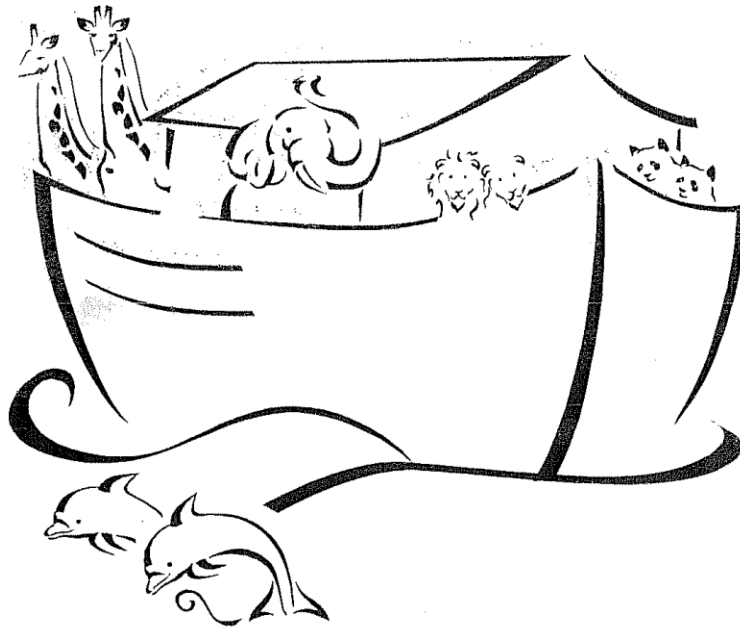


NOEL UNITED METHODIST
CHILDREN'S CENTER

PARENT HANDBOOK



520 Herndon Street
Shreveport, LA 71102
318-222-7732

Mission Statement

To have a positive influence on the lives of children and their families throughout the area by providing a program of quality, comprehensive care in a loving, Christian environment which includes developmentally appropriate learning, care, nurture, and joyful play.

Accreditation

Noel United Methodist Children's Center is a fully licensed Class A" Center certified by the Louisiana Department of Social Services.

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Parents

This handbook is designed to give you some insight into the people, history, qualifications, and policies of the Noel United Methodist Children's Center. Please keep this handbook for handy reference.

The Noel United Methodist Children's Center offers a sound program, with emphasis on character and citizenship development. It makes provisions for the individual differences in children, whereby each child can progress physically, mentally, emotionally, and socially under the guidance of competent and experienced personnel.

We further the child's home training, endeavoring to teach manners, politeness, obedience, thoughtfulness, and sharing with others.

Next to the home, the school is most important in directing the attitudes, fixing the habits, and molding the characters of young children.

To avoid any confusion regarding our services, please read this entire handbook. If you do have any questions regarding our rules and regulations, please feel free to consult us at any time.

The Staff

Employees are selected to meet the missions and goals of the center. Staff members are thoroughly interviewed and their references checked prior to employment. Each staff member is given a staff manual to read at the time of employment so they are aware of our expectations. We feel a competency to work well with children is the most important prerequisite a staff member can have. Copies of this manual are available to parents upon request.

After an applicant is selected to become a staff member of the Noel United Methodist Children's Center, then a ninety day training and probationary period begins. Each employee undergoes a background check by the State Police to see if they have had any previous convictions.

Each staff member is required to participate in ongoing training in all aspects of early child care and education. Many of our staff members have received certificates in recognition of their extra efforts for attending and completing early child care training. Each staff member is required by state licensing agencies to attend 12 hours of early child care continuing education, three (3) hours of health training each year, plus attend quarterly staff meetings. Staff is also trained in CPR and Pediatric First Aid.

