

CYEC



Creative Youth Enrichment Center
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(615) 646-8900
www.cyec.com



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learn | create | play | connect

7301 Old Harding Pike; Nashville, TN 32771

(615) 646-8900; (615) 662-8904 fax

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Operating Hours: 6:45am – 6:00pm - Monday - Friday

Parent Handbook

2017

Welcome! Thank you for choosing Creative Youth Enrichment Center.

This handbook is designed to inform you about our program and state our policies and procedures. After reading, if you have any questions, please feel free to ask any of our staff for clarification.

Our Mission: CYEC is dedicated to providing a caring, safe and creative foundation for all youth that offers a challenging learning environment and encourages expectations for success. Through positive relationships with youth and staff, we empower all youth to succeed and celebrate the pursuit of lifelong learning and happiness and are committed to nurturing high self-esteem and respect for others.

Focus on Safety

Creative Youth Enrichment Center has made a commitment to provide the highest quality program that is safe, educational, nurturing and fun for each child. We are licensed by the Department of Human Services and participate in the DHS Star-Quality Child Care Program, which is a voluntary program for child care providers that encourages and recognizes quality child care programs. Each program is evaluated on 7 Areas of Quality:

1. The director's qualifications or experience, education and training
2. The education, training, and previous work experience of teaching staff
3. Developmental learning
4. Parent and family involvement
5. Ratios and group size
6. The center's pay and benefit plans for staff
7. Program assessment (on-site observation)

Overview of Program

The early childhood years (birth through age 8) lay the foundation for children's success in school and later life. CYEC is committed to providing a responsive and supportive program that recognizes and respects the whole child and family. Our program is designed to foster opportunities for children to build skills, work together and form lasting relationships with each other and adults. An opportunity to LEARN, CREATE, PLAY, and CONNECT.

A quality environment is extremely important. A warm, nurturing, and inviting environment affects the way children, families, and staff feel about the program. Many factors (such as color, light, sound, temperature and ventilation) affect a person when they enter the program. The environment is arranged to accommodate children individually and in small groups. CYEC classrooms are set up to create different feelings and attitudes.

- ◆ Inviting space – makes children, families and staff feel safe and welcome.
- ◆ Soft space – lets children relax and be comfortable in a home-like environment.
- ◆ Private space – permits youth to be alone yet supervised.
- ◆ Work space – supports children's involvement in activities.
- ◆ Storage space – encourages children to be independent, and to assume responsibility for taking out and putting away materials and activities.
- ◆ Active play space – allows for group games and large motor activities and can occur indoors or outdoors.

Fundamental Elements



Learn

- Educational Based Curriculum (aligned with Tennessee Early Learning Developmental Standards)
- Pre-K Educational Curriculum – the key to a successful curriculum is creating a warm, friendly, interactive and hands-on environment where children love to learn. Offered daily, the CYEC curriculum will stimulate growth and development that can be incorporated into routines of the day. Each age group has a curriculum that is specific to their educational and emotional needs, interests, and activity level.

Create

Discovery Centers

An effective program allows children to have a choice about programming and activities. When children are allowed to choose activities they are interested in, they are more likely to be enthusiastic and more likely to retain knowledge, skills and information provided to them. Staff help children make choices and guide them to new challenges or mastery over emerging skills and understanding. To achieve these results, the classroom is divided into Discovery Centers. The centers, based on age-appropriate activities in a child-centered fun environment, offer our children a chance to learn, imagine and relax – a chance to grow and connect.

- **Art Center** – Children are able to express and discover their creative side through art. This center exposes them to different media and helps to develop their sense of color and self-expression.
- **Dramatic Play / Homeliving Center** – Children come to terms with the world. They absorb and act out their experiences and come up with new ideas. They experience group decision-making abilities as they play in a family setting, giving them a chance to discuss family roles, responsibilities, chores and events.
- **Science Center** – Science is a process of knowing about the world.
- **Music Center** – From birth, youth listen intently to melody and rhythm and respond with movement and sound. Music feeds the body, the brain, and the soul. It is social and brings people together and set them apart.
- **Reading Center** – It is important for children to have opportunities to explore books (alone and together) in a quiet environment.
- **Games & Manipulatives Center** – Manipulatives encompass small or fine

motor, perceptual motor, cognitive, dramatic play, science and math.

