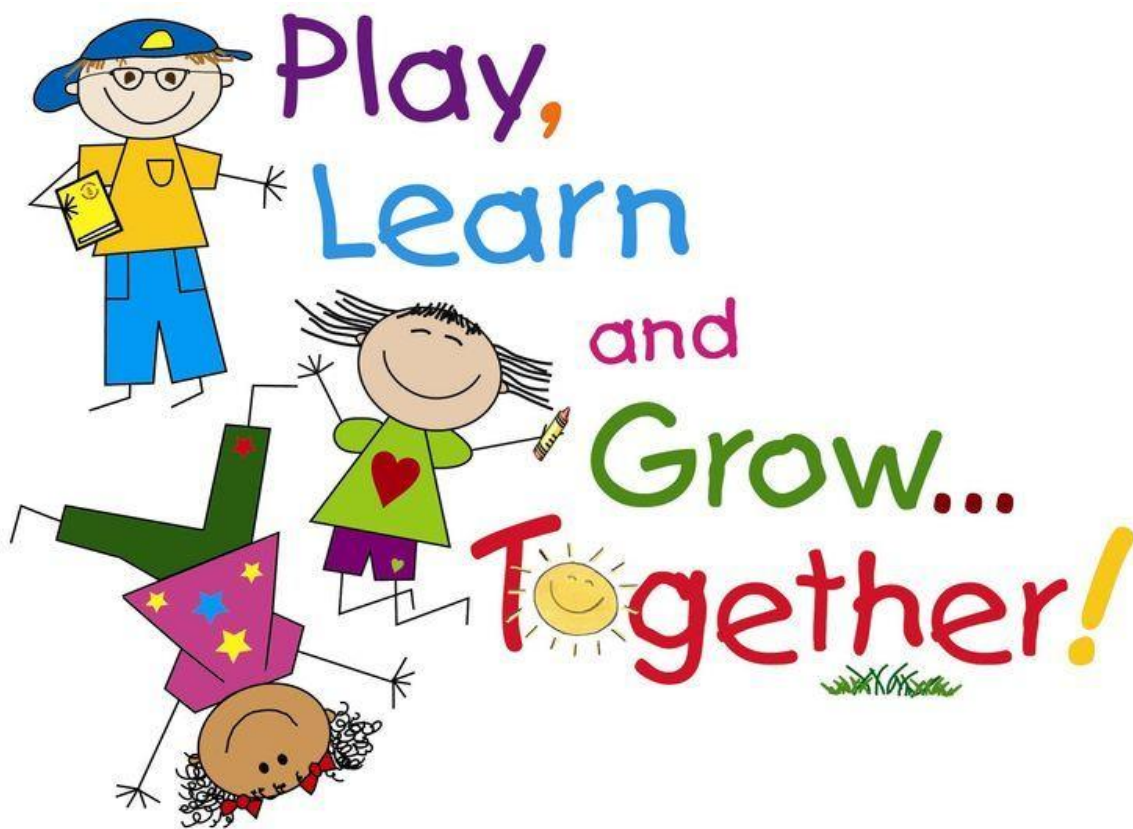


# The Center Parent Handbook



Where childhood is a journey...not a race.

Amended 01/16/2025

## To The Parent

We are pleased that you have chosen The Center as your “partner” in the care and education of your child. Like you, we are interested in your child’s total development. Our commitment is to provide you and your child with the best in education and child care. As a partner in the care of your child, we are always interested in your comments regarding the care and education that your child receives. This handbook is designed to acquaint you with the policies and procedures at both the Family Resource Center and the Family Resource Center South. In this handbook unless otherwise stated “The Center” will refer to both Center locations.

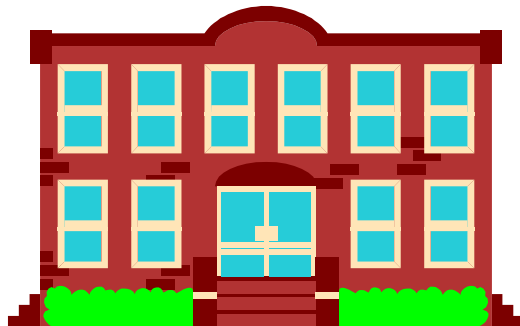
Please read and refer to this handbook as needed. Anytime you have any questions or concerns, we suggest you speak directly to your child’s caregiver. Any further concerns can be directed to Jenny Cronister-Ehling, Director of Early Childhood Services; Tasha McCoy, Child Care Coordinator; Assistant Child Care Coordinator; or Ann Elliott, Executive Director. For families at the Family Resource Center South you may also contact Jessica Carrier, Site Director.

