and times cannot be switched out.

Enrollment & Admission

Enrollment Goals

- To create a safe, secure Environment where the child can feel cared for throughout the day.
- To maintain a comfortable and safe 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

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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 or state-approved waiver. If you have Washington Connections childcare subsidies, then we must have received notification from DCYF that the child(ren) has been approved for enrollment prior to attending. All of the following must be in place before the child's first day of attendance:

Completed DCYF enrollment form

Completed GLOW enrollment form

Completed immunization record

Childcare payment agreement in place

Child and Adult Care Food Program form

Forms may be submitted in person at the center or via email at documents@glowchildren.org.

Days & Hours of Operation

GLOW Early Learning Center is open from 7:30 am - 5 pm, Monday through Friday. If you are a Lumen student, then your child's classroom time is available from 8:30 - 3:15 (this is based on Lumen school hours of 8:45 - 3:05) unless we have worked out prior arrangements. This is to ensure that we have enough staff to maintain safety and ratio requirements.

ECEAP programming is available Monday - Thursday 8:30 - 3:15 and runs on a school year calendar; see attached calendar for specific dates.

Early ECEAP programming is available Monday - Friday 7am - 5pm.

GLOW's school year programs run from late August through mid June. In the 23-24 school year, these dates are 8.31.2023 through 6.14.2024. GLOW is closed on the following holidays:

Labor Day	New Year's Day
Indigenous People's Day (Observed Oct 6)	MLK Jr Day
Veteran's Day	
Day before Thanksgiving	President's Day
Thanksgiving Day	Memorial Day
Day after Thanksgiving	Juneteenth
Christmas Day	Independence Day and day after

GLOW is also closed for Staff Training Days. In the 23-24 year, these days are:

August 24-25	August 28 - 30	Mar 15
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GLOW's summer program will run from late June through late August and will require separate registration, though children who are already enrolled will receive priority summer enrollment. The summer program will be closed on Juneteenth, Fourth of July and the day after, as well as a week in late August for staff training.

Religious & 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 at the discretion of the families of the classrooms but will not be used for collective celebration to reduce the risk of cultural appropriation.

Birthday Celebrations

GLOW believes that children remember experiences more than any treat or gifts so we choose to celebrate birthdays by creating fun moments in the classroom with books and activities. Parents are welcome to contact their child's teacher a week in advance of their child's birthday to discuss ideas and plan ideas that will work for the classroom.

Billing Procedures

Billing occurs at the beginning of each month with the balance due in ProCare. You can pay your balance via ProCare or with a check. Balances are due by the end of the second week of the month. There is no credit for missed days due to vacation or illness. If the center closes due to illness or a lack of staffing, we will work with you to find an equitable solution.

We calculate our prices based on an annual rate that is divided up over 12 months. We factor in days we are closed across the year so you can pay the same amount for short months as you do for longer months, which we assume is easier on your budget and which is easier for us to bill.

The law says that we cannot charge less the rates we receive for state subsidy programs. Many centers charge hundreds of dollars more a month for private pay families. At GLOW, we think childcare is already expensive enough and do our best to keep the rates as close to the state subsidy amounts as possible while also considering the costs to run and maintain the center.

Late and Additional Fees

Our center closes promptly at 5 pm. If your child(ren) is still at the center, you will be charged \$2.00 per minute per child. 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. Please do your best to get here a bit before closing time so our hard-working staff can get home to their families on time. If we cannot reach you, we will contact everyone on your child's emergency pick up list. If we cannot reach anyone on your list, we will have to contact Child Protective Services and/or the police department per WAC.



Late fees must be paid by the third business day following the date of the late pick up. Failure to pay the late fee by this deadline may result in a hold on your child's care.

If you have a balance that has not been paid in 30 days, we may place your child's care on hold until your balance is paid. If you have not paid that balance off in 60 days, then we have the option to terminate your child's care with us and to attempt to collect this debt using a collections agency. Late fees and a penalty fee will be added to the outstanding balance if a balance is sent to collections. We are also obligated to report this to the Department of Child, Youth and Families if you use state subsidy Working Connections. This may result in a hold on your ability to access childcare subsidies.

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 Procedures

We are mandated by the Department of Early Learning (DEL) to require parents to sign their child(ren) IN/OUT of the Center. To meet this requirement we have set up a computer at the front desk to use the ProCare system for parents to electronically sign their child(ren) in and out of care. This allows us to keep adequate records of the children's attendance while they are in care. Each person who is authorized for pick up and drop off is to have a code specific to them. The code acts as an electronic signature. We require that each person uses their own code. Primary caregivers on the account will have access to the Procure App which enables caregivers to electronically sign their child(ren) in and out electronically.