- **Blocks/Building Center** – Working with blocks and other materials, children will explore imaginative and problem-solving skills. Working in the areas of balance, shape, size and construction helps children develop their creativity and self-confidence.



Play / Grow

- A nutritional Breakfast, Lunch and Afternoon Snack provided daily.
 - Healthy eating can stabilize children's energy, sharpen their minds, and even their moods.
- Daily Rest Time
 - Naps play a large role in the healthy sleep of children. They help to optimize your child's alertness and have an impact on their learning and development.
- Physical Activity Time
 - Exercise means playing and being physically active. With childhood obesity on the rise, we will provide time each day for the children to have physical activity. Weather permitting, we will take advantage of the outdoors and playground.



Connect

- Each curriculum unit / activity is connected to Tennessee Early Learning Developmental Standards and the State of Tennessee Educational Standards.
- Whether working on curriculum, playing on the playground, or in Discovery Centers, there are many opportunities to connect with other children and staff to form lasting relationships.



Enrollment

- Once your child is enrolled in our program, a space is reserved for your child until we are otherwise notified in writing.
- Registration is not complete without:
 - A completed registration form with signed permission to attend.
 - Completed Child Information Form
 - Copy of Immunization Records
 - Pre-Placement visit conducted as required by DHS
 - Registration Fee (non-refundable)
 - Supply Fee
 - A working email for parents
- There is a two-week trial period for enrollees. We reserve the right to request withdrawal of a child during or after the trial period if one or more of the following conditions exist:
 - The child is not benefitting from the program (or participating in the program);
 - The staff cannot provide adequate or safe care for the child.
 - The staff cannot provide adequate or safe care for the child.
 - The staff cannot provide adequate or safe care to the other children enrolled due to the needs of the child.
- DHS requires that parents conduct a pre-placement visit of the program prior to enrolling their child in a licensed child-care program.

Fee Policies

- Once you enroll your child in the program, you are reserving a space for your child. Payment for the services you register for will be expected regardless of attendance.

- A \$65.00 non-refundable registration fee is required at the time of enrollment.
- A \$65.00 supply fee is required at the time of enrollment and every September / October thereafter.
- All fees are to be paid in advance of the service – the Friday before the following week.
- Payment can be made online by Credit Card or Check by using the following link:

<https://portal.icheckgateway.com/YouthEnrichmentCenter/default.aspx>

- There will be a \$5.00 charge per week for late payment. If you are having difficulty making payments, please see one of the directors.
- Delinquent payments (2 weeks or more) can result in suspension or termination of care.
- There is a \$5.00 discount for the 2nd child.
- A two-week written notice is required to withdraw you child. You are responsible for regular weekly fees during this time or if you withdraw without notice.
- Families may take a one-week vacation credit per year. Your account must be current and you must submit a two-week written notice that you will be using the vacation credit. Children may not be present during the vacation week. Those enrolled part-time are not eligible for this credit. Vacation credit must be taken in each calendar year – they cannot be “banked” for multiple weeks.
- If you pick up your child after 6:00pm, there is a late fee of \$5.00 for the first 5 minutes and \$1.00 per minute thereafter.

- Returned checks will result in a \$35.00 fee. Please see one of the directors to make arrangements to pay for the returned check.

- CYEC will be **closed** on the following days / holidays:

New Year's Eve	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Eve
4 th of July	Christmas Day
Labor Day	2 addl days for training

- There is no reduction in the weekly fee for the legal holidays listed above.

