

TLC 2023-2024 PARENT HANDBOOK – INTRODUCTION

Welcome to Trumbull Loves Children, Inc (TLC). TLC is a not for profit organization governed by a volunteer Board of Directors comprised of past and present TLC parents, as well as members of the Trumbull community. TLC has been in operation since 1983 and has become one of Connecticut's largest before and after school programs. We are proud to offer Trumbull working parents a safe and affordable childcare solution for their school-aged children.

TLC works in cooperation with the Board of Education and administration at each school. We are licensed by the Connecticut Department of Public Health, Office of Early Childhood (OEC) and endorsed by the Town of Trumbull.

We currently run centers at each of the six elementary schools. During the summer months, we operate our summer program; TLC Camp (Kindergarten through 5th grades).

We have our own TLC rooms at each of the elementary schools. Dedicated space is more conducive to providing the nurturing and safe learning environment we offer to our children. TLC continues to make annual payments to the Town of Trumbull to repay a 30-year bond initiated to build the dedicated rooms.

The philosophy of TLC is to provide a warm and caring environment that will meet the physical, social and emotional needs of children who are out of the home for a large part of the day. TLC's policies, procedures and activities are designed to meet and enhance the individual needs of the diverse population we serve, which includes children with cultural, language and developmental differences. Every effort will be made to accommodate the special needs of your child. We endeavor to make each child and parent an important part of the TLC family. With this in mind, we have put together the *Parent Handbook* that we hope will help explain our philosophy, our procedures and our expectations.

If, at any time, you have questions or concerns about the program or your child's involvement, please do not hesitate to speak to the Site Director at your child's center, or you may contact the Executive Director at the TLC office at (203) 452-9626.

By registering your child in the TLC programs, it is understood that you agree to the following:

- ◆ Per licensing, it is mandatory that all TLC students have medical insurance, or a signed waiver is required.
- ◆ ALL Children are accepted on a trial basis.
- ◆ **Should either a child or parent prove to be unable to function cooperatively within the program structure, TLC reserves the right to remove that child and/or family from the program. This includes, but is not limited to, chronic late payment, chronic late pick-up and disrespectful or inappropriate behavior, by parent or child.**
- ◆ Enrollment is given to the children of working parents or full time students, and TLC reserves the right to verify employment or enrollment.

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- ◆ A child's teacher, principal or any administrative or supervisory person within the Trumbull Board of Education may be consulted about the child's ability to function within the program.
- ◆ Photographs may be taken of your child, which may be used in center bulletin displays, the TLC newsletter (E-News), local newspaper articles, Facebook and Instagram or our TLC website. If you do not want photographs taken, please notify TLC in writing.

Please **see the Site Director at your child's TLC center for the "Acknowledgement of Receipt"** form. This will confirm your receipt and agreement to abide by the rules and regulations of the TLC program.

TLC ADMINISTRATION

TLC Office

The administrative offices of TLC are located at 720 Daniels Farm Rd., in Trumbull. Office hours are from 9 a.m. - 5 p.m. The Administrative staff may be reached by telephone at (203) 452-9626, or by email at registration@tlctrumbull.com. You may also find us at our website www.tlctrumbull.com. Program and administrative staff frequently visit the centers, so please feel free to leave a message on the answering machine, and your call will be returned as soon as possible.

TLC Administrative Staff	
Executive Director	Chauna Gordon
Registration	Sara Pelletier
Finance	Kirsten Bazuro/Dave Kordish

GENERAL INFORMATION

The Parent Handbook

The purpose of the Parent Handbook is to provide our families with a comprehensive reference to TLC's guidelines, policies and procedures. Unless noted, all policies and procedures apply to TLC centers. Please keep this handbook as a reference throughout the school year and summer camp programs.

Admission into TLC Programs

It is TLC's intention to enroll as many children in the program as possible. TLC reserves the right to verify employment or college attendance to determine enrollment in a TLC program. Our School Age program accepts children from Kindergarten to 5th Grade. A child who is not yet 5 may attend TLC's School Age programs if they are currently enrolled in kindergarten and will turn 5 in September, October, November, or December of the same year.

Registration

A separate Registration is required for each child and each school year and summer camp program. Enrollment is performed on a "first come, first served" basis. Parents must be aware that enrollment in the current year does not guarantee automatic enrollment for the following and subsequent years. Application for Registration for the TLC School Year Programs and for the TLC Camps begins in January. Please visit the Parent Portal link located on the TLC website, www.tlctrumbull.com, to begin the registration process for your child(ren).

TLC will notify parents via email of their child's enrollment status in a TLC program. TLC recommends a non-business email address to prevent emails from being blocked or sent to spam/trash. Every effort is made to enroll as many children as possible at each center, but availability of shared space determines the number of children that can be accommodated. Please note that registration fees are non-refundable, unless we are unable to provide service.

All children upon registration of any TLC program must have a current State of Connecticut Health Assessment and a copy of their health insurance card or insurance waiver on file before being enrolled. The State of Connecticut Health Assessments are only valid for one calendar year for children 5 years and younger. For children over 5 years old the State of Connecticut Health Assessment form is valid for 36 months per the State of Connecticut. However, TLC will only accept Health Assessments that were completed in the past 18 months at the time of registration

for children older than 5 years old and within 12 months of registration for children who are under 5 years old.

Program Orientation

Depending on the Trumbull Board of Education first day of school, an orientation may be scheduled. At that time, parents and children may visit the TLC center and meet the staff.

School Security

In light of our changing times, school security has become essential to the safety of children. All outside access doors to TLC rooms will remain locked. TLC staff will comply with the new security Trumbull School policies to ensure the safety of our children. In addition, any person picking up a TLC child will be required to provide photo ID and be 18 years of age or older.

TLC Centers

TLC Centers are resident in each of the six elementary schools. TLC Centers, telephone, and addresses are as follows:

Center	Address	Phone	Site Director	License #
TLC Booth Hill	545 Booth Hill Road	(203) 666-9253	Brian Leonard	12064
TLC Daniels Farm	710 Daniels Farm Road	(203) 666-9272	Stephanie Morais	14059
TLC Frenchtown	30 Frenchtown Road	(203) 666-9545	Brian Delfino	15996
TLC Jane Ryan	210 Park Lane	(203) 666-9556	Theresa Levesque	14186
TLC Middlebrook	220 Middlebrooks Avenue	(203) 666-9722	Olga Monteiro	15336
TLC Tashua	401 Stonehouse Road	(203) 666-9749	Alexis Green	14448

TLC Licensing

The State of Connecticut Office of Early Childhood (OEC) licenses each TLC Center. Therefore, we must adhere to the strict guidelines of OEC for environmental and safety procedures. Many of the policies and procedures put forward in this manual are the result of compliance with these regulations. Each center must renew its license every four years and must meet or exceed the standards put forward by the Department of Public Health, OEC. Please be aware that policies and procedures mandated by the Department of Public Health, OEC, may be different or exceed those mandated by the State Department of Education.

The Office of Early Childhood, OEC, decides how many children can be at one center at any one time. All rooms used by TLC must be approved by the State and meet all licensing requirements. There are a maximum number of children allowed in the TLC rooms at any time; should we go over this number, we jeopardize the license of that center. All centers will operate under the OEC group size and ratio guidelines. TLC will keep enrollment under the maximum capacity assigned by OEC. In addition, all staff to child ratios will be at minimum 1:10 with at least two staff who are 18 years of age or older OEC guidelines.

Educational Program Plan

Children at TLC will follow a flexible daily schedule that meets the individual needs of the diverse population of children and family served by our program, including those with cultural, language, and developmental differences.

TLC Curriculum

All centers include all components below in their center's curriculum:

- Flexible schedule.
- Meet and enhance the individual needs of the diverse population of children served.
- Cultural, language and development differences must be addressed
- Indoor and outdoor physical activities that provide opportunities for fine and gross motor development.
- Problem-solving experiences that facilitate concept formation, language development, and sensory discrimination.
- Creative experiences which allow children the opportunity to develop and express their own ideas and feelings in all parts of the program, including but not limited to:
 - Arts and Media
 - Dramatic Play
 - Music
 - Language
 - Motor Activity
- Language learning experiences that provide opportunities for spontaneous conversation, as well as experiences with books, poems, stories and songs.
- Experiences that promote self-reliance and build self-esteem including but not necessarily limited to self-care of body and clothing, care of possessions, shared group responsibility for equipment and materials.
- Health education experiences that include modeling good health practices, sound nutrition and staff-initiated activities.
- Child-initiated and staff-initiated activities.
- Exploration and discovery.
- Varied choices for children in materials and equipment.
- Individual and small group activities.
- Active and quiet play.
- Rest and quiet activities.
- Nutritious snacks and meals.
- Toileting and clean up.

School Year Center Hours

TLC Centers follow the school calendar and are open Monday-Friday. For the elementary schools, the centers open at 7:00 am – 8:20 am and operate 3:20 pm to 6:00 pm.. Please do not drop off your child before his or her scheduled time. The time of opening and closing may vary depending upon situations beyond our control, such as snow. The Superintendent of Schools determines whether or not school opens and thus the TLC center. **Please review “Delayed Opening” and “Early Dismissal ” policies in this manual.** TLC follows the town of Trumbull's school schedule for holidays and vacations.

