



## **Parent Handbook**

Trinity Learning Center's mission is to provide an exceptional, loving, academic, and Christian program of developmentally appropriate experiences while caring and professional staff work together with parents for the health and happiness of each child, in a safe, clean, and stimulating environment.

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[trinitylearningcenterboise.com](http://trinitylearningcenterboise.com)

# Welcome to Trinity Learning Center

We at Trinity Learning Center are happy to have you and your child as a part of our program. A child's early years are filled with unlimited energy, exuberance, and curiosity. This time of great intellectual, physical, social, emotional, and spiritual growth lays the foundation for the development of important values and attitudes. Trinity Learning Center provides a well-balanced program of play and learning that is carefully designed to teach children through stimulating activities and interesting materials. Activities are developmentally appropriate and structured to provide a sense of accomplishment and to encourage responsibility.

At Trinity Learning Center, spiritual growth also plays an important role in the child's total development. Christian principles are integrated into our daily activities. Through weekly Bible stories, the example of loving adults, and happy school experiences, your child will be exposed to the greatness of God and the Lord Jesus.

## Mission Statement and Philosophy

Trinity Learning Center's mission is to provide an exceptional, loving, academic and Christian program of developmentally appropriate experiences while caring and professional staff work together with parents for the health and happiness of each child in a safe, clean and stimulating environment.

Trinity Learning Center understands that children learn best by doing, experimenting, and working hands-on. We also understand that children need to work and advance at their own pace. We encourage the children to participate in all activities, but never force them. Children are given choices and allowed to choose the option they feel the most comfortable with. Trinity Learning Center also takes priority in building each child's self esteem through encouragement and making them feel good about themselves and who they are.

## UPDATES.....

Updates to this handbook are made throughout the year. When significant changes are made as determined by Trinity Learning Center, parents will be notified in a letter. You may request a new handbook at any time through the office. Updated handbooks are usually distributed in the spring of each year. A copy is available on our website:

[www.trinitylearningcenterboise.com](http://www.trinitylearningcenterboise.com)

## **General Policy Information**

*All of these policies have been carefully written to ensure that each child is safe, healthy and happy at Trinity Learning Center. Trinity Learning Center believes that a physically and emotionally safe environment facilitates a higher degree of learning and fun. If you should have any questions in regards to our policies, please contact the Director. Please note that Trinity Learning Center reserves the right to make decisions not covered in this handbook as deemed necessary for the safety and welfare of all children in the program.*

**Failure to follow these procedures may be grounds for dismissal from Trinity Learning Center.**

### **Days and Hours**

#### **Days and Times**

Trinity Learning Center is open year round, Monday through Friday, 7:00 AM to 6:30 PM.

#### **Holidays**

Trinity Learning Center will be closed in observation of the following national holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day (4th of July), Labor Day, Thanksgiving Day and the day after, Christmas Eve, and Christmas Day. Trinity Learning Center may be closed a maximum of two additional floating holidays per year. Parents will be provided the annual holiday calendar in January.

#### **Weather Related Closures (snow, ice, etc.)**

All-day closure: If Boise public schools are closed due to inclement weather, Trinity Learning Center is also closed. Please look for your child(ren)'s school or school district on the local news for closure announcements.

Refunds and/or credit will not be issued for days closed due to inclement weather or emergencies.

### **Staffing**

The Director is supported by additional staff based on the needs and size of the program. Staff are trained in CPR/first aid and are required to take additional ongoing trainings. In order to keep children safe and have fun, staff are trained and expected to carry out the policies and procedures of Trinity Learning Center. Trinity Learning Center understands the role every adult plays in the life of a child and expects all staff to serve as positive role models for the children and families.

Reference checks are done prior to hire, and all staff must obtain and keep current a Boise City child care license which includes a criminal record background check. Boise Child Care licenses are renewed annually.

## Child Abuse or Neglect Prevention

The safety and well being of every child in our program is always our first concern. As licensed child care providers, by law all Trinity Learning Center child care staff must report any suspicion or knowledge of child abuse or neglect to the state. It is always a difficult situation for staff and families, but we have to remember that our children and their safety must be our top priority and that we must follow the guidelines set by the state. When there is suspicion of abuse or when staff observes actions that are in their judgment abusive, Trinity Learning Center must and will report incidents to the State of Idaho authorities.