Family Resource Center (The Center)  
1600 N. Walnut  
Pittsburg, KS 66762  
(620) 235.3150

Family Resource Center South (The Center South)  
3 Medical Center Circle B  
Pittsburg, KS 66762  
(620) 240.9388

[www.thecenterpittsburg.org](http://www.thecenterpittsburg.org)

You can also find us on Facebook by searching: Family Resource Center  
or on Instagram by searching: thecenterpitt



## **Welcome to The Family Resource Center**

### **Our Mission**

The Center was incorporated in 1995 through a cooperative effort of Mt. Carmel Medical Center, known as Mercy Hospital, Pittsburg State University and USD 250. These organizations have –since their beginning—been committed to significantly improving the quality of life in this community. As a not-for-profit organization, The Center is dedicated to meeting the needs of all children regardless of age, sex, race, color, creed, national origin, handicap or economic status. Its mission is to create and maintain a safe and caring atmosphere that promotes physical, social, emotional and cognitive growth.

### **Child Care Services**

Children from birth to 12 are accommodated in an environment specially designed to meet the needs of their age group. Stimulating, developmentally focused activities and learning opportunities are provided as appropriate to the child's age and developmental stage. Nutritious meals and snacks, prepared using Child and Adult Care Food Program dietary requirements, are served family-style in the cozy environment of their classroom. Both The Center and The Center South are open Monday through Friday from 6:30 a.m. to 6:00 p.m. Fees are determined by the age of the child and the hours accommodated.



The Center is funded by user fees, grants, donations and gifts in kind. Special funding has been provided by The Pritchett Trust, DCF, The Kansas Children's Cabinet & Trust Fund and other generous contributors.

## **Our Beliefs on Helping Children Grow Socially and Personally...**

We believe that children learn best through play and experiences. We believe that the teachers must lovingly guide and redirect the children to help them learn to cooperate with their peers and to have positive, educational experiences – to encourage and enhance their growth and development. We believe that we can best accomplish this by:

1. Having a variety of age appropriate materials and activities for the children.
2. Providing appropriate adult/child ratios.
3. Using group management techniques, limiting the number of children in each area of the room to avoid overcrowding and to allow for sufficient materials and the opportunity for interaction.
4. Speaking with a child if their behavior is inappropriate for the area or material that they are using.
5. Being positive and praising appropriate behavior.
6. After using the above techniques, if a child is having trouble getting along, he/she is asked to go to another area for awhile.

Most times, if a child's behavior is inappropriate, a simple reminder or a little more attention will be all they need. If these techniques don't achieve the desired goal, in the case of older children, a short "time out" (3-5 minutes) will be used to help children "regroup" and think about appropriate actions. Our main purpose is to provide for the safety of individual children and the group as a whole. Corporal punishment will never be used.



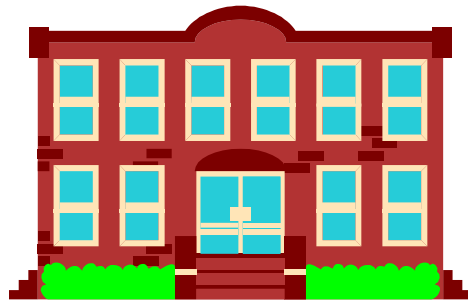
At The Center we understand that children's challenging behaviors are an attempt to communicate their needs. In the event of these challenging behaviors, we will observe and document what has happened surrounding the behavior in an attempt to understand the needs of the child and what he/she is trying to communicate. Such challenging behaviors include, but are not limited to: physical aggression such as hitting, biting, shoving, hitting with toys, verbal bullying, tantrums, refusal to follow directions and/or classroom rules. Staff will teach classroom expectations and rules in a consistent way to ensure that children understand the expectations.