Late Pick-up

Your child must be picked up from the center by 6:00 pm. In the event that you are unable to pick up your child, you must make alternate arrangements. Should you fail to pick your child up by his or her scheduled time at 6:00 pm a penalty will be applied. A late pick-up penalty of \$15 for every fifteen minutes or part thereof will be assessed for the first instances; \$20 for the second occurrence and each incident thereafter will incur a \$30 penalty for every 15 minutes or part thereof. **If late pick-up occurs more than 3 times in one month**, we reserve the right to remove your child from the program. Two staff members who are at least 18 years of age will remain at the program with the child at all times.

Left Child Policy

In the event that a child (ren) has not been picked up by the end of the regular TLC hours, two staff persons who are at least 18 years of age must stay at the center past closing, one of whom is either the Site Director or the Assistant Teacher. Every attempt will be made to contact the parent(s) of the child after 15 minutes of closing time. The staff will contact all parental phone numbers including cell phone, work phone, and home phone. If unsuccessful, the emergency contacts will then be contacted. The Executive Director and /or Board President are notified to assume the responsibility of the child (ren). If neither parent nor emergency contact person can be reached within a two-hour period after closing, it is the responsibility of the Director and/or Board President to contact the police who will be called to the center to assume supervision of the child (ren). The Trumbull Police non-emergency line is (203) 261-3665. The children will be under the direct supervision of at least two staff at all times.

Daily Schedule

<i>Time</i>	<i>Daily Before and After School Activities - TLC Centers</i>
7:00 - 8:30	Board games, homework, quiet/free play
3:20 - 3:45	Arrival, bathroom, snack and drinks
3:45 - 5:00	Homework, organized games, crafts, outdoor play, program enrichments
5:00 - 6:00	Free play indoors and outdoors

* Programmed activities include arts, crafts, games, story time, music and educational activities.

Drop-Ins

Drop-Ins are permitted only on regular school days. Please note that Drop-Ins are only allowed for grades K-5. All requests must be made via the TLC Parent Portal or by sending an email to registration@tlctrumbull.com. Please also note that only the TLC Office can approve a drop-in request. Drop-in fees are as follows, Before School only is \$30 a day; After School is \$40 a day. **Drop-ins are not allowed on scheduled planned/unplanned early dismissal or delayed openings.**

Planned Early Dismissal**

When school is scheduled to be open for only a half a day, TLC will be open from the time of dismissal instead of the normal 3:20 to 6:00. Children will go to TLC as soon as school is dismissed. Unless notified, you will need to send a bag lunch with your child on half days. **There is no additional fee for planned early dismissal days. Drop-ins are not allowed on planned early dismissal days.**

The tentative schedule for early dismissal is as follows:

<i>Day and Date *</i>	<i>Reason</i>
Tuesday, October 24 th	Afternoon Teacher/Parent Conference PK-5
Thursday, October 26 th	Afternoon Teacher/Parent Conference PK-8
Thursday, November 2 nd	Evening Teacher/Parent Conference PK-5
Wednesday, November 22 nd	Early Dismissal, K-12, Thanksgiving Holiday (TLC to close at 4:00)
Friday, December 22 nd	Early Dismissal, K-12, Holiday Recess (TLC to close at 4:00)
Thursday, March 14 th	Afternoon Teacher/Parent Conference PK-5

*Please note that these dates are subject to change.

Weather Emergency –

Website: www.tlctrumbull.com

Radio - WICC (AM 60), STAR (FM 99.9) or WEBE (FM 108)

Television - WTNH/WCTX 59 Channel 8, WFSB Hartford Channel 3 or WVIT/NBC 30 Channel 30.

E-Mail Notification – Register for this service by logging onto www.ctweather.com

Snow Days

When the Superintendent of Schools closes school for snow or for any reason, TLC will also be closed. TLC follows the Trumbull Public Schools decisions on snow days and other hazardous weather emergencies. Please choose one of the above public services to obtain information on TLC and school closings. The safety of our children and staff is our paramount concern. TLC may not open on Sign-Up Days in the event of bad weather; again please listen to WICC radio or WTIC Channel 30 TV for closing information. Generally, if local schools, such as Shelton or Monroe, are closed, Trumbull may also be closed.

Delayed Opening

When school opening is delayed, TLC centers will also be delayed. Please choose one of the above public services to obtain information regarding delayed openings. If school is delayed 90 minutes, TLC will open 90 minutes later, 8:30 am instead of 7:00 am. (Only children who are normally BEFORE SCHOOL enrollees can be dropped off at TLC at 8:30 am. All other children must wait until school opens at 10:05 am before being dropped off.) The school will be locked until this time, and no access is possible to the TLC room. Children must never be left in the TLC room without a TLC staff member present. **Drop-ins are not allowed on delayed openings. (Please note that due to staffing availability for the Before school program on delayed openings, it may be possible where we are unable to open the center. You will receive notification if this should occur.)**

Unplanned Early Dismissal

If the Superintendent decides to close school early due to causes such as inclement weather conditions, TLC Centers and the Preschool will also close. An Unplanned Early Dismissal is a non-scheduled event and should not be confused with a Planned Early Dismissal. When school dismisses early, children who regularly attend TLC Centers will be directed to go to TLC Centers as usual, but need to be picked up within **two hours of school closing**. Parents who may not work locally and/or believe they will have difficulty picking up their child within this two-hour period should identify a designated local person to pick up their child. This person needs to be listed in our TLC files as the authorized designee. In some instances, the school administration may not close school early, but worsening weather conditions may force the TLC administration to close TLC Centers before the regular 6:00 pm time. Sometimes the weather where you work may not seem to warrant TLC closing early, but please understand that we do not make this decision lightly. Our primary concern is for the safety of our children, staff and parents. All children must be picked up no later than two hours after TLC's decision to close. Ratios will be maintained at all times, and two staff will remain until all children are picked up. **Drop-ins are not allowed on unplanned early dismissal days.**

In all circumstances, a parent or designated alternate will be responsible for being aware of school and/or TLC time changes and are expected to pick up your child in the appropriate period. If a parent is unable to pick up their child themselves, please make arrangements to have an alternate contact do so. Ratios will be maintained at all times and two staff ages 18 years or older will remain on premises with the children until all are picked up.

2023-2024 TLC Closed Days

Labor Day – Monday, September 4, 2023
Columbus Day – Monday, October 9, 2023
Thanksgiving Holiday – Thursday, November 23, 2023 and Friday, November 24, 2023
Christmas Holiday – Monday, December 25, 2023 – Friday, December 29, 2023
New Year Holiday – Monday, January 1, 2024
Martin Luther King Day – Monday, January 15, 2024
Presidents Day – Monday, February 19, 2024
Good Friday- Friday, March 29, 2024
Memorial Day – Monday, May 27, 2024
Fourth of July – Thursday, July 4, 2024
Day After 4th of July – Friday, July 5, 2024

TLC will close at 4 pm on Wednesday, November 22, 2023 and on Friday, December 22, 2023.

Sign-Up Days

TLC follows the school calendar with a few exceptions. Given the current time TLC may be open on the single school holidays during which the children have no school but most parents work. These days change from year to year. Please speak with the Site Director at your child's center for any questions you may have.

Approximately four weeks prior to each single holiday or recess week, a sign-up email is sent to each family. If you want your child to spend the day at TLC on a school holiday, you must register via the TLC Parent Portal. The sign-up period ends two weeks prior to the Sign-Up Day and the online form is no longer available. .

Sign-Up Day Fees*

The fee for a Sign-Up Day is \$40 per day for each child if your child is registered full time, \$50 per day if your child is registered part time and \$75 per day if your child is registered as drop ins only. This fee must be paid in addition to your regular monthly program fee. Should you withdraw your child from the Sign-Up Day after the closing date, you will be responsible for all charges. Please review our policy on Sign-Up Days in this handbook. The school calendar can be found at the end of this handbook.

Based on staffing and availability TLC may also open during Spring Recess The same sign-up system is used as well as the same payment requirement.

All centers will be combined for Sign-Up Days and Recess Weeks. Parents will be notified in advance of Sign-Up Day acceptance and location assignment will be announced in the initial email you receive. This location will be needed in order to complete the online registration via the Parent Portal.

Parents must complete the above registration process for every Sign-Up Day they wish to utilize. Children will not be automatically added to a Sign-Up Day.

TLC Administration will notify you of the Sign Up Days we are able to offer for the 2023-2024 School Year. Sign Up Days will be offered based on building use, enrollment and staff availability. Should we offer Sign Up Days, below is a list of potential dates. Please check your email for notifications on upcoming Sign up days.

2023-2024 Tentative TLC Sign Up Days

Yom Kippur – Monday, September 25, 2023
Election Day – Tuesday, November 7, 2023
February Recess – Friday, February 16, 2023
Teacher Professional Day – Monday, March 18, 2024

April Recess –Monday, April 8, 2024- Friday, April 12, 2024

TLC Camp

TLC offers a summer program to its currently enrolled families for children who have completed K thru 5th grade before the summer. Please note that Application for Registration for the summer program is separate from that for the regular school year. Acceptance is on a “first come - first served” basis and registration is not guaranteed. Enrollment is limited per center. Depending on enrollment, Camp may run at each of the six elementary school centers, in addition to a July half-day program run in conjunction with the “Summer Explorations” program operated by the Board of Education.