Not signing your child in and out of care causes our center financial hardship and puts us in violation of our license. If you do not sign your child in and out of care each time you bring your child into and out of the center, or if you routinely allow someone else to use your code, then we may have to address the issue in the form of fees, a hold on attendance, or unenrollment from our center entirely.

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 & 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

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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 & 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. If it is observed that you are under the influence or in possession of the above listed items and your child needs to be picked up, we will contact a listed emergency contact to pick up your child.

Access for Parents

We welcome parents into our classrooms 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 must follow the rules of the center when visiting such as no outside food or drinks, no swearing or yelling, no taking pictures/videos of the children in the classrooms, following all WAC requirements for feeding and diapering children, etc. If a parent is struggling to do this, we will ask them to leave until they can return and follow these rules.

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 a structured opportunity to discuss your child in the form of parent-teacher conferences 3 to 4 times per year. We are always available to discuss your child's development outside of this time during GLOW hours. Please feel free to stop by or call to schedule an appointment with your child's teacher or the director. You may also submit suggestions and ideas via the Procure chat app or email.

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.

Volunteers

GLOW welcomes volunteers. Volunteers support our staff by helping with daily routines and interactions with the children in the classroom. Volunteers are required to meet the minimum requirements for volunteering in a licensed childcare center outlined in the WAC.



Staff Professional Development & Requirements

We have chosen the staff at GLOW carefully and intentionally. Every person has a solid understanding of child development, early learning and a desire to support our mission. Each person exhibits our 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 classes, meetings and trainings on a consistent basis, 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.

Preservice Requirements

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 GLOW.

Meals & Snacks

GLOW Children Early Learning Center participates in the CACFP 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 at 8am, morning snack at 10am, Lunch at 12pm, and afternoon snack at 2pm. Due to strict guidelines, meals from home are not allowed unless there is a medical issue or religious belief that we cannot meet. If a medical concern is present, we require a doctor's note to accommodate requests to alter or provide meals. **GLOW is a nut-free facility and can only serve nut-free options, including non-dairy milks.**

Transportation & Field Trips

Transportation for field trips is primarily 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. GLOW staff also may also use public transportation for field trips. If applicable, costs for children and staff to use public transportation are covered by the center. At times GLOW staff will use multi-child strollers where one staff pushes a stroller containing up to four children. Primary guardians will need to sign a field trip form before their child is able to attend a field trip.

Pets

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

Emergency Evacuation Procedures

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In the event that we must evacuate our facility, we will walk the children down Riverside Street to the west and meet in the large open area between Post and Lincoln. Staff will assemble the children 2 by 2 to evacuate the building. One staff member will lead, and one will follow behind. Infants will be placed in evacuation cribs, young toddlers will be placed in our wagons, strollers and/or evacuation cribs to be safely removed from the building. We will wait until we receive confirmation 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 so we can be sure to reach you in an emergency.

Weather Policy

At GLOW, we will follow weather-based decisions on Lumen High School, which generally bases their decisions on Spokane Public Schools.

*For community family spots, if SPS closes for weather-related issues, then we will be closed to our community families as well. This allows us flexibility for (1) our Lumen students to still attend school should Lumen be able to stay open which allows the students access to food and other resources they often need and (2) flexibility to give staff the day off who live further out of town and who might not be able to safely come to work while still maintaining ratios

*For Lumen students, please wait to see if Lumen will be open on time, closed, or on a two-hour delay. If Lumen is opening on time, then GLOW will be open on time. If Lumen is closed, then GLOW will be completely closed. If Lumen is on a two-hour delay, then GLOW will also open on a delay to allow our staff to get to work safely.

Pest Control

We are required by law to take appropriate steps to safely prevent or control pests that pose a risk to the health and safety of adults and children in and around the licensed space. If pesticides are used we are required by law to give parents 48 hours notice if we use any pesticides by posting the date, time and type of application.

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 Fahrenheit for children over two months (or 100.4 degrees Fahrenheit for an infant younger than two months) by any method, AND who have one or more of the following:

Diarrhea, vomiting, sore throat, rash, ear ache, or showing signs of

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irritability

- Vomiting on 2 or more occasions within the previous 24 hours
- Diarrhea where stool frequency exceeds two stools above normal per 24 hour period for that child or whose stool contains more than a drop of blood or mucus
- A rash not associated with heat, diapering, or an allergic reaction
- Eye discharge or observed symptoms of potential pink eye. Children can be readmitted after:
 - 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 or wounds, discharging bodily fluids that cannot be adequately covered in a waterproof dressing, or mouth sores with drooling
- Lice, Ringworm, and Scabies. Children may be readmitted 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 their classroom. 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 Yersiniosis.