## Termination Guidelines

Typically, there is no need to suspend or terminate child care/preschool but circumstances which might necessitate termination of child care:

1. A child has needs that cannot be appropriately met at The Center.
2. A child exhibits behavior, which repeatedly endangers the health and/or safety of other children.
3. A parent refuses to cooperate in adhering to the policies of The Center (i.e., consistently bringing a child who is ill to The Center, consistently picking up a child after the scheduled hours, etc.).

Of course, all efforts will be made to work with parents and children to overcome normal difficulties. Dismissal of any child from The Center would be considered a last resort, after all other interventions have been attempted. If dismissal from The Center is agreed upon to be necessary, we will work with the family to find an alternate placement and services. This policy has been created in accordance with federal and state civil rights laws.



**Amendment**  
**Family Resource Center/Family Resource Center South Fee Schedule**  
**Effective April 28, 2025**

**Child Care**

Infant	\$155 per week
12-30 months	\$155 per week
30 months – 12 yrs.	\$145 per week

**Preschool (Prepay by the 5<sup>th</sup> of Every Month)**

M-F	\$195 per month
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**Child Care and Preschool**

M-F	\$190 per week
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**Hourly Rates**

Hourly rates are available for those attending less than 25 hours per week at a rate of \$5.75 per contracted hour.

**Late Pick Up Fee**

\$15.00 after 6:00 pm plus \$1.00 for each additional minute after 6:10 pm.

**DCF**

We gladly accept DCF EBT payments for child care. Families receiving DCF assistance will be assessed at rates listed above.

**Sliding Scale**

A sliding scale discount is available based on family size and income. Please inquire in the office to see if you are eligible.

**Tuition**

All tuition fees are due by the day you agreed to on your fee agreement. Preschool tuition is to be pre-paid by the 5<sup>th</sup> of every month. If tuition remains unpaid for two weeks after the due date, your child will not be readmitted to The Center for care until your balance is paid in full. Repeated delinquency may result in dismissal from the program.

All child care fees are based on a contracted schedule. There is no reduction of fees for missed days except in the instance a child is ill for 8 consecutive business days. After 6 months of continuous full time child care, each child is eligible for two weeks of vacation credit per year that you are not responsible for fees. These two weeks must be taken in at least five consecutive day periods (for example Christmas week, your family vacation week or when grandma comes to visit from out of town). The Center is closed on all major holidays—New Year’s Day, Memorial Day, Labor Day, Thanksgiving, the Friday after Thanksgiving, July 4<sup>th</sup> and Christmas. Families are not charged for those days.

All tuition fees are subject to change.

## **Registration and Admission**

The Kansas Department of Health and Environment requires certain forms be completed prior to enrollment. Please ask if you have any questions about any of these forms

Admission is open to all children regardless of age, sex, race, color, creed, national origin, handicap or economic status.

If you are discontinuing child care, please notify the Child Care Coordinator two weeks in advance before a child is to be withdrawn. Parents are required to pay for those two weeks. All scheduling is done through the office. Please notify the office of any schedule change.

A sliding scale discount is available based on family size and income. Please inquire in the office to see if you are eligible.

## **Arrival and Departure Procedures**

It is the responsibility of the parent, or individual transporting the child, to leave and pick up the child in the building. At The Center please use the East Entrance at all times. The Center South please use the West Entrance of the building at all times.

Parents should clock their child in on the Procure App on their phone or on the iPad at the front desk upon arrival and again when they leave The Center, this is used to track attendance at The Center. When parents electronically clock their children in/out this constitutes their signature authorizing those childcare times. Also a sign-in/out sheet is provided in the room for teachers to register their child each day when they enter and leave the classroom.

Please check in with your child's teacher daily. The parent should make the staff aware of any special circumstances that may affect the child that day.

If a child is to be absent, for whatever reason, notify the office as soon as possible.

No articles of play may be brought onto the premises that could be swallowed. No war like toys such as guns, swords, etc. may be brought to The Center. Do not send your child to school with his/her favorite toy. We are not responsible for toys lost on the premises.