The start of summer camp is dependent on the Board of Education’s scheduled last day of school. Camp generally runs for 8 weeks during the summer. However, this schedule may change. Camp dates will be available during the February Application for Registration process. TLC Camp maintains the regular scheduled hours of 7 am to 6 pm, with the exception of the Afternoon Explorers that operates 12 pm to 6 pm and; TLC policies and procedures apply.

Child's Records

TLC keeps a folder for each enrolled child at your child’s center and the TLC Administration Office. This folder contains the original copy of the registration form, emergency release form, a copy of the most recent medical form, the signed acknowledgement of receipt for the Parent Handbook, and any applicable administration of medication records. It is your responsibility to keep the TLC Parent Portal up to date with any changes such as home address, home phone number, work location and work phone number, emergency contacts, insurance carrier and number, medical conditions and court orders.

Child Attendance

TLC staff takes the safety and well-being of every child seriously. At school dismissal, an attendance checklist is completed, and each child must be accounted for. If your child is scheduled to attend TLC but does not arrive at the center, we make every effort to locate that child immediately. If you know your child will not attend TLC on any given day, it is crucial that you inform the center or the TLC office. If your child will be picked up early at school, is absent that day or will go home with another child, **we must be informed.** Please understand that to send staff looking for a child is reducing the number of adults supervising the children in the center, which compromises the safety and well-being of the other children.

Failure to notify TLC when a child will not be attending will result in a warning. The second time, a \$25 penalty will be assessed. We reserve the right to remove your child from the program upon the third such occurrence in any one calendar month.

Constant Contact

TLC emails all the important announcements and Sign-Up Day notices as well as our monthly E-News (newsletters) through Constant Contact. You will need to visit TLC’s site at www.tlctrumbull.com to sign up. At least one parent must provide an email address. Please use a personal email to avoid issues that frequently arise when using a work email. You will be able to make changes at anytime of day from any computer. Once you have made a change or added an email, an automatic confirmation email will be sent to your account.

Parent Table

Each center has a Parent Table or area where the Sign-In/Sign-Out book and other information is available. Notices of upcoming events, planned enrichments, fundraising efforts and general information about the center are posted. Please make every effort to review this information whenever possible. **Please note that important notices will be posted on bright yellow paper.**

Parent Access to Program

Parents have immediate access to their child's TLC program during the hours of operation, unless prohibited by law per our licensing guidelines from the Office of Early Childhood. Parents are encouraged and welcome to visit their child's center at any time to observe the program. Upon entering the center, we request that you check-in with a staff member who can update you on planned activities for that time.

Parent Involvement

Parent involvement is encouraged at all of our TLC centers. There will be opportunities throughout the year for you to be involved in activities sponsored by your child's TLC center. Your attendance and participation is not mandatory, it is highly encouraged. Parents also have the opportunity to volunteer on the TLC Board of Directors. Please visit our website, www.tlctrumbull.com, for the scheduled dates and times of the upcoming board meetings.

Parent Communication

TLC will notify the Office of Early Childhood, parents, and staff any changes in the programs or services. Any changes to TLC's policies and procedures will be communicated within 5 days of the change to the Office of Early Childhood, parents, and staff per OEC regulations. Parents will be notified of any important information through Constant Contact's email service. All TLC centers also send out frequent communication to parents in the form of newsletters with reminders to parents, event dates and what projects and experiences the center has been enjoying in recent weeks.

In addition, daily communication with parents is vital to the success of the children's experience at the program. Parents may speak to the teachers at drop off and/or pick up or may contact the center by phone as well.

Parental Notification Policy

TLC will inform families of program philosophy, policies, curriculum, assessment systems, cultural practices and personnel qualifications. We will ensure that parent/guardians are involved in significant decisions affecting their child(ren). Parents/guardians will be fully informed of any proposed research projects involving their child(ren) and shall the opportunity to give or withhold consent without penalty. TLC will not permit or participate in research that could in any way hinder the education, development, or well-being of a child.

Parent Mailboxes

Each of the six elementary school TLC centers, has a designated mail slot for each child. Parents should check for important correspondence regarding their child.

Sign-In/Sign-Out Book

State regulations mandate that a child is signed-in and signed-out by a parent or designated alternate. Any time you drop your child off at a center or pick up your child, you must sign him or her in or out on the Sign-In/Sign-Out sheet located on the Parent Table. To ensure the safety of your child, TLC staff must monitor appropriate drop off and pick up of all children. This also provides a valuable tool in tracking attendance. The State of Connecticut inspects our sites on a regular basis, and the Sign-In/Sign-Out records are one of many forms that are checked. Therefore, your compliance with this procedure is essential. Failure to comply will result in a written warning, followed by a \$25 penalty charge for each failure to sign a child in or out at pick-up or drop-off.

Emergency Contacts

We require **two local contact names** for your child in the event that we are unable to contact you in an emergency. The alternate contact **MUST** be someone other than the parent or guardian and reside locally. Please notify any individual you designate as an alternate/emergency contact that

you have done so, and confirm that they are willing and able to pick up your child. Please also make sure that your child is familiar with the alternate contact and, that they feel comfortable leaving with that individual.

All alternate/emergency contacts will be asked to show some form of photo identification, (i.e. valid driver's license) **and must be 18 years or older before they will be able to leave with any child**. This is a safety precaution so please make this policy known to your alternate/emergency contact prior to coming to the center.

If you or a designated alternate contact cannot pick up your child, we will need a signed note from you giving permission for someone else to do so. This person will be asked to sign your child out and produce sufficient photo identification, (i.e. valid driver's license).

In the event of an emergency when a parent or legal guardian needs to change the normal departure plan of their child and has not provided TLC a written notice, the following procedure will be followed:

- 1) The parent or guardian requesting the change must provide clear instructions to TLC staff specifying what change is to be made.
- 2) The caller will identify to the TLC staff member what location they can be called back at to confirm identity of caller. The home, work or cell phone numbers, which are in the child's file, are the ONLY numbers a staff member are to use to confirm the identity of the caller.
- 3) Site Director or designee must be notified of the call.
- 4) TLC staff must confirm this change with a parent or legal guardian of the child. Again, ONLY the contact numbers in the child file can be used. TLC staff will NOT ask the caller for a phone number.
- 5) TLC staff will document all information in the center's logbook; with date and time of call, name of child, name of caller, calls made to confirm caller's identity and clear instructions of change in child's departure plan and initial the entry. The entry will be highlighted so all staff can see entry and are aware of change.
- 6) No child will leave the care of TLC without following this policy.

If you have any questions, please do not hesitate to call the TLC office at (203) 452-9626.

Staff Hired by Parents

We strongly discourage our employees from making independent child care arrangements with families of TLC. However, in the event that you enter into an agreement with a TLC employee to babysit for your family outside of the employee's normal work hours, it must be done away from the TLC center and with the full knowledge and understanding that the sitter enters into such an agreement as a private citizen and not as a TLC employee. Please complete the form on the following page with the TLC employee and return to your child's Site Director. We cannot be responsible for our employees outside of their working hours, and will not be liable for their acts or omissions when not on our property including the transportation of children. You may be required to sign acknowledgement and waiver to this effect. If you hire a staff member to work for you and that employee resigns their position with us in order to accept your employment offer, you will be required to pay TLC a \$1,000 finder's fee.

Homework

Every effort will be made to provide children with an opportunity to do their homework daily. However, we cannot guarantee they will always complete their homework during the designated homework time. One hour will be set aside for homework. On days when enrichments are scheduled, it may not be possible to include time for homework.

Please note that it is the aim of our staff to assist your children in getting their work done, but TLC cannot be held responsible for the quality or completeness of the work. If you have any questions or concerns please speak to your child's Site Director.

Movies

In general, G-rated movies may be shown at TLC. If at any time we would like to show a movie rated PG, we will distribute permission slips to parents. Please be sure to return any permission slips to your center as soon as possible. All permission slips must be returned. If we do not receive the permission slip back, your child will not be able to see the movie and alternate activities will be arranged.

Enrichments

From time to time during the school year, TLC schedules enrichment programs. In the past, these have included puppet shows, cartoonists, magicians and nature programs. Our monthly newsletter, E-News, is a good source of information for upcoming enrichment plans. Notices regarding enrichments are generally posted on or near the Parent Table at each center. We recommend that parents not interrupt a program for their child's pick-up unless necessary. On enrichment days, it may not be possible to include a time for homework. Suggestions for enrichments and entertainment are always welcome.

Field Trips

TLC schedules field trips regularly during the summer camp program. Parents will receive notice with trip details in advance of the scheduled field trip. A permission slip with parent approval will be required before any child can participate in a field trip. Staff and child ratios will be maintained while outside of the building with at least two staff who are at least 18 years old. All children must have signed permission slips prior to leaving the building. Staff must bring each child's emergency contact information and the center's first aid kit on the field trips including any of the children's medications.

Swimming Policy

Children will be supervised at all times when participating in swimming activities. There will be at least one staff member present and supervising the group of children who is at least 20 years old, who is CPR certified by the AHA, ARC, or ASHI and who has completed acceptable lifeguard certification training. For school age, children there will be at least 1 TLC staff member per every 6 children also directly supervising the children swimming.

All non-swimming children will be clearly identified by a fluorescent bracelet that is visually and easily recognized by lifeguards and staff.

Transportation

Since all TLC centers are located, on-site, no daily transportation is required. Bussing for the TLC summer camp program field trip days will be provided by Durham School Services.