### Arrival and Departure

1. All children must be accompanied into the building and checked in by an adult.
2. Each child **must be clocked in and out** by a parent or authorized adult. Please stay with your child until they have been received by a Trinity Learning Center staff member in a classroom.
3. When children arrive at Trinity Learning Center directly from school, Trinity Learning Center staff will help your child clock in. Upon pick-up, an authorized parent/guardian must clock your child out of the program.
4. If your child is scheduled to be on the Trinity Learning Center van to or from school and will **NOT** be on the van on a given day, the FRONT DESK, 208-343-3486, **MUST** be notified. If you fail to notify the front desk regarding a change in your child's van schedule and we are expecting her/him, you will be contacted. After three (3) unreported drop-off or pick-ups, your child will no longer be able to access Trinity Learning Center's transportation.
5. Please be sure to provide accurate contact information, updating it on a regular basis, which allows staff to contact you quickly.
6. The pick-up system is designed to protect your child. It is the parent's responsibility to provide staff with a list of those authorized to pick up your child(ren).
7. Children will be released only to the persons authorized on the Information Form. A picture ID is required.
8. No child will be released to an unknown adult unless that individual shows proper identification and is listed on the Information Form.
9. In order to protect your child from any potential danger, it is the policy of Trinity Learning Center to take all reasonable steps to avoid releasing a child to a person under the influence of drugs or alcohol (this includes parents). Reasonable steps may include calling another parent, emergency contact, CPS, or 911 depending on the situation.

### Child Release Policy

Trinity Learning Center **cannot release** any child to an unauthorized person; therefore, we must emphasize the importance of keeping this information current and accurate for your child's records.

Children are released **only**:

1. To an authorized parent or guardian,
2. To a person authorized by written permission from the parents,
3. To an authorized person with a picture ID and/or other identification,
4. To an authorized sibling 18 years of age or older.

## **Child Custody Issues**

It is Trinity Learning Center's intent to meet the needs of children, especially when the parents may be experiencing difficult situations such as divorce, separation, or remarriage. However, Trinity Learning Center **cannot legally restrict** the non-custodial parent from visiting the child, reviewing the child's records, or picking the child up unless Trinity Learning Center has been furnished with current legal documents. Copies of these court documents will be kept in the child's file.

## **Injury**

In the event of an accidental injury to your child(ren) when participating in Trinity Learning Center activities, the staff will take whatever steps are necessary to obtain medical care. Minor injuries will be treated as needed, including washing and applying Band-Aids or ice packs. Parents will be notified upon pick-up and will be given an incident report.

Each family must have an updated Emergency Treatment Form on file in the Trinity Learning Center office. This form authorizes a health care provider to render emergency treatment to a child in the absence of a parent.

In the case of a life-threatening medical emergency, we will call 911, the child's parents, and the emergency contact in that order. An injury report form will be completed and kept on file in the child's file.

In the case of minor emergencies or injuries, staff will apply indicated first aid, fill out an accident report form, and notify parents as they pick up their child. If medical attention is warranted parents will be notified.

In all cases, if we are unable to notify parents/guardians we will notify the emergency contact listed on the enrollment form.

St. Luke's Hospital is closest in proximity and will be our first choice unless parents have indicated another preference. Parents are responsible for any emergency room charges or physician fees. Parent preferences will be accommodated whenever possible in emergencies.

If a child is injured and clothing is contaminated by a blood spill, he/she will need to be picked up from the program or brought a change of clothing in order to eliminate possible participant exposure to blood-borne pathogens.

## **Illness Policy**

**If your child is ill, DO NOT SEND them to child care! Please notify the front desk at 208-343-3486 if your child is ill and will not be attending child care.**

**Parents should keep a child home if any of the following conditions exist. Also, Trinity Learning Center will send home children that exemplify any of the following conditions:**

**1. Fever**

-If a child has a fever at present or within the last 24 hours they cannot be at Trinity Learning Center while taking Tylenol or another fever reducing medication in order to maintain a normal temperature.