The teachers shall be directly responsible to the Director and shall have qualifications and duties as outlined below:

1. College training in early education, or a current CDA or be willing to obtain a CDA.
 - a. CDA must be completed within 2 years of date of hire.
2. Pre-school experience, preferred.
3. Knowledge of how to correlate an understanding of early childhood development with appropriate learning activities and environment.
4. A willingness to devote the time necessary beyond actual class time to prepare adequately for required curriculum development. This should include planning sessions, reading professional materials, and preparing for forthcoming class activities.
5. Other qualifications as delineated/assigned by Director

The Board of Directors

The Children's Center is governed by a Board of Directors. This Board is responsible to the Noel United Methodist Administrative Council, and shall consist of the following 7 voting members (2-YEAR TERMS): Three (3) Noel UMC members at large, three (3) Children's Center parents (at least two of whom shall be Noel UMC members), one (1) Educator and Noel UMC member; AND additional non-voting members including: Director of the Children's Center, Assistant Director of the Children's Center, Chair (or appointed member) of the Finance Committee, Church Business Administrator/Bookkeeper, Chair (or appointed member) of Trustees Committee, a Staff Liaison appointed by the Senior Minister, and Staff Parish Relations Committee member

The Children's Center Board of Director shall meet as notified by the Chair on a monthly basis or as determined by the Chair, while meeting no less than 4 times per year. Additional meetings may be called by the Chair as deemed necessary.

The Chair shall be appointed by the Noel UMC Nominations Committee and should preferably be an educator, child development specialist, or an individual with knowledge of developmental issues.

The duties of the Board include (but are not limited to) the following:

1. Make policies regarding admission, age, tuition, and health requirements of the students.
2. Recommend salary adjustment of the Director, teachers and ancillary staff.
3. Assist in budgeting, planning and employing financial and physical resources of the Children's Center.
4. Assist Director in the wise use of buildings, grounds, and available equipment.
5. Advise Trustees and Finance of equipment needs and repairs.
6. Plan for publicity and promotion of Children's Center in the church and community.
7. Promote good public relations and relations with Center parents.
8. The Board of Directors shall act as liaison between the church and the parents of the children attending the Children's Center.
9. Create and appoint members to Board sub-committees for special topics/interests (i.e., Curriculum Committee, etc.) and replace board members as necessary.

Policies

ADMISSIONS POLICY: Parents interested in enrolling their children should contact the Children's Center Director and provide the required information on the child (age, need for care, etc.).

The Director, with the assistance of the appropriate staff, determines the ability of the Center to accommodate the child (number of staff, class limits, etc.).

If there is available space, the child is admitted upon receipt of the required paperwork, along with the registration forms and the initial tuition payment.

DISMISSAL POLICY: Children can be dismissed for the following reasons:

1. When the children move more than 25 miles out of town.
2. When the account is four weeks in arrears.
3. When health is a problem for the child or parent
4. A class is canceled due to low enrollment (rare)
5. A determination by the Center that the Center does not meet the child's needs
6. Failure to renew enrollment agreement/registration

Custodial parents or guardians, and non-custodial parents with written authorization by the custodial parent, are welcome to visit the center anytime during hours of operation (7:00 am to 5:30 pm) as long as their child is enrolled. Parents should not distract staff from regular duties during such visits, unless an appointment has been made or an emergency arises.

NON-DISCRIMINATION POLICY: The Noel United Methodist Children's Center does not discriminate on the basis of race, color, creed, sex, national origin, handicapping condition or ancestry, or breast feeding by parent for infants.

DISCLAIMER: Noel United Methodist Children's Center is a Christian environment. We try to provide good adult role models for children to follow. Any person, who uses abusive language, makes suggestions relating to physical harm toward the children, staff, or parents, are subject to immediate removal from the Center. Any parent who behaves in this manner will have their child immediately dismissed from the center.

DISCIPLINE: The goal of Noel United Methodist Children's Center is to teach self-discipline through positive guidance and developmentally appropriate expectations. The standard preferred method for discipline is timeout. The child is removed from the situation and there may be a designated timeout area in the classroom such as a chair, carpet area, or floor area, but the child is never placed out of sight of the staff. Discipline will be age appropriate (Ex.: 3 years old, 3 minutes) and appropriate to the situation. If the behavior continues and it is disrupting the other children, the child is removed from the classroom and brought to the office. The child will be counseled and have a cooling off period, then returned to regular activities in the classroom. This is usually sufficient to correct undesirable behavior. If the behavior continues beyond that, the parent will be consulted for suggestions and insight as to the best way to handle the situation. If

all attempts fail and the behavior threatens the health, safety and the rights of others, the parents will be asked to remove the child from our care.