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

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sickness outbreaks in our center.

When your child attends the program, they should be in well enough health to participate in all activities, including outside play. We do not have the staff or facility support to maintain a 1:1 ratio for a child who cannot participate in an offsite activity due to illness. If your child is not well enough to go outside or participate in scheduled activities, please keep them home. We go outside on a daily basis unless the temperature is below 20 degrees fahrenheit, above 100 degrees fahrenheit. We will also keep children indoors if a weather advisory dictates that it is unsafe to go outside.

Medication Administration Policy

Medication will only be administered to a child with prior WRITTEN consent from 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 and 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 a health professional outlines specific parameters for administering the medication, such as "give one tablet every four hours".

All medications are stored in a locked box. Refrigerated medications will be stored in a locked box in the refrigerator outside of the classroom.

All medication is stored:

Inaccessible to children

Separated from staff medication

Protected from contaminants

Under proper temperature control

Records are kept of all medication given, and is maintained in the classroom with the name of the child, the name of the medication, the specific dose administered, and the time the medication was administered. Full signatures are used by GLOW staff when documenting the administration of medication. Unused and/or expired medication will be returned to child's primary guardian..

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Medical Emergencies

All Center staff members who are trained in infant/child/adult CPR/First Aid are required to exercise these skills in the event of an incident requiring CPR/first aid. In the event of a life-threatening emergency, serious illness or injury, staff will immediately call 911 to alert local medical emergency response professionals. A staff member will also immediately call the parents/guardians of the injured/ill child. Parents/guardians are required to keep emergency information updated to reduce delays when the need arises to provide emergency care for their child.

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 implemented on site includes the Creative Curriculum and Conscious Discipline.

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 translating service at all family events, as well as completing documentation for the center. Teachers will utilize language opportunities by implementing labels and lesson plans that represent the languages of all of the children in the classroom. GLOW currently has employees who are fluent in English and Spanish.

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Individual Child Records

All Enrollment paperwork, documents, and submitted forms are kept in individual files per child. We also 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.

Requirements for Keeping Child Records

Child records will be kept on file for 5 years after the child's last day of enrollment. Once the 5 years has expired, the files will be disposed of 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. In the case of co-parenting families, we will follow the guidelines set forth in the parenting plan.

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 ensures child information is locked and out of sight within the center.

Changing Classrooms

Children are separated into classroom areas by their chronological age with their developmental needs in mind. Transition plans are implemented when the child becomes of age and/or they are developmentally ready to move to a new classroom. 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/Guardian. 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 primary guardians with the application process for kindergarten as well as provide the Teacher Strategies Gold documentation that has been used to track the child's development. It is the primary guardian's responsibility to ensure that the child's kindergarten teacher receives the documentation. The children transitioning to kindergarten 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 allow for flexibility, active and quiet activities.

Children with Specific or Special Needs

Within the first few months of enrollment, GLOW staff will complete an Ages and Stages Questionnaire (ASQ), a valid and reliable screening of development, to gauge where the child is beginning their educational journey. A more comprehensive screening is available through our partnership with Joya Child and Family Development Center.

Children who have been identified by parents/guardians or staff as needing accommodation in the classroom will be provided with recommendations by GLOW based on the child's age, needs and family circumstances. Children above the age of 3 years with identified special needs will be recommended for an IEP evaluation by their local school district. GLOW has partnered with Joya Child and Development, which serves children birth - 3 years old. Joya's services can be provided on site at GLOW, though families are welcome to choose a different provider that may better serve their child's needs.

If a child has a food allergy or sensitivity, we will need to meet with you, the parent/guardian, your child's teacher, and a member of the GLOW admin team to create an individualized plan for care. This may require you to obtain documentation or various forms from your child's doctor. This is required for children who need to receive substitute menu items during meal and snack times and children who require alternative milk options or hypoallergenic formulas. Please have your child's documents sent to documents@glowchildren.org.

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.

Safe Sleep Requirements

In accordance with the WAC, children will be provided individual beds that are spaced 3 feet apart. Infants will receive cribs with a single fitted sheet and will be placed on their backs in the crib with no loose items in accordance with the current standard of American Academy of

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Pediatrics concerning safe sleep practices. This is to reduce the risk of SIDS/SUIDS. Children one year and older will be provided a cot or mat with a fitted sheet and a blanket that will never be placed over their heads.