Arrival Procedures

- We ask that you drop your child(ren) off by 9:00am when we begin programming.
- Sign your child in and out each day on the sheet provided. Per DHS Licensure Rules and Regulations, parents must **PRINT** their name legibly.
- Parents must escort their children to their classroom.
- Inform your child's teacher of any special needs or pertinent information for the day.
- If your child will be absent, please call and let us know.

Departure Procedures

- If you are going to be late picking up your child, please call to let us know. Please remember that there is a late pick up fee (listed under fee policies).
- Please sign your child in and out each day on the sheet provided. Per DHS Licensure Rules and Regulations, parents must **PRINT** their name legibly.

- When you sign your child out, please check for any notices or updates in the parent information area.
- Only authorized people will be allowed to sign a child out. Authorized persons must be 18 years of age with photo identification.
- Anyone that the staff is not familiar with will be asked for identification.
- Because we are licensed by the Department of Human Services, we must contact the local authorities if any child is not picked up by 7:00pm.
- If there are special circumstances involving custody issues, you must provide legal documentation of those arrangements. These documents will be kept on file.
- DHS requires licensed child care centers to have a written policy regarding intoxicated adult or adults who display behavior which may place the children in immediate risk when picking up. We will not release the child(ren) to anyone displaying these behaviors. If the parent takes the child, we will contact the police and notify the other parent/guardian or emergency contact.

Withdrawal from the Program

- Creative Youth Enrichment Center has the legal option to withdraw a child for any of the following reasons:
 - Non-payment of fees
 - Repeated failure to pick up child on time
 - Continuous disciplinary problems
 - Inappropriate conduct of parent or guardian

If a child is dismissed from the program, they may not be allowed to re-enroll at a later time.

Incident Weather

- If Davidson County schools are closed, we will operate 8:00am to 4:00pm – weather permitting.
- In the event Davidson County schools release early from school due to weather, we will close at 4:00pm.
- Check our website, Facebook and the local news channels 2, 4, 5 for announcements regarding closings. We will make every effort to keep you updated.

Sick Policy

- Please do not bring your child when he/she is ill. We cannot provide care for sick children.
- If your child becomes ill after the day has started, they must be picked up within 1 hour of notification.
- If a child has a fever of 100.5° or higher, three bouts of diarrhea, or vomiting, they will be sent home.
- The child cannot be allowed back to the program until 24 hours has passed and the child is no longer symptomatic.
- If your child has diarrhea for a “non-contagious” reason (i.e. medication), we must have a written doctor note before they can return to the program.
- If there is a contagious illness present, we will notify each family so they can watch for symptoms.

Medications

- Medication must be in the original container as prescribed.
 - Written instruction of quantity
 - Time to administer medication
 - Dosage to be administered
 - Name and phone number of physician
 - Any other directions for use (i.e. requires refrigeration, etc.)
- A “Permission to Administer Medication” form must be completed to allow our center to administer the medication.
- Please be sure to tell your child’s teacher that he/she is on medication.

Immunizations

- Your child’s immunizations must be started before we can accept him/her into the program.
- Immunization records must be kept up-to-date or we will be unable to continue care.
- A copy of your child’s immunization record is required for the file.
- As your child goes for regular visits to his/her physician, please bring the new Certificate of Immunization to our office if your child receives shots.

Meals

- Menus will be posted in each classroom on Friday for the following week.
- If you are going to be late arriving to the program, please call by 9:00pm so that we can have an accurate lunch count.

- If your child(ren) has any food allergies or foods they cannot eat for any reason, please let the director know so that an alternative can be served.

Meal Schedule

7:30 – 8:00	Breakfast
10:30 – 11:00	Lunch Toddler & Two’s
11:30 – 12:00	Lunch Pre-K 3 & 4
3:00 – 3:30	Afternoon Snack

TV / Video Policy

- If television is used, it is no more than 30 minutes per day.
- All videos must have a “G” rating.
- Parents will be notified and give their permission for viewing prior to showing the movie.