Specific unalterable rules of discipline are as follows:

1. No child shall be subject to physical punishment, corporal punishment, verbal abuse or threats.
2. Cruel, severe, unusual or unnecessary punishment shall not be inflicted upon children. Derogatory remarks shall not be made in the presence of children about family members of children in care or about the children themselves.
3. No child or group of children shall be allowed to discipline another child.
4. When a child is removed from the group for disciplinary reasons, he will never be out of sight of a staff member.
5. No child shall be deprived of meals or any part of meals for disciplinary reasons. The rules at the Center are kept simple and basic.
6. We wish to teach children generally accepted manners and good Christian behavior and attitudes towards others. The children will be given plenty of time to practice obeying the rules before any disciplinary action is taken.

INCAPACITATED PARENT: When any parent or any person designated by a parent comes to the Noel Methodist Children's Center to take custody of a child, and any staff member of the Noel Methodist Children's Center has reason to believe, based on objective and articulable circumstances, that the parent or other designated person is under the influence of drugs or alcohol or in some other manner incapacitated, the parent or other designated person will NOT be allowed to take custody of the said child if said parent or other designated person manifests an intent to transport the child from the Noel Methodist Children's Center while operating any motor vehicle or other means of transportation. If such a circumstance arises, the parent or other person designated by the parent shall be advised by the Director, Assistant Director, or Acting Director that a member of the Staff believes their operation of a motor vehicle or other means of transportation would endanger the safety of said child. The Director, Assistant Director, or Acting Director will then contact the other parent or other concerned adult (which was listed by said parent on the child's information card) for the purpose of taking physical custody of said child.

FORCE MAJEURE: Force Majeure is defined as an unexpected or uncontrollable event. The Noel United Methodist Children's Center is part of the Noel Memorial United Methodist Church, a non-profit organization. As such, the cost of the services we provide to your child is based primarily on the cost of these services to us. Our tuition fees reflect the minimum we are able to charge while providing the quality care you expect for your child. However, there are forces beyond our control which may increase our cost of doing business. The Center would have to pass such increases along to our parents, even when the increase alters the tuition amount of the original contract. If this occurs, you will receive official notification in writing of the amount and reason for any increase. Within ten days of notification, should you be unwilling to accept such an increase, the Center will allow the cancellation of your contract without penalty, releasing both parties from said contract.

HEALTH: The health of all children is best protected when any child with a communicable disease is immediately removed from contact with other children. Common communicable diseases prevalent in this age group are listed in the chart below with required time of absence from the center. **DO NOT BRING YOUR CHILD TO SCHOOL IF HE/SHE IS ILL.**

The parent, guardian, or designated person shall be notified as soon as possible if a child develops symptoms of illness or suffers an accident while in the care of the center. Please keep all **EMERGENCY PHONE NUMBERS CURRENT AND UP-TO-DATE WITH THE CENTER.**

In case of emergency, the parents will be contacted immediately, 911 Emergency will be called, and the child will be taken to the preferred medical facility listed on the master card or to the nearest medical facility available. You will be called informing you of the situation. You can meet us at the medical facility.

1. The director may require a physician's statement as to the advisability of readmission to the Center.
2. The morning personnel will briefly examine the child for rash, cough, nasal discharge and other signs of illness. The child's temperature may be taken. STAFF HAVE THE AUTHORITY TO DENY ADMISSION TO ANY CHILD WHO APPEARS TO BE ILL.
3. Under no circumstance is a child admitted with the following symptoms: fever (child must be free of fever for 24 hours before returning), vomiting, diarrhea, headaches, sore throat, nasal discharge that is not clear or earaches.

An immunization record is required by the Licensing Bureau for each child on the first day of attendance.