The following guidelines are used for infants and toddlers:

-Auxiliary temperature (taken under the arm)

Children under 12 months: **100 degrees or above**

Children over 12 months: **100.5 or above**

-Fever strips on the forehead are not considered accurate.

-If other symptoms exist, a child may be sent home with a lower temperature than those stated above.

-If fever is suspected at the time of arrival, the parent will be asked to wait for a thermometer reading before leaving the child.

**2. Diarrhea**

-Diarrhea is three (3) or more watery stools in a 24-hour period.

**3. Vomiting**

-Vomiting on two or more occasions within the past 24-hour period.

**4. Difficult or Rapid Breathing**

**5. Severe Coughing**

**6. Green Discharge from Nose or Mouth**

**7. Skin Conditions**

-Skin conditions which have not been diagnosed as non-contagious by a physician, including but not limited to:

A. Yellow (jaundiced) eyes or skin

B. Contagious stages of chicken pox, measles, mumps or rubella

C. Untreated scabies or head lice

D. Untreated impetigo

**8. Red Swollen Eye(s)**

-Red swollen eyes with white or yellow discharge

-Child may not return until on antibiotics for at least 24 hours or until physician releases child to return to daycare.

**9. A child should also be kept home if ill enough for any reason to demand one-on-one care or too ill to go outside.**

If your child becomes ill at Trinity Learning Center, you will be contacted and asked to pick up your child immediately. Your child will be isolated, within sight and hearing distance of an adult, until the parent arrives. If the parent cannot be reached, the staff will phone the emergency contact person listed on the child's enrollment form. Trinity Learning Center is not licensed to provide care for sick children. Parents or emergency contacts are required to pick up a child within one (1) hour of being contacted.

We understand how difficult it can be to have a sick child to care for when you are needed at home or work. However, it is our responsibility to look out for the welfare of all children enrolled at Trinity Learning Center. If you think your child is sick in the morning please keep him/her at home.

**If your child is sent home ill, he/she may not return for 24 hours or until symptom free. A written release from a health care provider may be required before your child can attend the program if symptoms/signs of an illness are still present.**

## Medications

Our Medication Authorization Form must be completed and signed by the parent or guardian in order for medication to be administered. Please be specific and complete when filling out the form.

A doctor's written permission is not required for the following non-prescription drugs (however, written parental permission is required):

- Antihistamines
- Non-aspirin pain relievers and fever reducers
- Cough medicine
- Decongestants
- Anti-itching creams
- Diaper ointments
- Sunscreen.

If an over-the-counter medicine is not on the above list or does not give a dose and duration per your child's weight, we need an Authorization for Over the Counter Medications Form as well as the parent's written permission before we will give it to a child. The instructions must include dosage and duration. We will not be able to give medications at parent's discretion.

All medicines must be in their original containers, labeled with your child's full name, and include an expiration date before we can give them to your child. We also cannot give a medicine prescribed for someone else (even a sibling) to your child. Unused medication will be returned to parents or properly disposed of.

In situations where administration of medication requires specific training, please contact the director to determine if a specific plan can be developed that will ensure the safety of your child.

**If your child is treated by antibiotics, they must be treated for a full 24 hours before returning to child care to prevent exposing other children.**

## **Communicable Disease**

If a child has been sent home with a communicable disease, the child will not be readmitted until it is determined that the child is no longer contagious. A doctor's release form may be requested before the child can be readmitted.

When a child is known to have a communicable disease, parents of the children who have been in contact with the ill child will be notified according to recommendations and/or regulations set by the Central District Health Department. In the case of food poisoning the Health Department will be contacted.

## **Discipline Policy**

Discipline is an important aspect of each child's life. The purpose of discipline is to help children learn basic human values, problem solving skills, and to take responsibility for their own choices.