What to bring to GLOW Early Learning Center

At GLOW we pride ourselves on our ability to meet families where they are at in order to support their child(ren). We provide all meals, diapers, wipes, most formulas, bedding, pacifiers, and activities. We do not require that families bring any additional supplies to the center, however, if you'd like you are welcome to bring the following items:

A change of clothing (including socks)

A printed family picture

GLOW provides sensitive and regular disposable diaper and wipe options but we do not exclusively carry specific brands. If your child requires a specific brand of diapers or wipes, please provide it and please ensure that it is labeled with your child's full name.

What not to bring

Please do not bring the following items to GLOW:

Outside and/or homemade food/drink

Toys from home (aside from a specific comfort item)

Infant Feeding

Upon enrollment of your infant, the staff will coordinate your infant's feeding schedule to his/her needs creating an individualized plan for your infant. We follow the CACFP infant feeding policies and, when developmentally appropriate, 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 uneven heating. **All infants must be able to accept a bottle prior to attending unless they are a breastfeeding parenting student at Lumen.**

Toilet & Diapering Policies

When your child is enrolled at GLOW we adhere to the following practices for toileting and diapering. For children who wear diapers, staff check and change a child's diaper every 2 hours. Staff are required to document when a child's diaper is changed. Diapers are only changed in designated diaper changing areas on designated diaper changing surfaces. All diaper changing areas are designed in a way to prevent the viewing of a partially or fully undressed child during

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diaper changes by members of the public who are not on the early learning premises. A child is never to be left unattended on a diaper changing table or surface. All diaper changing surfaces are required to be cleaned and disinfected after each use. If a child is developmentally ready, and an early GLOW staff may use a stand-up diapering procedure. This must be done in the bathroom or a diaper changing area.

The following procedure outlined for by the Centers for Disease Control and Prevention (CDC) is used when changing diapers:

- Wash hands
- Prepare/clean diaper changing station
- Gather materials i.e. gloves, diapers, diaper cream if necessary, etc.
- Retrieve child and place child on changing surface
- Put gloves on
- Remove diaper, clean area with wet wipe always wiping front to back
- Dispose of diaper, wipes, and gloves in covered container with a disposable plastic lining
- Apply fresh diaper and dress the child (apply cream if necessary)
- Wash child's hands with soap under running water
- Put the child down in a safe place
- Clean and disinfect the diapering surface, equipment and supplies
- Wash hands thoroughly with soap and water

In the event of a “blow out” (or other particularly messy situation) GLOW staff may contact a child's primary guardian for permission to bathe your child. If permission is not granted, GLOW staff will use wipes to clean your child to the best of their ability.

Cloth/Reusable Diapers

If a family elects to use cloth or reusable diapers for their child, the family must provide enough diapers each day for the child to use. If the child goes through the diapers in a day, GLOW staff will contact the primary guardian to inform them that there are no more cloth diapers available. They will then place the child in a disposable diaper. In accordance with WAC, GLOW staff will not rinse out cloth or reusable diapers. They will be placed in a securely sealed moisture impervious bag; be stored in a separate disposal container; and be given to the child's parent/guardian at the end of each day.

Toilet Training Policy

Toilet training is a patient affair. We wait for the child to show signs of readiness, and discuss what we are observing with the parent/guardian. 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. For children who demonstrate a need for privacy while toileting, we will do our best to provide a means of privacy that is developmentally appropriate for the child.



Staff to Child Ratios

<u>Staff-to-Child Ratios</u>	<u>Maximum Group size</u>	
Infants	1 teacher to every 4 children	8
Toddlers	1 teacher to every 7 children	14
Preschool	1 teacher to every 10 children	20
School Age	1 teacher to every 15 children	30

Infants are defined as children ages birth through eleven months. Toddlers are defined as children ages twelve through twenty-nine months. Preschoolers are defined as children thirty months through five years of age who are not attending kindergarten or elementary school. School Aged are defined as children five years through twelve years of age who are enrolled in or attending kindergarten or elementary school.

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.
- 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. 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.

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We also use a variety of direct guidance techniques:

- We provide positive instruction by communicating what the child can do, rather than telling them what they cannot do.
- We speak to individual children at their level, making eye contact, and 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 do not 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/guardians while in the facility.

If a child is being unsafe to themselves or other children and can not be calmed, supported or redirected, we may need to contact their parent/guardian. A child requiring one-on-one attention may need to leave the center temporarily for their own or other's safety. Repeated uncontrollable behavior may 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

It is extremely rare for a child to be expelled from our center. However, a child may be expelled from our program if they are harmful to other students or themselves, significantly repeatedly harmful to staff, or there is noncompliance in seeking additional assistance in the classroom to address behavioral, or developmental concerns. We reserve the right to mandate that the parent/guardian provide those additional supports to continue care. It is important that each child receives an equal learning opportunity and we partner with families to make sure this happens in our facility.