MEDICINE: ALL MEDICATION MUST BE PROVIDED BY THE PARENTS: State licensing requires that when prescription medication is administered by Center staff, written authorization must be given by the parent. Medication must remain at the Center during hours of operation each day that the medication is given. Medication will not be kept in the Center overnight. Parents must provide the Children's Center with a list of the possible side effects of all medicines given or applied to the children. Staff giving the medication will sign or initial a form when it is given. All medication sent to the Center shall be in its original container, shall not have an expired date, and shall be clearly labeled with the child's name to ensure that medication is for individual use only (Class A Licensing Minimum Standards 5321 D). Over the counter medication can only be administered by the Center staff if the child's physician sends a signed letter to the Center stating the name of the medication being administered, why medication is being administered, the dosage, the time medication is to be administered, and the exact time period that the child will need the medications (Ex. 2 days).

Illness is defined as, but not restricted to the following:

| Illness/Symptoms | Exclude until |
|--|---|
| Fever of unknown origin (100 degrees or more) | Child must be free of fever for 24 hours and must have an excuse from the child's physician or health department. |
| Diarrhea (two or more loose stools, or above and beyond what is normal for that child) | Child must be free of diarrhea for 24 hours and must have an excuse from the child's physician or health department. |
| Undiagnosed generalized rash | Well or cleared by the child's physician as non-contagious. |
| Any child with a sudden onset of vomiting, irritability, or excessive sleepiness. | Evaluated and cleared by child's physician. |
| Bacterial conjunctivitis (pink eye) | Eyes no longer discharging or have been under treatment for 24 hours and the child has been cleared by the child's physician. |
| Common cold/colored nasal discharge | Free of fever for 24 hours and discharge is clear and statement from the child's physician that the child does not have any other communicable disease. |
| Impetigo, Ringworm, or Scabies | Under treatment by the child's physician for 24 hours. |
| Lice | Proof of treatment accomplished and no nits present. |
| Strep Throat | On medication for minimum of 24 hours and cleared by the child's physician or health department. |
| Chicken Pox | Skin lesions (blisters) must be scabbed over and cleared by the child's physician or health department. |
| Measles/Mumps | Minimum of 7 days after onset of rash and cleared by the child's physician or health department. |
| Meningococcal disease (meningitis) | Well and proof of non-carriage from the child's physician or health department. |
| Hib disease (Haemophilus influenza) | Well and proof of non-carriage from the child's physician or health department. |
| Hepatitis A | Seven days after illness started, fever completely resolved and the child must be released by the child's physician or health department. |
| AIDS (or HIV infection) | Until the child's health, neurological development, behavior, and immune status are deemed appropriate (case by case basis) by qualified persons, including the child's physician chosen by the child's parent, guardian, and the director. |

GRIEVANCE PROCEDURE: In the event a problem exists, Noel United Methodist Children’s Center wants it corrected as quickly as possible. This can only be achieved if it is identified immediately. Parents with concerns should first discuss them with the classroom teacher if the concern is not related to a teacher or staff member. If the classroom teacher is unable to resolve the concern independently and to the satisfaction of the parent, then the matter should be brought to the attention of the Director. Formal documentation in writing of the specific matter is preferred. If the Director is not able to resolve your concerns, parents may contact the Board of Directors at noelccboard@gmail.com. Final decisions on corrective actions will include input from the Director, Board of Directors, and as necessary, head pastor and additional church committees (trustees, staff parish relations, etc.).

CONFIDENTIALITY: To protect each family’s confidentiality, Noel United Methodist Children’s Center will not share information about a child or a child’s family with anyone who is not authorized to receive this information. This includes medical and personal information as well as images posted to social media (i.e., Facebook) or the monthly newsletter. Permission forms are available to provide consent for images/pictures of your child to be posted on Facebook and in the newsletter. While at Noel United Methodist Children’s Center, parents may come into contact with information of a confidential nature. This information could include personal or medical information regarding another child or parent, facility information that is not disclosed to the public, or information about an employee. Information that is over heard or discussed at the Center should be considered confidential and not shared with anyone.