We define discipline as guiding children's behavior. We guide children's behavior by using direct and indirect guidance techniques, setting clear limits, explaining acceptable and unacceptable behavior and setting consequences for unacceptable behavior. We also try to anticipate problems and prevent them from occurring by rearranging an environment, moving a child to another area or interesting a child in something else. When disciplining we also keep in mind the child's developmental stage.

In the event that a chronic behavior problem develops and a child does not respond to the techniques above, the following may be implemented depending on the situation:

- Incidents will be documented and communicated to the parent on a regular basis.
- Parent conferences with Director and staff may occur.
- Implementation of specific behavior plans or incentives for your child may be introduced.
- Suspension from the program may occur.
- Removal from Trinity Learning Center may be required.

Staff will work with parents to determine the outcome that is best for the child involved and the program.

Trinity Learning Center does not make it a practice to suspend or remove children from our program. However, Trinity Learning Center reserves the right to do so if the behavior is not conducive to the safety and well-being of other children in the program or your child's own personal safety.

At Trinity Learning Center there is no time that swearing, abusive language, or physical violence be allowed by children, staff, volunteers or parents.



## **Biting Policy**

Biting is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between 13 and 24 months of age. The safety of the children at Trinity Learning Center is our primary concern. Trinity Learning Center's biting policy addresses the actions the staff will take if a biting incident occurs.

Toddlers bite other toddlers for many different reasons. A child might be teething or overly tired and frustrated. He or she might be experimenting or trying to get the attention of the teacher or his peers. Toddlers have poor verbal skills and can be impulsive and lack self-control. Sometimes biting occurs for no apparent reason. The staff will encourage the children to "use their words" if they become angry or frustrated. The staff will maintain a close and constant supervision of the biting child.

The following steps will be taken if a biting incident occurs:

- The biting will be interrupted with a firm "No... we don't bite our friends!"
- Staff will remain calm and will not overreact.
- The bitten child will be comforted.
- Staff will remove the biter from the situation.
- An incident report will be completed (confidentiality of all children will be maintained).
- Staff will discuss the incident with the parent of the biter and work with them to change the behavior and monitor the child closely, making sure he/she is busy with activities.

If your child is a consistent biter, after a repeated biting incident in one day, we will ask you to pick up your child for the remainder of the day. This will allow time for you to work with him/her on a one-to-one basis.

If there is a subsequent biting incident, your child will be removed from the center for a period of one (1) week.

If the biting continues after all the measures above have been exhausted, we will ask you to make other childcare arrangements for your child.

## **Toilet Training Policy**

Toilet training takes teamwork between the parent, child and the child's teacher. Success depends on patient, understanding adults and a child who is physically, intellectually, and emotionally ready. Between the ages of 18 and 30 months a child begins to show the following readiness signs:

- Can understand and follow simple directions.
- Can dress and undress him or herself.
- Can run and climb easily.
- Has a dry diaper for at least two (2) hours during the day.
- Has dry diaper after naps.
- Expresses an interest in using the toilet.
- Expresses an interest in his/her bowel movement.
- May initiate toilet behavior.
- Dislikes staying in a wet or soiled diaper.
- Tells you he is urinating or having a bowel movement.

When you feel that your child is showing signs and is ready for toilet training, we ask that you begin the teaching at home during a weekend or vacation. Please note: We will only begin to assist your child in toilet training if you have successfully begun training at home for a week prior.

Please bring your child in pull-ups (no panties or underwear until asked by your child's teacher). Please dress your child in "user friendly" clothing as much as possible. The best items are shorts and pants with elastic waists. Please do not dress your child in the following items:

- Tight clothing
- Onesie's
- Overalls or bib type clothing
- Belts
- One piece outfits.

The clothes listed above can make it difficult for your child to reach the potty in time. Your child also needs to be able to pull his/her own pants up and down. These items will hinder your child's ability to do so.

Toilet training is but one step a child takes toward acquiring important life skills. This accomplishment will give him/her confidence that he/she can achieve success in other aspects of his/her development.

### **“Shoe-Free” Environment for the Infant Room**

With infants commonly on the floor, Trinity Learning Center must provide a clean, safe, and healthy environment in the Infant Room. We practice a "shoe-free" policy in this room. We ask adults entering the infant room to please slip a pair of shoe covers over their shoes.