Snacks

All centers will provide a snack in the afterschool program, which is a light meal containing two food groups. All snacks will include a choice of milk, 100% juice, and water. Snack menus are posted at least one week in advance at every center. On camp and sign up days centers will offer a snack in the morning and in the afternoon and parent's must provide their child's lunch in a labeled bag.

If your child has any food allergies, you must notify us in writing and complete a TLC Care Plan. You may pack a special snack for your child, or keep a supply on hand at the center. Each center is equipped with a microwave oven so that snack and lunch foods may be heated.

Attire

The children go outside whenever weather permits. Please dress children appropriately for the weather (i.e. light jacket for fall or spring, heavy jacket, pants, mittens, hat, etc. for winter). Please label all clothing.

No open-toed or open-back shoes may be worn at TLC, due to safety issues.

Pet Policy

No pets are permitted in any TLC centers.

Staff

Each center has a state approved Site Director and one or more Assistant Teachers. The staff maintains a minimum ratio of one staff member to ten children and at minimum two staff who are at least 18 years of age at all times. Many of our staff are college students who are enrolled in child related studies. TLC also employs high school students (minimum of 16 years old) as Counselor Aides. For identification and security reasons, each staff member is required to wear a nametag. Because we utilize the Trumbull Board of Education's facilities, we follow the policy that is set forth by them. The Site Director supervises all center staff including Assistant Teachers I and II and Counselor Aides. The Executive Director supervises all Site Directors. All employee discipline decisions are made through the TLC administration, which may include the Executive Director and the Human Resources Manager and possibly the center's Site Director.

Mandated Reporting for Suspected Abuse and Neglect

All TLC staff are Mandatory Reporters per the Connecticut General Statutes, Section 17a-101 and have participated in the State of Connecticut of Children and Families Mandated Reporter Training Course. As childcare providers, we are mandated by law to report any suspicion that a child is being abused, neglected, or at risk. The course covers abuse and neglect prevention and detection, as well as the reporting requirements as a mandated reporter. Staff are required to take the bi-annual staff meeting that focuses on the steps for reporting abuse and neglect and the role of the mandatory reporter. All new staff will be trained in the procedures prior to their start in the classroom. All child abuse and neglect policies and procedures are posted on the licensing boards in every center and in both the employee and parent handbooks for viewing.

TLC has a responsibility to prevent and report abuse and neglect of all children enrolled. The Connecticut General Statutes, Section 46b-120 defines abuse and neglect as follows:

Abused: "A child or youth may be found "abused" who (A) has been inflicted with physical injury or injuries other than by accidental means, (B) has injuries that are at variance with the history given of them, or (C) is in a condition that is the result of maltreatment, including, but not limited to, malnutrition, sexual molestation or exploitation, deprivation of necessities, emotional maltreatment or cruel punishment." Conn. Gen. Stats. § 46b-120(7) (2017).

Neglected: "A child or youth may be found "neglected" who, for reasons other than being impoverished, (A) has been abandoned, (B) is being denied proper care and attention, physically, educationally, emotionally, or morally, or (C) is being permitted to live under conditions, circumstances, or associations injurious to the well-being of the child or youth" Conn. Gen. Stats. § 46b-120 (6) (2017).

Child Abuse and Neglect Includes:

- Any non-accidental physical or mental injury (i.e. shaking, beating, burning)
- Any form of sexual abuse (i.e. sexual exploitation)
- Neglect of a child (i.e. failure to provide food, clothing, shelter, education, mental care, appropriate supervision)
- Emotional Abuse (i.e. excessive belittling, berating, or teasing which impairs the child's psychological growth)

- At risk behavior (i.e. placing a child in a situation which might endanger them by abuse or neglect)

All TLC staff have a responsibility to report any suspected abuse, neglect, injury of a child, or imminent risk of serious harm to a law enforcement agency or through the Department of Children and Families Careline telephone number (1-800-842-2288) as soon as possible. The Careline is open 24 hours a day/7 days a week. If a staff member is witness of abuse or neglect the staff member is to immediately remove the children from the person abusing or neglecting and the area to a safe place. Once the child is in a safe place the administrative staff will be called, and the incident will be reported to the local law enforcement agency and the DCF Careline. The staff and administrative staff will follow the law enforcement agency and DCF Care Line recommendations on who to report the incident to including guardians and parents based on who is the suspected person of abuse/neglect. The staff will also call 9-1-1 for medical attention if deemed necessary.

All abuse and/or neglect suspicions must be reported within 12 hours of the mandated reporter becoming aware of the suspicions to the DCF Careline.

The DCF Careline Will Need:

- The reporter's name is required, but may be able to be kept confidential.
- Name of the child and their date of birth
- Address of child
- Phone number of child
- Name of the parents or guardians of the child
- Address of the parents or guardians
- Phone numbers for the parents or guardians
- Relevant information such as physical markings, behavioral indicators, nature and extent of the injury, and the maltreatment or neglect observed.
- The exact description of what the reporter has observed
- Time and date of incident
- Information of previous injuries, if any
- Circumstances under which reporter learned of abuse
- Name of any person suspected of causing injury
- Any information reporter believes would be helpful
- Any action taken to treat the child

Within 48 hours of making an oral report, the mandated reporter will complete the Department of Children and Families "Report of Suspected Child Abuse/Neglect (DCF-136) Form" and submit a copy to:

DCF CARELINE
505 Hudson Street
Hartford, CT 06106

All documents containing contents of oral and written reports, DCF-136 forms, and staff statements will be kept in the child's file at the center, and in TLC's main office. A mandated reporter's failure to report abuse, neglect, or an injury of a child or a child who is imminent risk of serious harm may face penalties for failure to report and will be referred to the Chief State's Attorney.

If at any time a staff member has suspicion, another employee has been abusing or neglecting children, the staff member will immediately notify TLC's administrative staff. TLC supports a zero tolerance policy for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child. The administration will protect the child, including immediate notification of a parent or guardian for any allegations of abuse/neglect

towards a child in the program. The administrative staff including the Executive and Program Director will immediately notify the parents or guardians of the suspected abuse/neglect report to DCF immediately and make them aware health officials may need to speak to them or the child to assess any injuries and offer support or guidance.

Any member who is accused of physical, psychological, or sexual abuse or neglect will be subject to immediate suspension until a DCF investigation is completed. Based on whether the allegations were substantiated or not, the employee would either be dismissed from his/her position or allowed to return to work.

All parents are given the Parent Handbook upon the start of a new program. Upon receipt of the handbook parents are given a form to complete acknowledging they understand and will adhere to all of Trumbull Loves Children's policies and procedures, including but not limited to the child abuse and neglect policies and procedures.

Staff Protection

Staff are protected by law from discrimination or retaliation for reporting suspected child abuse or neglect per the Connecticut General Statutes (Section 17a-101e).

Staff Professional Development

All staff will earn continuing education credit hours annually, which will total at least 1% of their total hours worked. Topics for continuing education may include, but are not limited to:

- New employee orientation (required)
- Annual training on policies, plans, and procedures (required)
- Early childhood development
- Child development
- Licensing regulations
- Health issues
- Nutrition
- Approved first aid course
- Approved CPR course
- Medication administration
- Social service
- Child abuse and neglect laws
- Techniques used to manage child behaviors
- Emergency preparedness

Attendance at classes, seminars, workshops, conferences, forums and online training will be documented in individual staff development records and will be maintained on site at the center and made available for review. An assessment of individual development will be developed for each staff member.

Health

Health Insurance

TLC carries liability insurance for all its centers. However, we do require that every child attending the program have medical insurance. **It is mandatory that all TLC students have medical insurance, or a signed waiver is required.** Information on the state sponsored HUSKY plan for uninsured children may be obtained from the HUSKY website www.huskyhealth.com or by calling at 1-877-CT-HUSKY. Also, please contact your child's school office for information on other insurance programs. Prior to enrollment, you must provide TLC with proof of such insurance, or sign our waiver.

Health Forms

A current State of Connecticut medical examination form must be on file at the TLC center for each child. All health assessments must include a physician, physician assistant or APRN's signature. A copy of the child's current immunization record needs to be included with the health assessment as well. Health forms are valid for three years from the date of physical examination for grades 1st through 5th. Health forms for children under the age of 59 months are valid for one year from the date of physical examination. All children entering Kindergarten must have a current physical and updated copy of their immunization records. Copies may be obtained from the school nurse only with parental permission. **Children will not be allowed to attend the program without current medical records.** Blank forms can be downloaded from TLC's website: <http://www.tlctrumbull.com>. Completed health forms can then be uploaded via the TLC Parent Portal.

Sick Child

Sick children will be sent home. A parent or designated alternate will be contacted and told to pick up the child immediately. The Board of Education policies and procedures regarding communicable diseases and medical emergencies will be followed by the center. This includes children who have a fever, are vomiting, have diarrhea or have any contagious disease. This is also true of re-admission procedures following an illness.

Children who become sick at the center will be isolated and kept comfortable until they are picked up. Children who become ill during school hours will be unable to attend TLC Center. There will be no exceptions to this policy. In addition, if a child becomes ill or arrives at TLC with a communicable disease, the child must be separated from the group. If sufficient staff is available to provide one-to-one care of the sick child in a separate area while maintaining sufficient staff levels, that course of action will be followed until parent pick-up. However, if that is not possible, the child will be placed in a quiet corner of the room where the staff person with the sick child will also be able to provide indirect supervision of the group in either case, the separate area would be within licensed space.