HOLIDAYS: The Noel United Methodist Children’s Center will be closed with no optional care for the following holidays:

| Holiday | Date |
|---------------------------------------|-------------------------------------|
| New Year’s Day | January 1 |
| Martin Luther King’s Birthday | 3 rd Monday in January |
| Good Friday | Friday Before Easter |
| Memorial Day | Last Monday in May |
| Independence Day | July 4 th |
| Labor Day | 1 st Monday in September |
| Thanksgiving Day | Last Thursday in November |
| Black Friday (Day after Thanksgiving) | Friday after Thanksgiving |
| Christmas Eve | December 24 |
| Christmas Day | December 25 |

If any holiday falls on a weekend, Noel United Methodist Children’s Center will be closed the preceding Friday or the following Monday which will be posted. Full-time elementary child care is available for regularly calendared Caddo Parish school holidays on days when the Center is open.

FIREARMS AND ILLEGAL SUBSTANCES POLICY: The Center prohibits the use of alcohol and the use of an illegal substance or unauthorized potentially toxic substance, firearms, pellet or B.B. guns loaded or unloaded in the Center or on the playgrounds or on field trips.

INCLEMENT WEATHER: We follow the same policy as the Caddo Parish School System in this regard. If the school board of Caddo Parish closes school for inclement weather, the Center will also be closed for at least the first day of the closure. Any subsequent days that would necessitate closure of the Children's Center would be decided on a day-to-day basis and would depend on whether the Children's Center facility would be able to provide necessary services to the children. General announcements over radio and television will be made, if possible. If media is unable or unwilling to pass along this information, parents should call the Children's Center Office (222-7732) to learn if the Center will be open or closed.

ADDRESS CHANGE: It is important that we keep current records on our children. If you change work positions, home address, or telephone numbers, please let us know. We need to be able to reach you in case of illness or emergency.

ABSENCES: If your child should be absent for ANY reason, please notify us. This pertains to vacations, sickness, etc. Part-time children who miss their regular day do not have the option of choosing another day. Staffing is planned for the number of children who are expected each day. If a holiday falls on your regularly scheduled day, that day cannot be traded out for another.

VACATION POLICY: Two weeks annually are permitted at one-half cost if the child does not attend any days that week. Requests for vacation need to be put in writing as soon as the time is known to be needed. The family must have been in attendance for one year and their account must be in good standing. Payment of the reduced rate will hold the space for your child.

WITHDRAWAL: A two-week written notice is required when a child is leaving the Center. Registration into the school year program obligates the parent for the entire school year with the following exceptions:

1. Moving more than 20 miles out of the Shreveport city limits.
2. Ill health of either parent or child.
3. Cancellation of a class by Noel United Methodist Children's Center due to low enrollment.
4. A joint determination between Noel United Methodist Children's Center and the parents that Noel United Methodist Children's Center does not meet the child's needs.

It is understood that the registration fee is not refundable, with the exception of cancellation of a class by Noel United Methodist Children's Center due to low enrollment prior to the beginning date of that class.

Louisiana law requires that we hold your child's place for a minimum of three (3) weeks. Therefore, if under the above exceptions you do not give notice, you will be responsible for a minimum of three weeks fee. You are not obligated in any way if a class is canceled by Noel Methodist Children's Center due to low enrollment.

AUTHORIZATION FOR PICK-UP OF CHILDREN: Authorization for pick-up of children by any person other than the parent/guardian must be given in written form. The child cannot, and will not be released without proper authorization.

FINANCIAL MATTERS

FEES AND GENERAL INFORMATION: Fees are payable one week in advance. This means that all weekly tuitions are due on Monday of each week and are considered late after Tuesday. You are obligated to pay even if your child is absent due to illness or holidays.

A registration fee is due when the application (registration form) is completed. It is an annual registration and non-refundable.

A late payment fee is \$20.00 and will be charged to your account each week the tuition is not paid by the due date. If the fee is not paid at the end of two weeks from the original due date, the Center will reserve the right to dismiss the child. If the child is dismissed for lack of payment, any balance on the account will still be due in full. Legal steps will be taken to force collection of fees owed, if necessary.

A sibling discount is applied at a rate of 5% per child.

Returned check fees are 25.00 per check, plus any fees attached to the transaction. This is payable in cash. We will not accept checks on any account that has had more than two (2) returned checks. You will be put on a cash only basis.