## **Release Procedures**

No child will be released to an adult who is not specified on the child's enrollment information. Adults who are given permission by the parent to pick up a child must

have proper identification on them. Identification must be shown at the front desk and to the teacher before the child is released.



### **Meals and Snacks**

Meals are an important part of our day. All meals will be served in your child's room by their teacher family-style.

Breakfast will be served by 8:15 am. Lunch is served at approximately 11:00 am. Snacks are served mid-afternoon; the time varies from room to room.

If your child has special dietary needs, please let us know as soon as possible. We will provide a form that will need to be completed by your child's doctor for us to keep on file to meet our CACFP requirements.

Menus for the week will be posted in each room.

As part of the Kansas State Department of Education Child and Adult Care Food Program, The Center requires a completed food reimbursement form from each family. This is an equal opportunity program. If you have been discriminated against because of race, color, national origin, age, sex or disability, write immediately to the Secretary of Agriculture, Washington, D.C. 20250.

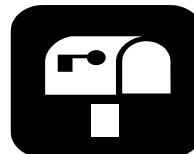
### **Outside Play**

Outside play will be a part of each day at The Center. All children will go outside if the temperature is above 32 degrees and under 100 degrees, unless it is raining. Anytime there is a heat index or wind-chill advisory posted, the children will stay inside. If the temperature is between 90 and 100 degrees without heat advisory, the children will go out for no more than 15 minutes at a time. Please dress children appropriately for the weather, including hat and gloves during the winter months. The Kansas Dept. of Health & Environment requires that children participate in outdoor play daily. A written doctor's note is required for children to be excluded from outside play.



## Child's Personal Belongings

Each child has a cubby and a mailbox.  
Please check this cubby and mailbox each  
day for items to go home.



All outer clothing or personal items should be marked with the child's first and last name. The Center is not responsible for lost or stolen items.

Children should always be dressed for play. A light jacket/coat is necessary for outdoor play or walks when weather permits. Old shoes or boots are also a good idea. During winter months, weather permitting, short outdoor excursions are often taken. Please dress your child warmly, with boots, hats, and mittens/gloves.

Two complete changes of clothing are needed for each child under the age of 5. Clothing must be labeled with his/her name.

## Supplies

Please send the following:

- A blanket for naptime (labeled with your child's name)
- A backpack or bag for carrying important art projects, etc.
- 2 or 3 extra, weather appropriate sets of clothes to keep at The Center
  
- For infants – diapers, wipes, bottles and formula (if different than Enfamil Neuro Pro which is provided)

## **Health and Safety**

A physical examination is required of all children who attend The Center.

### **All illnesses must be reported to The Center promptly!**

For the protection of all children, The Center directors, or staff on duty, reserve the right to refuse admittance to any child, who in their opinion should receive medical attention.

Staff will remain alert to symptoms of illness throughout the day. Children who display symptoms will be placed in temporary isolation and parents will be notified.

Maintaining good health in our children is a responsibility shared by both the parents and The Center. The Center has clear policies for handling and preventing illness. Our staff has been trained in illness prevention policies and the spread of infections. Young children get sick more often because:

- 1) Their immune systems do not fight illness as well as an adult's.
- 2) They have not been exposed to many of the germs that cause infection.

The Center does not have the facilities to care for ill children. If you are not sure, it would be wise to keep the child home an extra day rather than risk sending a sick child to school. If the child does not feel well enough to participate in the usual activities, The Center will make the final decision on whether the child will be allowed to attend. The health of our children and staff is a priority at The Center.

Medications will be administered only with a completed Medication form on file. Medication prescribed for an individual child shall be kept in the original container bearing the original pharmacy label, which shows the prescription number, name of medication, date filled, physicians name, child's name, and directions of dosage.