Additionally, per WAC 110-300-0485, we also reserve the right to terminate the care of a child based on issues with a parent/guardian who is behind on payments by more than 60 days, multiple late arrivals or late pick ups, inappropriate behavior by a parent/guardian, caregiver or family member including swearing in the center, being disrespectful to staff, making threats

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against staff or children, using loud or generally scary, rude or intimidating language in or around the staff or children.

Review our Early Learning Program

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. With advanced notice, guardians and caregivers have access to the following:

Health Policies

Staff Policies

Consistent Care Policies

Menus

Liability Insurance

Inspection reports and Notices of Enforcement actions, if applicable

Other relevant program policies

If you have any questions, please contact us via email, phone call, or text. Thank you.



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Acknowledgements

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

_____ I have 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.

_____ I have looked at the calendar and have seen the dates that GLOW is closed and have acknowledged the late pick up and fees policies.

_____ I understand the policies for a sick child and returning to care.

_____ I understand the weather policies.

_____ I understand that GLOW may terminate my child’s spot for disrespectful behavior, late pick ups, not paying my bill or other persistent issues that are unresolved.

Parent/Guardian Acknowledgement of understanding and receipt:

Signature

Date

Printed Full Name

In general, I plan on dropping my child off and picking my child up at the following times. I will contact the center if I need to drop off or pick up at different times so they can ensure proper ratios for safety and reassure my child (who is often aware of the time changes).

Mondays Drop Off Time: _____ Pick Up Time: _____

Tuesdays Drop Off Time: _____ Pick Up Time: _____

Wednesdays Drop Off Time: _____ Pick Up Time: _____

Thursdays Drop Off Time: _____ Pick Up Time: _____

Fridays Drop Off Time: _____ Pick Up Time: _____

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Lumen High School Students Only

Please read each item and initial that you are in agreement:

_____ I understand that by enrolling my child into GLOW Children Early Learning Center, I will offer support to the center by following all Washington Administrative Code (WAC) because these codes allow the center to remain open and in good standing.

_____ If I have concerns about certain WAC requirements (such as going on walks for fresh air, etc), I will speak to Katie, Whitney and/or the teacher so I may understand and so we can come to an agreement that is in compliance with the WAC.

_____ I will bring my child to GLOW at least 5 days each month to ensure that they can keep my child's spot and bill for it each month.

_____ I understand that my child can be in their classroom from 8:30 - 3:15 Monday - Friday. If I need my child to come in earlier or stay later, I need to get approval 24 hours beforehand so GLOW can make sure there are enough teachers to provide safe, ratioed, care.

_____ I will stay current with childcare subsidy enrollment so GLOW can bill for my child.

_____ When I am in GLOW, I will help the center feel safe for the children by being quiet, calm and respectful of staff, other parents and the children. I will not use swear words or speak about adult subjects. If I do not engage in the safe behaviors outlined above, then GLOW can place my child's spot on hold while we participate in Lumen's restorative process and may be reintegrated when we all feel that a healthy outcome is reached. This means that Lumen's restorative team, the parent(s) and the GLOW admin team all believe the issue has been successfully resolved.

_____ When I am in GLOW, I will only pick up my own child and I will not give my child to anyone other than GLOW staff. This helps GLOW not be held liable if a child is injured while being held/cared for by someone else.

_____ When I am in GLOW, I will not use my cell phone to make/receive calls or texts, be on social media, use my phone to let my child watch shows or for any other reason.

_____ I will not bring any vape pens, cigarettes, drugs or medications into GLOW which might accidentally get into the hands of the children.



_____ I know that I need to follow all Lumen and GLOW rules while I'm engaging with my child and my child's teacher in their classroom so I am a part of what makes my child comfortable in their class, with their friends and with their teachers.

_____ If I have any concerns about other people's children, I will only speak to the classroom teacher, Whitney or Katie about those concerns. I promise to hold our culture of belonging by not talking about other parents or their children to my friends or other people.

_____ I will show up on time and stay for all of parenting lab. I will actively care for my child during this time including feeding and diapering my child in the ways that maintain the WAC. I will stay off my cell phone and stay awake during this time.

_____ I will check my child in and out of care on time each time my child is in care.

_____ I will not eat or drink in the classrooms. I will leave anything at the front desk of GLOW. I will also not bring in food or drinks and let my child eat or drink those foods in the classrooms. This helps make sure no one who is allergic could accidentally ingest something dangerous.

Signature

Date

Printed Full Name