Late pick-up fees will be assessed from the time the center closes (5:30 PM) at a rate of \$1.00 per minute until your child is picked up from the center.

REGISTRATION FEES AND TUITION:

| | |
|-------------------------|--|
| Registration/Supply Fee | School: \$150.00, Summer: \$50.00 Aftercare: \$75.00 |
| Tuition/Infant | \$135/wk |
| Tuition/Toddlers | \$130/wk |
| Tuition/Preschool | \$125/wk |
| Aftercare | \$65/wk |
| Summer: School Age | \$125/wk |

All fees are subject to change by the Center.

TAX CREDIT: Child care is deductible if paid to an organization or individual who reports the income. When declaring your child care paid to us you will need our tax identification number, which is 72-0442225.

CLASSES

CLASS STRUCTURE

| | |
|-----------------------|---|
| Infants | 6 weeks until approximately 6 to 8 months or crawling or at least ready to crawl |
| Creepers | Crawlers until walking and until age one |
| Toddler 1 | One year to approximately 18 to 20 months |
| Toddler 2 | 18 to 20 months and when there is an opening or in August |
| Twos | 2 to 3 or until August |
| Threes | Must be three on or before September 30 of that year and <u>toilet training is required.</u> |
| Fours/Bridging | Must be four on or before September 30 of that year |

PROMOTION: Promotion from class to class is typically done in August and coincides with the Caddo Parish School system schedule. Other factors affecting promotion include class size/spot availability, teacher/staff coverage, and the child's developmental skills. All decisions regarding promotion are up to the discretion of the Director.

AFTERSCHOOL CARE: The Center offers after school care for those children who are in public or private schools (generally 61 months to 12 years). If we have enough interest, the vans may pick-up children from the following schools: Arthur Circle, A. C. Steere, South Highlands, Riverside, and Shreve Island.

The children receive a snack upon arrival to the Center and then begin working on homework. The Center offers a variety of different activities each afternoon, such as playing quiet games, puzzles, coloring, reading, outside play, and play times in the gym. Video games or handheld games of any nature are prohibited.

You will need to notify the school that Noel United Methodist Children's Center will be picking your child up each day, and a permission slip will be signed upon enrollment giving the Center written permission by the parent for the pick-up. If your child will not be attending the after school program on a given day, we ask that you notify the Center at 318-222-7732 before 1:00 pm on that day. In the afternoon, if we must wait for your child only to learn they are not there, we will be late to the other schools we must drive to that day. A \$15.00 fee will be charged each time Noel United Methodist Children's Center is not notified of your child's absence.

SUMMER CAMP: The summer camp is open to children currently enrolled in the after school program, and to siblings of children currently enrolled in the infant and preschool program at the Center. Some of the activities are field trips, arts and crafts, and movies. You will receive a bulletin outlining regular activities and needs for these activities.

ROUTINE MATTERS

CLOTHING: Your child's name should be affixed to all coats, hats, sweaters, gloves, etc. brought to the Center. **THIS IS VERY IMPORTANT IF YOU WANT THE CLOTHING RETURNED.** We cannot be responsible for lost articles, even if the child gives the article to a caregiver to keep for them.

NUTRITION: Morning and afternoon snacks and a well-balanced nutritional lunch are served to each child at the Center. The weekly menus, including meals and snacks, are posted in the foyer area. The menus are rotated every four weeks. If the menus are changed on a given day, the change will be posted. State licensing allows food from home for children with dietary restrictions due to allergies or health problems. The Center must have a signed letter from the child's physician to be kept on file in the Director's office. This letter is also posted in the kitchen, classroom, and dining room.

Treats for birthdays and food items for holiday parties are allowed at the Center. Please check with the staff about children with food allergies.

Other than for the reasons just stated, food is not allowed in the Center, do not bring breakfast foods, drinks, or snacks in the Center unless you have a written statement from the child's physician.

NAPS: Each child who stays all day in the center is required to lie down for a rest. We do not insist that a child go to sleep; however, most of them will. Parents may provide a nap mat for this purpose. Parents may bring a towel or blanket for the child to use during nap time.