## Health and Safety

### Conditions for Exclusion from Child Care

1. Auxiliary (Armpit) temperature of 100.0 or higher
2. Cough, severe, where child gets red or blue in the face or makes high-pitched, “croupy” or “whooping” sounds after coughing
3. Breathing (labored, rapid, and/or wheezing).
4. Diarrhea (two watery stools in a 4 hour period or one large volume watery stool mixed with blood).
5. Vomiting, upset stomach with more than usual infant “spitting up” (two times in 4 hours).
6. Yellowish tint to skin or eyes and/or unusually dark, tea-colored urine.
7. Red watery or draining eye(s).
8. Infected areas of the skin with crusty, yellow, gummy, dry area or rash, i.e.: Impetigo, Chicken Pox, Ring Worm, and Pin Worms.
9. Severe itching of the body or the scalp and/or constantly scratching the head i.e.: Lice, Scabies
10. Fainting or seizures (other than pre-existing conditions) or general signs of listlessness, weakness, drowsiness, flushed face, headache or stiff neck.
11. Unusual behavior (cranky, listlessness, crying more than usual, obvious general discomfort, loss of appetite).
12. Strep Throat
13. Greenish nasal discharge and severe red or sore throat.

### Conditions for Returning to Child Care

1. Free of fever for 24 hours (without use of fever-reducing medication).
2. Symptom free or physician’s written approval to return.
3. Symptom free or physician’s written approval to return.
4. Free of diarrhea (watery stools) for 24 hours.
5. Free of upset stomach and vomiting for 24 hours and able to take food.
6. Symptom free or physician’s written approval to return.
7. All discharge from the eye(s) has stopped or physician’s written approval to return.
8. Skin sores are healed or 24 hours after treatment started or physician’s written approval to return. After pox marks are no longer weeping and feel dry. (Usually 5-7 days).
9. After treatment, including free of lice and nits. A staff member will need to check the child’s hair before re-admittance.
10. Symptom free or physician’s written approval to return.
11. Symptom free.
12. Twenty-four hours after treatment begins.
13. Symptom free.

## Health and Safety: Emergency Procedures

All accidents/injuries will be reported through ProCare and made available to parents.

If a child is seriously injured, the parents will be notified immediately to pick up the child for medical attention.



If contact cannot be made, and an emergency exists, the child will be taken to the medical facility listed on "Medical Release Form". In the event of a more severe emergency, 911 will be called.

A fire drill and a tornado drill shall be conducted monthly. Fire and Tornado Evacuation plans/maps are hanging in each classroom.

The Center has safety procedures in place for additional emergencies. Our Disaster Preparedness and Emergency Procedures are posted by the door in each classroom and office; as well as, a copy is included in your paperwork packet.

As per state law all incidents suspected of child abuse or neglect must be reported to the appropriate officials.

## Security Cameras

The Center has security cameras around the perimeter of the outside of the building, including two on the Playground.

The Center South has security cameras in all of the classrooms and around the perimeter of the building.

October 22, 2024

### **SAFE SLEEP POLICY ALL AGES**

Sudden Infant Death Syndrome (SIDS) is the “the sudden death of an infant under one year of age which remains unexplained after a thorough case investigation, including: performance of a complete autopsy, examination of the death scene, and a review of the clinical history. (National Institute of Child Health and Human Development, Willinger et al, 1991)

The American Academy of Pediatrics (AAP) recommends that infants be placed to sleep on their backs, in their own crib, with nothing in the crib other than a fitted sheet covering a tightly fitting mattress.

In order to follow this recommendation, this facility has implemented the following Safe Sleep Policy:

#### **MANDATORY SAFE SLEEP PRACTICES FOR ALL AGES:**

1. All staff working at The Center will receive training on the Safe Sleep Policy and SIDS risk reduction.
2. When children are napping and during rest periods, each room shall be lighted to allow freedom of movement and to ensure staff members are able to observe the breathing of each child.
3. Unless an infant has a sleep position waiver signed by their physician specifying otherwise, infants shall be placed in a supine (back) position for sleeping to reduce the risk of Sudden Infant Death Syndrome. A notice will be posted near the crib for those infants with a waiver.
4. Only one infant will be placed in a crib at a time and all children over 12 months of age and walking will be placed on a cot for naptime.
5. Nothing shall be placed in the crib with the infant; such as blankets, bibs, toys or pillows.
6. An infant will only use a sleep sack with the written permission of a doctor. This will be posted by the infant's crib. No swaddling will be permitted.
7. All cribs and cots will be placed 2 feet apart, except when against a wall.
8. No child's head shall be covered during sleep.
9. Room temperature will not exceed 75° F.
10. No smoking in the child care facility. Employees must wash hands before returning to work in the infant room after smoking.
11. Infants will be provided appropriate “tummy time” when awake, which will be determined by the age and temperament of the infant.
12. Infants will remain within Sight & Sound Supervision guidelines at all times, even while sleeping.
13. Children over 12 months of age will be visually checked while napping at least every 15 minutes.
14. One staff member will remain on the sleep side of the classroom while there is a sleeping infant. In the case there is only 1 staff member working, the sleeping infant will be placed in a portable crib on the play side of the classroom. This portable crib will be cleaned and the sheet changed after each use.
15. When infants can easily turn over from the supine (back) position to the prone (stomach) position, they will be placed to sleep on their back but allowed to adopt whatever position they prefer for sleep.
16. If an infant arrives to the program asleep, or falls asleep at the program, in equipment not specifically designed for infant sleep (ex. Car seat, bouncy seat, infant seat, highchair, stroller, jumper chair) the infant is removed and placed on their backs in a crib within a reasonable amount of time, no longer than 15 minutes.