The child will be made as comfortable as possible. Use of cots and any other articles will be permitted. Staff will need to protect the children from communicable disease by separating them immediately. Once the child is comfortable, the parent will be called to pick up the child. If the parent cannot be reached, emergency telephone numbers will be called. If a child is sent home for illness a report on the child's illness will be available no later than the next business day.

Covid – 19

TLC is continuing to practice safe and health hygiene practices at all centers, which include frequent hand washing, effective disinfecting and sanitizing, and increased ventilation in all the centers. The Connecticut's Department of Public Health advises that children and staff with mild respiratory disease symptoms, which include but are not limited to; infrequent cough, congestion, runny nose, sore throat, etc. can remain in attendance if they have no fever. However, Connecticut's Department of Public Health has advised they should test for Covid – 19 before leaving for school, daycare or camp for every day they are experiencing symptoms, and only attend if fever free, negative for Covid – 19 and well enough to attend. Children and staff choosing to report in person with mild symptoms should be strongly encouraged to wear a well-fitting mask indoors.

Anyone with a fever ($\geq 100^{\circ}\text{F}$) or who feels feverish should not report in-person until their fever has resolved for at least 24 hours without the use of medication and should test for COVID-19. If a child is showing any symptoms and there is a positive Covid – 19 case within the household, the child will not be permitted to attend TLC until the quarantine period has concluded. Anyone testing positive for COVID-19 should complete isolation according to the CDC Guidance. The current guideline is to remain at home isolated for 5 days after the day you have tested positive or

symptoms began. Then if you are fever free and feel well enough to return to activities, you can return day 6 and wear a well-fitting mask at all times for an additional 5 days.

Covid – 19 test kits have been made available at all TLC’s centers from the Office of Early Childhood, in response to the DPH/CSDE/OEC’s Launching into Health Learning Operational Strategies. Test kits will be available to any family who is enrolled and requests them. Please note, TLC will not administer any Covid – 19 tests, and will only provide the test in the original packaging to an adult upon request.

If your child test positive for Covid – 19, please immediately notify your TLC Site Director. TLC is responsible for reporting all COVID-19 positive cases to the State of Connecticut’s Department of Public Health and Trumbull’s Health Department. TLC will not be contact tracing, but will email parents via Constant Contact to notify of any positive cases within the center. The TLC Staff will actively monitor the health of the children, staff, and visitors within TLC after a possible exposure within the program and will continue to consult with TLC’s health consultant, the State of Connecticut’s Department of Public Health, Office of Early Childhood, and Trumbull’s Health Department on best practices for Covid – 19.

First Aid/Accidents

There is always at least one staff member certified in first aid on site at all times. In the event that a child is involved in any accident at the center, the first aid certified staff member would assess the extent of the injury and administer appropriate first aid. If the injury is serious and requires emergency medical attention, the staff member will first contact 911 and then notify parent as soon as possible. For all other injuries, the parent will be contacted immediately. The staff member will complete an accident report detailing the circumstances of the accident and first aid administered. Parents will receive a copy of the completed accident report no later than the next business day and will be requested to sign the report.

Medical Emergency

In the event that a child or staff member is involved in any accident, a first aid certified staff would assess the extent of the injury and administer appropriate first aid if necessary. Another staff will contact the parent if the injury is not life threatening. Attempts will also be made to consult with child’s physician/dentist. If neither is available, the program’s health consultant will be contacted. For extreme emergencies, 911 will be called. An ambulance will take the child and a staff member to the nearest hospital. The child’s emergency permission form will be accompanied with the child and the staff. Another staff member will notify the family or emergency contact to meet the child in the emergency room. Additional staff will be called in if necessary to maintain required ratios. The staff will not leave the child until the parent or emergency contact becomes present.

In the event a child becomes ill while at the center, parents will be notified and the child will be moved to an area isolated from the other children and provided a cot to rest. A staff person will remain with the child at all times.

Administration of Medication.

It is the policy of TLC to administer prescription medication on a limited basis. Prescription medications are limited to metered dose inhalers and prescription medications through Epi-Pen Auto Injector. In conjunction with the above, oral doses of Benadryl may also be administered when accompanied by a specific order from a physician. Only an authorized provider who has completed a course given by a physician, physician assistant, advanced practice nurse or a registered nurse, who has successfully completed a training program, which meets the State of Connecticut Department of Public Health, OEC, regulations, will administer medication to children. Such a person will only administer medication when the proper authorization forms accompany the medication, which include signed permission from the parent or guardian.

The TLC “Authorization for Prescription Medication” form is used for this purpose. This form is to be completed if a child needs to take any kind of prescription medication metered dose inhaler,

prescription injection through Epi-Pen or oral dose of Benadryl and must include ALL the information requested. The authorized provider is responsible to update and complete this record each time a medication is given. This form needs to be completed in its entirety in ink in order for a child to attend a TLC program. The form will be reviewed before administering any medication and will be kept on file for at least two (2) years after the child no longer attends the program. The medication administration record will become part of the child's health record when the course of medication has ended. The form can be downloaded from our website, www.tlctrumbull.com.

Below is a list of prescription medications we will administer to a child:

- Metered dose inhalers
- Emergency medications administered through Epi-Pen Auto Injector

The center will store and administer prescribed inhalers and Epi-pens, non-prescription topical medications and emergency oral medications with parent's consent. All emergency medications will be stored in an unlocked location but inaccessible to children. All other non-emergency locations will be stored in a locked area, and if directed by the manufacturer, refrigerated inaccessible from the children. Controlled medications will be double locked. All non-prescription medications and pre-filled commercially prepared injectable medications will be stored inaccessible from children and away from food. Any authorized medications should be brought to the TLC center by a parent. Medications must be in their original container and clearly labeled. An authorization form, which must be signed by a physician, physician's assistant or APRN and parent, is available at the Center. All non-prescription topical medications and ointments must be given in the original container with the proper forms completed by both the prescriber and the parent/guardian.

The individual written administration record of each child includes:

- The child's name, address and birth date
- The drug name, date of prescription, pharmacy and pharmacy number, expiration date
- The date, time, and dosage of each administration
- The side effects and a plan from the prescriber on how to manage them
- The prescriber's name, address, and phone number
- Notation whether it is a controlled drug
- Specific instructions from the prescriber on how to administer
- Name, address, phone number, and relationship to the child of the parent/guardian giving permission for the administration of the drug by TLC staff
- The signature in ink of the Director, Head Teacher, or program staff administering the medication.
- Food and medication allergies or negative reactions with food or drugs.
- Level of cooperation from the child in accepting the medication ordered.
- The date and time the medication is started and ended.
- Medication administration errors.

Staff responsibilities include, but are not limited to ensuring the medication administration form is complete, the medication being received matches the medication orders and the medication is being stored as directed. Parents will be immediately notified by phone when/if a child has been administered any prescription medications. Site Directors, Assistant Teachers I and II's are trained in the administration of medication by a physician, physician assistant, APRN, or RN every 3 years. Training for premeasured commercially prepared injectable medications are renewed each year. At no time is an untrained staff allowed to administer prescription medications. All unused or expired medications shall be returned to the parent/guardian.

Procedure for Diabetes

- (A) Prior to attending the center, the parents of a child with diabetes mellitus will meet with the Director and Nurse Consultant to review the center's monitoring of Diabetes Policy and discuss how the individual needs of the child will be met while at the center.
- (B) Parents will supply testing supplies, monitoring supplies, medical equipment and medication labeled with the child's information and it will be stored in the center not accessible to children. The parent will sign an agreement they will provide and maintain all necessary equipment in accordance with the manufacturer's instructions, restock supplies, and remove material to be discarded from the facilities on a daily basis. All materials to be discarded will be kept in a locked cabinet inside of a sharps container at the center until it is given to the child's parents to be disposed of. Medications need an original pharmacy label on the original packaging with a Medication Authorization signed by a physician. The child's care plans will be reviewed and approved by his/her physician, parents, and staff will sign the plans to acknowledge they are aware of protocols, medications, and testing equipment that includes insulin administration via pump, finger sticks, and glucagon administration.
- (C) Each center will have specific staff who are trained and approved to handle the child's medications and diabetic needs. The centers Site Director, Assistant Teacher I and Assistant Teacher II will be trained on the medical equipment, testing supplies, and medication needed for each child who has been diagnosed with diabetes by a licensed health professional. All staff administering or monitoring diabetes will also be trained in a medication administration, diabetes-training curriculum that includes knowledge of the different diabetic medications prescribed for the child and first aid courses approved by the Office of Early Childhood.
- (D) The child's care plans, testing equipment, medications, and any other diabetes supplies will be kept in a safe place that is easily accessible to staff but not for children. All testing supplies and needles for testing or administration of medication will be properly disposed of in a sharps container that will not be accessible to children.
- (E) The child's sugar levels will be monitored and documented inside communication logs. One communication log will be for the parent and the other will be kept at the center at all times. If at any time the child begins to show a sign of crisis based off the readings recorded the care plan in place will be followed immediately.
- (F) The staff will follow the care plan protocol on which contacts need to be notified and in which order in an emergency. The child's physician, parents, and administrative staff will be notified immediately following any type of diabetes crisis.
- (G) The child will have a safe private place within the center that can be used to test and administer medications. The Site Director will assign a designated area after consulting with parents and the child on where they would prefer to have the child tested and medicated. The assigned area will have a functioning sink with soap and paper towels and a proper hand washing sign for good hygiene practices. If the child goes into crisis around other children, the other children will be removed from the area by another staff to provide privacy to the child in crisis.