TOYS: The only time your child is permitted to bring toys, etc. from home is for planned classroom activities. **DO NOT BRING TOYS ANY OTHERTIME.** If children bring toys, the toys will be placed in a bag, labeled, and kept at the front desk until pick-up time.

SAFETY REMINDER: Be certain when you drive in the driveway that you watch for small children and that your car doors are securely closed prior to leaving. Do not leave vehicles running, and if you are going to be longer than 5 minutes, park outside the drive through area as to not block parents that need to leave.

UTILITY OUTAGES: Prolonged outages of water or electricity will close the Center. Parents will be notified in as timely a manner as possible, by phone, or by public notice, or local news media.

INSTRUCTIONS FOR FIRE DRILLS/ALARMS

1. FIRE DRILL PROCESURES:

- a. Do not panic. Remain calm. Speak in a calm tone. Think clearly about how to evacuate the children safely and quickly. In bad weather, take coats for the children.
- b. Bridging, Preschool 3, Preschool 2, Toddler 2 Classes: Exit through the Stephen's Street door. Wait on the sidewalk. Count your children; take your roll book with you to make sure you have names of all children.
- c. Preschool 1, Toddler 1 Classes: Exit through doors to the playground (Stephen's Street side) moving all the way against the fence. Take the class roll with you to be sure you have all your children.
- d. Infants/Creepers Classes: Each room has a fire bed with wheels. Put the children in that bed, cover them with blankets and roll the bed out the front door to the covered driveway.
- e. Elementary Children: If you are in the Gym, exit to the Highland Street sidewalk. If you are in the main Children's Building, exit out the Stephen's Street door and go to the sidewalk. Take your class roll with you, Count your children.
- f. Enter the building after the "all clear" sign has been given. All staff will need to sign the report form for the Fire Department.
- g. Take time to notice which exit you should use in case of fire. The safety of these children is part of your responsibility.

2. TORNADO PROCEDURES WHEN A TORNADO WARNING IS ANNOUNCED

- a. Infants: Place in the two evacuation cribs. Bring the infants to the kitchen.
- b. Creepers: Place in evacuation Cribs or in wagons. Bring to Director's office.
- c. Room 170 - in hallway just outside office door.
- d. Room 177 - In hallway outside office door. Some may be behind reception desk.
- e. Room 150 – In hall between opening of staircase and bathroom door.
- f. Room 147 - In hall just outside lunchroom. Lunchroom door will be closed. Do not place a child against door,
- g. Room 152 - In hall next to resource room.
- h. Room 153 – In hallway across from storage room.
- i. If school-age are here they will be brought from gym and will be placed in hallway with rooms 147, 152, and 153.
- j. The door between the back and front of the building will be closed.

The children will have to be very close together. Use both sides and the middle of the hallway. They will be instructed to face the wall and be on their knees and to shield their head with their hands. The children may lay flat on the floor if they do not understand to stay on knees and shield their head with their hands. Staff will have to help the children to stay in the proper place.

Notables should be put up to block doors.

Staff will assure that the doors to the rooms are closed as you exit. The rule of thumb is to be 25feet from windows and doors to the outside.

Assistants will help get the children in place. The Director will get the emergency call file, a cell phone, and the weather radio. In the Director's absence the Asst. Director or Bookkeeper will secure these items.

Stay in the safe areas until the Director or the Assistant Director gives an all clear.
Stay calm.

THANK YOU

We thank you for giving us the opportunity to work with you and your children. Our relationship with our parents is by far the most important aspect of ensuring every child receives the best experience while at Noel UMC Children's Center and we encourage all parents to be an active participant in this experience. Therefore, anytime you feel the need to contact us, please feel free to do so.

REGULATION INFORMATION

Pursuant to regulations effective July 1989, you are to be informed of the following:

1. For any significant, unresolved licensing complaints you may contact our licensing authority:
Department of Social Services Bureau of Licensing
PO Box 3078 Baton Rouge, LA 70821
225-342-9905 PHONE
225-342-9690 FAX

2. Custodial parents or guardians, and non-custodial parents with written authorization by the custodial parent are welcome to visit the Center anytime during regular open hours as long as their child is enrolled. Parents should not distract staff from regular duties during such visits, unless an appointment has been made or an emergency arises.