Babysitting Policy

Employees may not be alone with children they meet at CYEC outside of the center. This includes employment, babysitting, sleepovers and inviting children to your home unless one of the following conditions exist:

- Employee and child’s family or guardians have a relationship that predates employment at CYEC.
- Employee and the child’s family or guardians have a relationship that predates the child’s enrollment in CYEC.
- Employee and the child or child’s family or guardian is related.
- In all of the cases above, the director(s) must be notified and a release signed by the child’s parent or guardian.

Discipline

- Actions of the teachers will not damage the child's self-image or embarrass the child.
- Teachers will communicate regularly with families regarding behavior concerns.
- Staff is responsible for the proper discipline of the children. **We cannot allow parents to "discipline" or question other children that are not their own.**
- Due to confidentiality, if there is an incident that involves multiple participants, the incident will be investigated by the teachers to come to an acceptable resolution. We will NOT discuss the specifics of the other children involved.
- Our disciplinary policy is one of non-violence, both physically and emotionally. We will employ one or more of several types of disciplinary practices to resolve the undesired behavior:
 - Behavior Modification – using constant positive reinforcement and encouragement to encourage and help the child to manage his/her behavior.
 - Natural Consequences – a logical way for a child to learn how to get along in the world. EX: if a child breaks a toy by playing too rough or in an inappropriate way, they will no longer have that toy to play with. This encourages children to make positive choices and to let them know that they have power in their own environment.
 - Redirection – if a child is having difficulty which leads to undesirable or inappropriate behavior, they may be moved to a different activity to stop the behavior.
- "Time Out" – used with children ages 2 – 10. The child is told their behavior is inappropriate and given a chance to correct their behavior. If the undesired behavior continues, the child will be removed from the group and sit in a designated location for an amount of time – no greater than their age.
- Biting occurs for many reasons whether it is teething, a lack of language, frustration, attention getting, being overly tired, wanting power or simply just trying to get a reaction from someone.
 - A child that bites 2 or more times in one day will be sent home for the remainder of the day. Parents will have 1 hour from the time of notification to pick their child up.
 - If at any time the skin is broken due to a bite then the child will be asked to go home immediately.
 - A child that bites 3 times in one week, the child will be suspended immediately for 2 business days.
 - If biting continues and is severe to where it becomes necessary to send the child home on a daily basis or is adding undue stress to the other children or the environment it may become necessary to terminate child care. This is not something that CYEC likes to do but it is the last resort.

Injury

If your child is injured at the program, the directors will take any steps necessary to obtain emergency medical care.

These steps include:

- Contact parent or guardian
- If unable to reach parent or guardian, contact the designated emergency contact.
- If we cannot reach anyone, we will do any of the following:
 - Call an ambulance or paramedic
 - Have the child transported to the hospital.
 - In a non-life-threatening situation, we will not call an ambulance unless instructed to do so by the parent or guardian.
 - In the event of a serious, life-threatening emergency, 911 will be called first.

Our preference is to reach the parent so that they can make decisions regarding their child's medical care. For that reason, we will continue to call until we have reached someone (parent, guardian or emergency contact) while seeking emergency medical assistance.

Open Door Policy

Creative Youth Enrichment Center has an open door policy. We welcome your visits and encourage you to stop by at any time. Throughout the year, we will also have special occasions in which parents are invited to attend and participate.

Main phone line: 615-646-8900

Fax line: 615-662-8904

www.cyec.com

Facebook: Creative Youth Enrichment Center

Tonya Bryson: 615-804-0353; tonyab@cyec.com

Cynthia Gale: 615-642-8778; cynthiag@cyec.com

Civil Rights

Creative Youth Enrichment Center is an equal opportunity child care provider. CYEC does not discriminate on the basis of race, color, sex, national origin, creed or special need. We serve every child in which our facility is equipped.

Find the Tennessee Department of Human Services Licensing Requirements at:

http://www.tn.gov/humanserv/adfam/Center_Summary_070609.pdf

If you have limited English skills, please notify someone on our staff and we will assist you in getting an interpreter/translator.

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