The center will keep the following records as part of the child's medical record and will be updated annually or when there is a change in the information:

- (H) A current written order signed and dated by the child's physician, physician assistant or APRN indicating:
 - a. Child's name
 - b. Diabetes diagnosis
 - c. Type of blood glucose test required
 - d. Test schedule
 - e. Target ranges for test results

- f. Specific actions that need to be taken and carbs to be given when the test results fall outside of the specified ranges
 - g. Diet requirements and restrictions
 - h. Any requirements for monitoring the child's recreational activities
 - i. Conditions requiring immediate notification of the child's parent(s), emergency contacts, and physician's office
- (l) An authorization form signed by the child's parent(s) and treating physician, physician assistant or APRN which include the following information:
- a. Child's name
 - b. Parent's name
 - c. Parent's address
 - d. Parent's phone number
 - e. Two emergency contacts (name, address, and phone numbers)
 - f. Names of staff designated to administer finger stick blood glucose tests and provide care to the child during testing
 - g. Additional comments relative to the care of the child as needed
 - h. Signature of parent(s)
 - i. Date authorization is signed
 - j. Name, address, and phone number of the authorizing physician, physician assistant or APRN

Authorization for Non-Prescription Medications

Benadryl is the only non-prescription medication that will be administered at any TLC center. This over the counter medication will be administered only with the express instructions of a physician and when accompanied by the necessary approval and administration instructions.

All medications will be stored in a convenient location for staff yet inaccessible to children. The non-prescription Topical Medications (i.e. – Sunscreen), must be stored “inaccessible” in the original container and be labeled with the child's name and directions for administering.

Parents wishing further information must request the appropriate forms from the TLC office. It is our policy to decline administering prescriptions if they are not labeled correctly or accompanied by the proper completed forms.

Care Plans

In November 2008, the Department of Public Health, OEC, for the State of Connecticut issued additional regulations by which licensed child day care center need to abide. In accordance with 19a-79-5a (Record Keeping), paragraph (F), an individual plan of care for a child with health care or behavioral needs, is to be developed by the child's parent(s) and the TLC Site Director in accordance with your health care provider and updated as necessary. Your child must be able to function in a 1:10 staff ratio setting, however, your child may also attend with a Trumbull Public School paraprofessional. Please contact the TLC Administration Office if you have any questions.

Handwashing Policy

Staff shall wash their hands:

- After toileting
- Before eating, handling, or preparing food or feeding children
- After handling bodily fluids (saliva, nasal secretions, blood, vomit, etc.)
- After handling soiled items, such as garbage
- Whenever hands are visibly soiled

Children shall wash their hands:

- After toileting
- Before meals and snacks

- After blowing nose, coughing or sneezing
- Before and after water/sensory play
- After outside/playground play
- Whenever hands are visibly soiled

Proper handwashing techniques are posted next to every sink with text and visual directions on how to effectively wash hands. The proper handwashing techniques are also explained in both the parent and employee handbooks to encourage effective handwashing.

1. Wet the hands and apply a small amount of liquid soap to hands.
2. Rub hands together vigorously with soap and water for 20 seconds or two rounds of the "Happy Birthday" song.
3. Wash all surfaces of the hands, including the back of the hands, palms, wrists, in between the fingers, and fingernails.
4. Rinse hands thoroughly to remove the soap lather.
5. Dry hands with single use disposable towels.
6. Turn faucet off with the towel.

DISCIPLINE POLICY

It is TLC's Policy to have TLC staff develop positive relationships with the children by being a positive role model for them. The staff will use positive techniques that would include, but are not limited to positive word usage, positive guidance and directions as well as setting clear limits to promote appropriate positive behaviors and a positive environment. It is our policy that a child will receive appropriate consequences for any unacceptable behavior and will have continuous supervision of staff during any disciplinary action. The goal of discipline is to help the child develop self-control and move toward appropriate social behavior and the consequence will relate to the unacceptable behavior.

If those techniques are not successful, and a child continues the unacceptable behavior, the following will occur:

1. Staff will use positive guidance as the first method of creating a positive learning environment for all children with praise and positive reinforcement.
2. Then the use of redirection will be utilized first to end any unacceptable behavior. An example is asking a child to play at another area because the child is being destructive of another child's work.
3. Then a verbal reprimand is made to the child. This will be a positive statement such as "Please walk when we are in the classroom" versus "Don't run".
4. If the behavior continues, the teacher will isolate the child in a quiet corner as a "time out" for up to three minutes or less if appropriate. This quiet area is to be located within the licensed space, in full view of the staff but somewhat apart from other children and activities. In addition, a child may be restricted from certain activities relating to the behavior; for example, if he/she is throwing blocks, he/she will not be allowed to continue to use them.
5. If a verbal reprimand and time-out do not improve the behavior, and it continues, the teacher will speak to or call the parent.
6. If the behavior continues, the Site Director will meet with the parent or parents to develop an appropriate behavior response.
7. If the behavior continues, the Site Director may request a meeting with the parents and the TLC Administration to ensure an appropriate resolution of the problem. This may include a variety of strategies up to and including the child's removal from the program. Parent involvement in this process is essential for the success of the child.

Specific punishments not allowed:

1. Physical punishment of any kind.
2. Physical restraint of any kind (unless to protect the health and/or safety of the child or others).
3. Abusive, neglectful, corporal, humiliating or frightening punishment of any kind.

When disputes arise among children or between a child and staff, the staff will encourage a "talking out" process where the goal is to acknowledge feelings and find solutions using the children's ideas whenever possible. Staff will also encourage and model positive behavior, positive reinforcement, the use of peer support and clearly defined rules.

SUPERVISION POLICY

There will always be at least **one teacher** with a child or group of children at each location within the center **so that Sight and Sound is observed**. This includes classrooms, hallways, gymnasiums, cafeteria, lavatories, transportation and outdoor play areas. Supervision will be either direct or indirect, depending upon the activity. Staff will always accompany groups of children as they move from space to space or from indoor to outdoors and will position themselves to see as many children as possible. The staff to child ratio is 1 staff for every 10 children over the age of 3 years old. At least two staff over the age of 18 years old will be on staff at all times. At no time, the group size will exceed 20 children. Group size shall be observed in the classroom, gym, bathrooms, and outside. No child will be left alone for any period of time.

It will be the responsibility of all staff to ensure the safety of the children on the playgrounds. Supervision of the children will include the following:

- A head count will be taken before leaving the building.
- The staff will escort children to the designated play area.
- Staff will encourage and demonstrate proper equipment usage and play.
- Staff will circulate through the play areas, supervising and interacting with the children in a positive manner. Staff will coordinate positions so that all play activities and equipment are supervised. Staff are not to sit and socialize with one another.
- A head count will be retaken coming inside.
- Staff may not leave children unattended or out of ratio and group size.
- Children may not go inside for any reason, including the bathroom unless accompanied by staff.

EMERGENCY PLANS

TLC CENTER EVACUATION PLANS

In the event that the facility must evacuate, arrangements have been made in advance with Trumbull's Civil Preparedness Unit and Trumbull's Town Hall to include TLC in its town-wide evacuation plan. Currently, the town evacuation site is Trumbull High School on Strobel Road in Trumbull. If evacuation to that site were necessary, the same procedures would be followed as specified above except for the destination.

Booth Hill

Should an emergency evacuation of TLC Booth Hill be required, the bus company that is contracted by the Trumbull Public Schools will transport TLC staff and children to Daniels Farm School cafeteria and/or gymnasium. The children will be supervised by at least two TLC staff who are over the age of 18 years old until parents can be notified and pick-up effected. Daniels Farm School is located approximately two miles from Booth Hill School. Notes will be posted to alert parents of the location of the children. Upon arrival at Daniels Farm School, calls will be made to parents or emergency contacts to notify them that the children must be picked up. Staff ratios will be maintained at all times, and two staff over the age of 18 will remain with the children until all children are picked up.

Daniels Farm

Should an emergency evacuation of TLC Daniels Farm be required, the bus company that is contracted by the Trumbull Public Schools will transport TLC staff and children to Booth Hill School cafeteria and/or gymnasium. The children will be supervised by at least two TLC staff who are over the age of 18 years old until parents can be notified and pick-up effected. Daniels Farm School is located approximately two miles from Daniels Farm School. Notes will be posted to alert parents of the location of the children. Upon arrival at Daniels Farm School, calls will be made to parents or emergency contacts to notify them that the children must be picked up. Staff ratios will be maintained at all times, and two staff over the age of 18 will remain with the children until all children are picked up.

Frenchtown

Should an emergency evacuation of TLC Frenchtown be required, the bus company that is contracted by the Trumbull Public Schools will transport TLC staff and children to Middlebrook School cafeteria and/or gymnasium. The children will be supervised by at least two TLC staff who are over the age of 18 years old until parents can be notified and pick-up effected. Middlebrook School is located approximately 2.5 from Frenchtown School. Notes will be posted to alert parents of the location of the children. Upon arrival at Daniels Farm School, calls will be made to parents or emergency contacts to notify them that the children must be picked up. Staff ratios will be maintained at all times, and two staff over the age of 18 will remain with the children until all children are picked up.