3. The Noel United Methodist Children's Center does not discriminate on the basis of race, color, creed, sex, national origin, handicapping condition, ancestry or breastfeeding. -

4. Any suspected abuse and/or neglect of a child in a day care center must be reported in accordance with LA R.S.14:403 to the local Child Protection Agency.

RESOURCES

| | |
|--|---------------------------|
| Adoption | 1-888-LAHELP-U (524-3578) |
| Location | 676-7100 |
| American Heart Association (http://www.heart.org) | 222-2328 |
| American Red Cross (http://www. redcross.org)..... | 865-9545 |
| Bossier Parish Health Unit (http://new.dhh.louisiana.gov/) | 318-741-7314 |
| Broadmoor Library (http://www.shreve-lib.org/facilities/) | 869-0120 |
| Bureau of Licensing/Baton Rouge, LA (http://www.dss.state.la.u s /)..... | 1-225-342-9905 |
| Caddo Parish School Board Special Programs (http://www.caddoschools.org/) | 219-0191 |
| Centerpoint | 221-2100 |
| Childnet | 1-800-922-3425 |
| Child Protection Services (http://www.dss.louisiana.gov/) | |
| Caddo Parish..... | 676-7622 |
| Bossier Parish | 676-7323 |
| Child Search (children with special needs; www.louisianabelieves.com/) | 877-453-2721 |
| Children Unlimited | 1-800-847-2505 |
| Easter Seal Society (http://www.easterseals.com/louisiana/) | 318-221-8244 |
| Child Protection Services (http://www.dss.louisiana.gov/) | |
| Bossier Parish (Preschool Team)..... | 318-549-6173 |
| Family Counseling & Children's Services (http://thecenterforfamilies.com/)..... | 318-222-0759 |
| Families Helping Families (http://www.fhregion7.com/) | 1-877-226-4541 |
| Fire Dept/EMS (Non-Emergency)..... | 673-6650 |
| Police | 675-2129 |
| Food Program (http://www.daycare.com/louisiana/louisiana-food-program.html) | |
| FCCH/CCC..... | 1-877-453-2721 |
| Food Stamps/SNAP (http://www.dss.state.la.us/) | 318-741-7320 |
| Foster Care (http://www.dss.state.la.us/) | 676-7100 |
| Gingerbread House (http://www.gingerbreadhousecac.org/) | 674-2900 |
| Health Department (http://www.dhh.state.la.us/) | |
| Caddo Parish | 676-5222 |
| Bossier Parish | 741-7314 |
| High Reach Learning (http://www.carsondellosa.com)..... | 1-800-321-0943 |
| Bossier Housing Assistance (http://www.thehbc.org/) | 318-747-7823 |
| Shreveport Housing Assistance (http://www.shvhousauth.com/) | 318-221-2450 |
| LACHIP (http://new.dhh.louisiana.gov/index.cfm/page/222)..... | 1-877-2LaCHIP (252-2447) |
| LA Housing Authority (http://www.lhfa.state.la.us/) | 1-88-454-2001 |
| Little Works (OT, PT, Speech; www.littleworksinprogress.com)..... | 318-795-3388 |
| Louisiana Child Care Assistance (http://www.dcf.louisiana.gov/) | 1-888-524-3578 |
| Caddo Parish | 676-7600 |
| Bossier Parish | 741-7320 |
| LSU Medical Center Special Needs (http://shreveportkids.org/Pediatrics/) | 675-KIDS |
| Medicaid Programs (http://new.dhh.louisiana.gov/)..... | 1-800-256-3068 |
| Shreveport Region #1 | 862-9875 |
| Shreveport Region #2 | 862-9877 |
| Medical Home (www.louisianahealthconnect.com)..... | 1-866-595-8133 |
| Neighborhood Ministries (www.noelumc.org)..... | 424-0434 |
| Noel's Children's Center (www.noelumc.org)..... | 222-7732 |
| Noel United Methodist Church Office..... | 221-5207 |
| NSU Child and Family Network (http://cfn.nsula.edu/)..... | 677-3150 |