We take action to prevent outside contaminants from being brought into the room and spread into the carpet. The infants spend much of their time exploring on the floor, so it is best that those areas be kept as clean as possible.

## **Toys from Home**

We have plenty of activities for your child. Trinity Learning Center asks that children leave their toys and other personal objects at home. Oftentimes, items brought may become damaged, broken, or cause a disruption in the classroom. Toy guns or weapons of any type are not allowed at Trinity Learning Center. If a personal item is brought to Trinity Learning Center and is lost or broken, Trinity Learning Center is not responsible for replacing the item.

## **Babysitting**

Should you choose to engage a Trinity Learning Center childcare staff member to baby-sit for your family, Trinity Learning Center is not liable or responsible for anything that may happen outside of our hours of operation and property. Please be sure to sign the babysitting release form which is available at the front desk.

## **Non-Discrimination Policy**

Trinity Learning Center does not discriminate against any child on the basis of race, religion, color, national origin, sex, or marital status of the parent.

Our goal is to meet the individual needs of each child within the structure of our program while maintaining a safe and healthy environment for all children and staff. Trinity Learning Center complies with the Americans with Disabilities Act and applicable federal, state and local law in providing services to children with special needs or disabilities. Each child brings his or her own uniqueness to the program. We will consider the application of any child.

It is sometimes necessary to redirect children with special needs, especially if we do not have facilities or staff to help that child. Children who pose an actual direct risk or harm to others or who cannot be accommodated safely will not be admitted/continued in the program.

Children with special needs will be considered for admission to Trinity Learning Center on a case by case basis.

## **Transportation**

Trinity Learning Center policy requires its drivers to maintain a current state license, meet Trinity Learning Center's insurability standards, and participate in a vehicle orientation prior to operation of any vehicle.

Please be sure to sign and return the Transportation Consent form included in the registration package.

## Nutrition

Appropriate snacks and meals are provided at Trinity Learning Center following USDA guidelines. As a participant in the USDA program, each snack or meal will have the required nutritional components as well as the serving size per their guidelines.

**Food allergies and food preferences: Please list any food (other) allergies on your child's health form.**

Should your child have a food allergy or special dietary need Trinity Learning Center can provide a substitute snack or meal from our current food inventory, or you may send a snack/meal with your child that meets their particular needs. We encourage families (and reserve the right to request from families) to provide their own snack/meal, as you will have a better understanding of what is contained in each product and what your child may or may not eat.

Trinity Learning Center is a "Nut Free" school. Please do not send items with your child which contain any type of (i.e. peanuts, tree nuts, etc.)

## Parent Communications

Communication among parents, staff, and children is vital to a quality program.

Parents are encouraged to talk with their child's teacher on a regular basis. Each classroom has its own process for communicating with parents and distributing information. Examples of communication include:

- Parent newsletter
- E-mail lists
- Daily activity charts
- Website
- Parent conferences

Each year Trinity Learning Center will distribute a parent evaluation. We ask you to take the time to complete this evaluation. It is your input that helps us to create a program that better meets your needs. But please, if you should have any concerns or questions, don't hesitate to contact the Director at any time during the year.

## Family Focus

No matter how many hours children spend in childcare, family is still the most important structure in their lives. Trinity Learning Center is more effective at building happy, healthy children when we work with the whole family, rather than by addressing your child's developmental needs alone. With this in mind, Trinity Learning Center offers the following activities to support the family: parent workshops, family events, and assistance in connecting families with services in the community.

## What to Bring

### Clothing/Seasonal items

Active and sometimes messy play is going to be a part of your child's day. It is recommended that children wear comfortable, washable play clothes that are easy to move around in and okay if something spills on it! Children must be dressed in clothing and not just wearing a diaper or onesie. Parents are asked to bring a complete change of labeled clothing, including socks, onesies, shirts, pants, shorts, etc. to be left at school. *If clothing items are not labeled, it makes it extremely difficult to remember which items of clothing go to which children.* It is also a good idea to keep a light sweater or sweatshirt in your child's cubby. For older infants who are walking, it is helpful if parents keep a pair of shoes at school for your child to wear.