Jane Ryan

Should an emergency evacuation of TLC Jane Ryan be required, the bus company that is contracted by the Trumbull Public Schools will transport TLC staff and children to Tashua School cafeteria and/or gymnasium. The children will be supervised by at least two TLC staff who are over the age of 18 years old until parents can be notified and pick-up effected. Tashua School is located approximately two miles from Jane Ryan School. Notes will be posted to alert parents of the location of the children. Upon arrival at Jane Ryan, calls will be made to parents or emergency contacts to notify them that the children must be picked up. Staff ratios will be maintained at all times, and two staff over the age of 18 will remain with the children until all children are picked up.

TLC CENTER EVACUATION PLANS – Continued

Middlebrook

Should an emergency evacuation of TLC Middlebrook be required, the bus company that is contracted by the Trumbull Public Schools will transport TLC staff and children to Jane Ryan School cafeteria and/or gymnasium. The children will be supervised by at least two TLC staff who are over the age of 18 years old until parents can be notified and pick-up effected. Jane Ryan School is located approximately two miles from Middlebrook School. Notes will be posted to alert parents of the location of the children. Upon arrival at Jane Ryan School, calls will be made to parents or emergency contacts to notify them that the children must be picked up. Staff ratios will be maintained at all times, and two staff over the age of 18 will remain with the children until all children are picked up.

Tashua

Should an emergency evacuation of TLC Tashua be required, the bus company that is contracted by the Trumbull Public Schools will transport TLC staff and children to Jane Ryan School cafeteria and/or gymnasium. The children will be supervised by at least two TLC staff who are over the age of 18 years old until parents can be notified and pick-up effected. Jane Ryan is located approximately two miles from Tashua School. Notes will be posted to alert parents of the location of the children. Upon arrival at Jane Ryan, calls will be made to parents or emergency contacts to notify them that the children must be picked up. Staff ratios will be maintained at all times, and two staff over the age of 18 will remain with the children until all children are picked up.

Weather Emergency Procedures

Booth Hill

Should a weather emergency occur at Booth Hill, the children will be escorted by the TLC staff into a safe location. The children will proceed to the hallway near the TLC Booth Hill room away from windows and doors and will be supervised by at least two TLC staff who are at least 18 years of age until all children are picked up. Staff ratios will be maintained at all times, and at least one staff member who has been trained in First Aid will be available to administer first aid as needed until emergency personnel can arrive. A note will be posted to the door to alert parents of the location of their children and parents if safe to do so. If not, parents will be immediately notified of the location change once the immediate danger has passed.

Daniels Farm

Should a weather emergency occur at Daniels Farm, the children will be escorted by the TLC staff into a safe location. The children will proceed to the hallway near the TLC Daniels Farm room away from windows and doors and will be supervised by at least two TLC staff who are at least 18 years of age until all children are picked up. Staff ratios will be maintained at all times, and at least one staff member who has been trained in First Aid will be available to administer first aid as needed until emergency personnel can arrive. A note will be posted to the door to alert parents of the location of their children and parents if safe to do so. If not, parents will be immediately notified of the location change once the immediate danger has passed.

Frenchtown

Should a weather emergency occur at Frenchtown, the children will be escorted by the TLC staff into a safe location. The children will proceed to the hallway near the Frenchtown Main Office away from windows and doors and will be supervised by at least two TLC staff who are at least 18 years of age until all children are picked up. Staff ratios will be maintained at all times, and at least one staff member who has been trained in First Aid will be available to administer first aid as needed until emergency personnel can arrive. A note will be posted to the door to alert parents of the location of their children and parents if safe to do so. If not, parents will be immediately notified of the location change once the immediate danger has passed.

Jane Ryan

Should a weather emergency occur at Jane Ryan, the children will be escorted by the TLC staff into a safe location. The children will proceed to the hallway near the TLC Jane Ryan room away from windows and doors and will be supervised by at least two TLC staff who are at least 18 years of age until all children are picked up. Staff ratios will be maintained at all times, and at least one staff member who has been trained in First Aid will be available to administer first aid as needed until emergency personnel can arrive. A note will be posted to the door to alert parents of the location of their children and parents if safe to do so. If not, parents will be immediately notified of the location change once the immediate danger has passed.

Middlebrook

Should a weather emergency occur at Middlebrook, the children will be escorted by the TLC staff into a safe location. The children will proceed to the Middlebrook library away from windows and doors and will be supervised by at least two TLC staff who are at least 18 years of age until all children are picked up. Staff ratios will be maintained at all times, and at least one staff member who has been trained in First Aid will be available to administer first aid as needed until emergency personnel can arrive. A note will be posted to the door to alert parents of the location of their children and parents if safe to do so. If not, parents will be immediately notified of the location change once the immediate danger has passed.

Tashua

Should a weather emergency occur at Tashua, the children will be escorted by the TLC staff into a safe location. The children will proceed to the Tashua Gymnasium away from windows and doors and will be supervised by at least two TLC staff who are at least 18 years of age until all children are picked up. Staff ratios will be maintained at all times, and at least one staff member who has been trained in First Aid will be available to administer first aid as needed until emergency personnel can arrive. A note will be posted to the door to alert parents of the location of their children and parents if safe to do so. If not, parents will be immediately notified of the location change once the immediate danger has passed.

Fire Emergency Procedures

In the event of a fire, evacuation from the building will be through the closest fire exit. Staff will be responsible for supervising the children under their care and leading them to the fire exit. Immediately the group will walk to the designated areas away from the building, and line up to take a face to name attendance. The Site Director or person in charge will be responsible for taking the sign in/out sheets, first aid kit, medications, cell phone, and emergency contacts with them. Should it not be possible to return to the building, parents will be immediately notified for pick up. If the children need to be evacuated from the area, TLC will implement the Evacuation Procedure.

Designated Areas by Center:

- Booth Hill: Playground
- Daniels Farm: Playground
- Frenchtown: Front Playground
- Jane Ryan: Playground
- Middlebrook: Blacktop/Basketball Courts
- Tashua: Grassy Area near Playground

FINANCIAL INFORMATION

All financial information can now be found on the Parent Portal. Please note that this email will be directed to the Primary email address on your account and the cc: email, if applicable, specified in your family record.

You will receive a notification email within the first week of the month informing you that your account is ready for viewing. You will NOT receive a monthly statement. All financial information will be available to you via the Parent Portal including, invoices, payments, and registration/registration change information. You will be able to print invoices right from the Parent Portal for your records.

If you have any questions regarding financial activity on your account, please call the Finance Department at 203-452-9626 x1003 or email finances@tlctrumbull.com. All financial records are securely maintained at the Administration Office by the Finance Department staff. Please do not approach childcare staff at the TLC centers with questions regarding your account.

Payment Method

TLC accepts Visa, MasterCard, Discover, and debit cards with a Visa or MasterCard logo. Log into the Parent Portal, which can be located on our website www.tlctrumbull.com to make payment on your account. Credit card payments cannot be accepted at any of the TLC Centers.

Payment of monthly fees may also be mailed to the TLC Administration Office.

If you pay by check, please be aware that you are authorizing us to use the information on your check to make a one-time electronic debit to your checking account. This electronic debit will be for the amount indicated on your check. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

Program Fees

Monthly program fees are set based on fixed expenses such as facility charges, staffing needs, supplies, etc., needed for a 10-month school year. Therefore, the fees do not change based on the school days in a month, absences, snow days or other cancellations. The fee is payable monthly, September through May in equal amounts, and June is discounted 25%. The June discount is fixed regardless of school ending on schedule or being extended due to makeup days due to prior cancellation. If school begins in August, then a prorated monthly fee will be calculated. "Sign up" day attendance will be billed in addition to the monthly fees.

The monthly program fee is due on the first of every month. If we do not receive payment in full of the monthly Program Fee by the 15th of that month, a \$25 Late Payment Fee (Finance Charge) will be assessed. If the monthly fee plus the Late Payment Fee is not paid by the last day of the month, your child may be removed from the program at TLC's sole discretion. If the 15th falls on a weekend or Holiday, please make sure that the payment is received by the previous business day to avoid penalties.

A \$60 registration fee for each program year (\$30 for each additional sibling) is required at time of registration. This fee is non-refundable.

Should TLC offer a Sign Up Day and you are enrolled for the day, you will be billed the following rates based on your current enrollment

Part Time (enrolled 2 or 3 days a week) - \$50

Full Time- (enrolled for 5 days a week) -\$40

Drop In Only - \$75

The fees will be applied on the following monthly statement after the Sign Up Day occurs.

The Program Fees for TLC, for the current school year are listed below. Please note additional children will have a 15% discount on Monthly Program fees only

TLC Monthly Program Fees			
Time Slot	5 days	3 days	2 days
Before School	\$362	\$267	\$192
After School	\$558	\$413	\$298
Combined Discounted Rate	\$920	\$680	\$491

School Year Withdrawal

If you withdraw from the program prior to the end of the school year, your last month's program fees will be prorated based on the actual number of days enrolled in the program. TLC requires two weeks' notice prior to withdrawal, during this time parents are financially responsible for the original program fee. **All withdrawal notifications must be received via the TLC Parent Portal.** The program will offer the same two weeks' notice courtesy to parents if care for a child must be terminated for any reason. Should the reason for immediate withdrawal from the program be an emergency, you must contact the office at that time to request a waiver of the two-week notice. Requests to withdraw must be submitted 30 days prior to the last day of school. You will be financially responsible for all remaining program fees for any requests received after this date.

Summer Camp Withdrawal

If your child attends TLC camp, all final requests to withdrawal need to be received via TLC Parent Portal by Friday, May 10, 2024. Please note that you will be financially responsible for all weeks and or days for which you originally enrolled your child or children made after May 10, 2024.

Pre-Tax Child Care Deductions

Many companies allow their employees to enroll in pre-tax deduction programs for childcare. You may print invoices off the Parent Portal. Payment dates and amounts are noted at the bottom of your invoices. You may also email any forms that require signatures to finances@tlctrumbull.com.

We will issue a summary statement for tax purposes by January 31st.

Federal Tax Identification Number

The TLC Tax ID number is **22-2672925**. This number appears on your monthly invoice.

School Year Schedule Change

If you anticipate a change in your child's school year schedule at TLC, we request a two-week notice for the schedule change. **These changes must be given to the TLC Administration Office via the TLC Parent Portal.** For example, if you are requesting changes from part-time to full-time attendance, you must notify the TLC Administration Office to confirm availability two-weeks prior to when the change takes place.

The days that your child or children attend TLC cannot be changed without prior permission from the TLC Administration Office. For example, if you decide not to send your child on a Tuesday, you cannot send them on another day they are not usually scheduled to attend. If a child comes

to TLC on a day they are not regularly scheduled, they will not be allowed to attend, and the child will be sent to the school office where the parent will be called to pick him or her up.

Camp Schedule Change

If your child attends TLC Camp, all final camp schedule changes need to be received by Friday, May 10, 2024. **After this date, please understand that you will be financially responsible for your camp program fees for all weeks and or days for which you have originally enrolled your child or children whether they attend or not.**

Returned Checks

A penalty of \$36 will be assessed for any checks returned to TLC from the bank due to insufficient funds or closed accounts. It is our policy not to redeposit any returned checks, and we expect full payment in cash, credit/debit card, cashier's check or money order within 2 days of being notified of the returned check. Failure to do so may result in your child's removal from the program at TLC's discretion. If this occurs more than once, all future payments would be in the form of cash, credit/debit card, or money order.

Penalty Charges

The following is a summary of all penalty charges assessed by Trumbull Loves Children, Inc.

Description	Penalty
Late Payment (Finance Charge)	\$25
Late Pick-up	\$15 every 15 minutes or part thereof for the first instance; \$20 every 15 minutes of part thereof for the second occurrence; \$30 every 15 minutes or part thereof for subsequent occurrences
Returned Check	\$36 per check
Failure to Sign-in/Sign-out	\$25 each occurrence after one warning
Failure to Notify Center of Absent Child	\$25 after each occurrence after one warning
Change of Schedule	\$10 for any changes after first change

Assistance Programs

TLC has a Scholarship Fund, which may be available to assist eligible TLC families experiencing financial difficulties. The current program year application can be found on the TLC website. A completed application with all required documentation must be received in order to be considered.

PLAN FOR CONSULTATION

We are required to have an educational, health, dental, and social service consultant per licensing guidelines. We currently do not need or have a dietary consultant on staff as we do not serve or provide meals.

All consultants will be available for annually reviewing our policies, and reviewing our in-service education programs. They will be available for advice and consultation regarding the program by telecommunication and in person.

PARENT AGREEMENTS

- Parents and Guardians agree to let the Site Director know if your child is going to be absent for any reason.
- An adult must accompany your child to and from his/her TLC classroom everyday.
- Toys are not to be brought from home except otherwise specified.
- Any changes in address, phone number, employment, etc. must be done immediately on the TLC Parent Portal.
- In case of inclement weather, please check our website at www.tlctrumbull.com, the news station WICC (AM 60), STAR (FM 99.9) or WEBE (FM 108). Television - WTNH/WCTX 59 Channel 8, WFSB Hartford Channel 3 or WVIT/NBC 30 Channel 30.

TLC BOARD OF DIRECTORS

Board of Directors Meetings

A volunteer Board of Directors runs TLC and meets once every month. Parents who wish to join the board should contact the Executive Director to confirm the meeting time and location. Board members are asked to participate in many aspects of TLC, and parent involvement is strongly encouraged. All parents are invited to attend the open session of a board meeting to express concerns or interest in the program. Please access the TLC website, www.tlctrumbull.com, for dates and times of upcoming meetings.

Meetings are held at the TLC Administration Office, 720 Daniels Farm Rd. at 6:00 p.m. A list of meeting dates will be posted on our TLC website.

TLC Officers and Directors

Position	Name
President	Derek Heard
Vice President	Eileen Vacca
Treasurer	Ken Johnson
Secretary	Gail Karwoski
Director	Jackie Norcel
Director	Tiffany McCarthy
Director	Al Paolozzi
Director	Mike Mitchell

If you have a comment, suggestion or complaint that you feel you cannot take to the Site Director at your center, please contact the Executive Director at the TLC Administration Office at (203) 452-9626. If your problem is still not resolved to your satisfaction, you will be put in touch with the Board President.

TLC QUICK REFERENCE GUIDE from Parent's Handbook 2023-2024

- Any questions or concerns regarding the TLC Program should be forwarded to the TLC Administration Office at 720 Daniels Farm Rd., Trumbull CT 06611 or you can phone us at (203) 452-9626; website: www.tlctrumbull.com.

- You must re-register your child for every new program semester.
- When making any TLC schedule change (adding days, subtracting days, or withdrawing from program), you must do so through the TLC Parent Portal. We require a TWO-WEEK notice from time of requesting the schedule change, to implementing the change.
- All withdrawal requests must be submitted, no less than 2 weeks in advance to the TLC Administration Office via the TLC Parent Portal. Failure to follow this procedure will result in your account remaining open, and you will continue to be invoiced.
- **Unplanned Early Dismissal Policy** –When school dismisses early, children who regularly attend TLC Centers will be directed to go to TLC Centers as usual, but need to be picked up within **two hours of school closing**.
- **Delayed Opening Policy** – When the Board of Education announces a 90 minute delayed opening, the schools will not be open until 10:05 am. TLC will be open at 8:30 am, but only for those children who regularly attend the Before School time slot of TLC. All other TLC children must wait until the official school opening time of 10:05 am. **Drop-ins are not allowed on delayed openings. (Please note that due to staffing availability for the Before school program on delayed openings, it may be possible where we are unable to open the center. You will receive notification if this should occur.)**
- **Planned Early Dismissal Policy*** - When school is scheduled to be open for only a half a day, TLC will be open from the time school dismisses until 6:00 pm (i.e. elementary after school program will run from 1:00 to 6:00). Children will go to TLC as soon as school is dismissed. Unless notified, you will need to send a bag lunch with your child on half days. **There is no additional fee for planned early dismissal days. Drop-ins are not allowed on planned early dismissal days.**

TRUMBULL SCHOOLS & TLC HOURS OF OPERATION

2023 – 2024

TRUMBULL PUBLIC SCHOOLS

Elementary School Time

Regular Day

Before School ---
School Hours 8:35 – 3:20 PM
After School ---

Legal Day (planned early closing)

Before School ---
School Hours 8:35 – 1:00 PM
After School ---

Early Dismissal (unplanned)

Before School ---
School Hours 8:35 – 1:00 PM
After School ---

Delayed Opening (90 minutes)

Before School ---
School Hours 10:05 – 3:20 PM
After School ---

TRUMBULL LOVES CHILDREN

Elementary School Time

Regular Day

Before School 7:00 – 8:30 AM
School Hours 8:35 – 3:20 PM
After School 3:20 – 6:00 PM

Legal Day (planned early closing)

Before School 7:00 – 8:30 AM
School Hours 8:35 – 1:00 PM
After School 1:00 – 6:00 PM

Early Dismissal (unplanned)

Before School 7:00 – 8:30 AM
School Hours 8:35 – 1:00 PM
After School 1:00 – 3:00 PM

Delayed Opening (90 minutes)

Before School 8:30 – 10:00 AM
School Hours 10:05 – 3:20 PM
After School 3:20 – 6:00 PM



Photo Permission Form

TLC Before and After School Program

Authorization by Parent/Guardian
August 30, 2023 – August 24, 2024

Child's Name: _____

Center: _____

Photographs may be taken of my child/children, which may be used in displays, newsletters, local newspaper articles, TLC Facebook and or Instagram Page and TLC's website. No names or captions will be displayed on the website or Facebook.

Please read and sign the release below:

I give

I do not give

Trumbull Loves Children, Inc. permission to display my child's picture on TLC's website, Facebook/Instagram Page and other various publications listed above.

Signature of Parent or Guardian

Print Name

Date

AUTHORIZATION FOR BABYSITTING

We, _____, acknowledge that Trumbull Loves Children, Inc. is not responsible for our child(ren) _____, while they are not in attendance at a TLC Center. We also understand that TLC does not condone any of its staff members to care for children outside the TLC Center, including transporting the child to/from the center or any other location. We understand it is our choice, even though the center does not condone it, that the staff member, _____, care for my child (ren) outside of TLC. We understand that TLC will not be held liable for any or all actions of current or former TLC staff members while the staff member is not on TLC property. We will also not hold TLC accountable for any or all damage, claims or actions that may result while the child is in the care of the said employee.

Signature of Mother/Guardian

Date

Signature of Father/Guardian

Date

Signature of TLC Employee

Date

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