In the warmer months children should also bring a hat and sunscreen. Sunscreen will not be applied before reaching 6 months of age. A doctor's note **must** be provided to the center stating your child can have sunscreen.

In the colder, winter months children must be properly dressed to go outside. *Every child goes outside.* Older infants must have warm and protective clothing and toddlers need to have clothing appropriate for playing on the playground (boots, snowpants, hat, scarf, and waterproof mittens).

### What to bring for infants, toddlers and 2's

Parents are asked to bring diapers, (pull-ups for 2's), wipes, diaper cream, Tylenol and/or pain reliever, teething tablets, formula or breast milk (if not using the formula provided by Trinity Learning Center) and jar food. Your child's teacher will notify you of the status of your child's diapers and wipes. In the event your child runs out of diapers or wipes a fee of \$1.50 per diaper and \$1.00 per small package of wipes will be charged to your account.

If your child uses a pacifier, parents are asked to provide a labeled one. Infants who use pacifiers will have them on an as-needed basis throughout their day. Older children who use them will have a pacifier **only** at nap time. Older children will not be allowed to walk around the classroom with a pacifier during the day for the following reasons: It is not healthy for a child to pick up a pacifier off the floor once dropped and put back into their mouth; another child may put someone else's pacifier in their mouth; it is difficult to understand a child who is trying to talk with one in his/her mouth; and the muscles in their mouth and tongue need to learn to work when talking without a pacifier in it.

## Questions and Concerns

Trinity Learning Center encourages frequent communication among parents, staff, and children to assure everyone's needs are met. Trinity Learning Center has an open door policy allowing parents and guardians to visit at any time. It is through your input that we are better able to meet the needs of the community and enhance the quality of our program. Should you ever have a problem, concern, or question about the program, staff, or Trinity Learning Center practices, we encourage you to talk directly to your child's teacher, especially if your concern is about the activities in classroom. Should the staff not be able to meet your needs or you need further assistance, please contact the Director.

## **Enrollment and Registration**

**The forms listed below must be completed in full prior to your child(ren)'s attendance.**

Updating all information on the form is the responsibility of the parent. Please notify Trinity Learning Center of changes to your child's status after registration.

### **Enrollment Forms**

- Enrollment Agreement
- Informed Consent
- Information Sheet
- Health Information
- General Information
- Payment Policy and Agreement
- USDA Form
- Immunization Records
- Parent Handbook Acknowledgement
- Medication Release Form

A non-refundable registration fee of \$80.00 per child is payable upon registration.

**The following terms and conditions apply for all childcare accounts:**

- Tuition is charged monthly and is payable via automatic withdrawal on the first business day of the month.
- Any payments received after the 10th will be subject to a late charge of \$20.00 unless prior arrangements are made.
- Additional drop in days for children with part-time schedules will be charged in advance.
- If changes are not made at least 24 hours prior to the date of usage, fees are non-refundable.
- Services may be discontinued on the 20th unless balance is paid in full.
- Checks returned NSF will be charged a \$20.00 fee.
- A late charge of \$3.00 per minute will be assessed to those families picking up children after 6:30 PM. The fee will be added to the monthly bill.
- Anyone using ICCP services is required to keep their co-pays and balances current or services will be discontinued.
- Monthly tuition remains the same each month regardless of illness, absence, school closure and /or legal holidays. If a holiday falls on the weekend, it will be observed on the closest weekday. If the holiday is on Saturday, Trinity Learning Center will be closed Friday, if on Sunday, closed Monday.

Trinity Learning Center will be closed the following days:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day and the day after
- Christmas Eve and Christmas Day
- Trinity Learning Center may be closed for two additional floating holidays per calendar year.

A sibling discount will be given to families with two or more children enrolled on a full-time basis. A 10% discount of your youngest child's tuition will be deducted from your monthly tuition fee.

Please contact the office with your vacation dates at least two weeks in advance for scheduling purposes. No credit will be given for vacation days.