NOTE: All parents/guardians of infants cared for in this facility will receive a copy of this facility's Infant Safe Sleep Policy and SIDS risk reduction information before or at time of enrollment.

## Programs at The Center

The Center Front Desk/Office	620.235.3150
The Center Fax	620.235.3154
Early Childhood Special Education	620.235.3155
Tiny Dragons Early Literacy (ask for Debby)	620.235.3150 / 620.687.2939
Spark Wheel (ask for Bekah)	620.235.3150
Early Childhood Block Grant	620.235.3150 x208
Family Resource Center South	620.240.9388
Family Resource Center South Fax	620.240.9905

## Parent Volunteers

You can come to The Center ANY TIME to see what's going on or volunteer to help the teachers in the classroom. Volunteering is easy and fun for both parents and children. A parent's presence in the classroom is a source of excitement and pride to his/her child. But it is more than that. It is an opportunity for parent and teacher to become better acquainted and to work together to bring out the best in the child. If you are interested in being a parent volunteer please ask for Jenny Ehling, Tasha McCoy, Jessica Carrier or Ann Elliott. Please remember you are ALWAYS welcome at The Center and we encourage you to participate in the many programs in the building.



## ***Policy and Procedures***

*(parent copy)*

To assure clear communication concerning the procedures and policies of The Center's child care and preschool, we ask all parents read the following and check off the following important items:

I understand that:

- At The Center the east door is the only door open for drop off and pick up. At The Center South the South door is the only door open for drop off and pick up.
- Parents must walk into the building with their child each day and make certain the teacher knows he/she is there.
- Parents should clock in on the Procure App on their phone, or on the iPad at the front desk upon arrival and again when they are leaving the building, this is used to track attendance at The Center.
- Parents need to call in or send a message on ProCare if their child is going to be absent.
- Children should stay home with the following illnesses: fever, diarrhea or vomiting, and other contagious diseases or illnesses. Staying home will help the child heal better and will ensure the health of others.
- Children must be diarrhea free and fever free without the use of fever-reducing medication for at least 24 hours before returning to The Center.
- Parents need to inform The Center of changes in address, phone number, employment, emergency contact information or any other change that might help us provide the care your child needs. A working phone/message number is needed for each family.
- Food that comes from home for sharing among the children must be either whole fruits or commercially prepared packaged foods in factory sealed containers.
- If meal substitutions are necessary, a form filled out by your doctor must be on file. The statement should also include recommendations of food/milk by the doctor.
- Parents are expected to pick up children at the designated time.
- The Center's hours are 6:30am to 6:00pm. A \$15.00 late fee will be incurred after 6:00pm for the first 10 minutes and then an additional \$1.00 fee will be charged per minute until the child is picked up.
- No medications can be administered to a child without written consent and instructions from the doctor. All medication must be in the original container. If over the counter medications are needed, a required form filled out by the parent is required.
- Two weeks noticed is required to be given to the office if a child is to be withdrawn. Parents are required to pay for those two weeks.
- Children should be at The Center a maximum of 9 ½ hours per day. We know parents will pick up their children as soon as possible. No matter how much fun the child has while at The Center, they always look forward to mom or dad's return.
- Parents are responsible for payment of fees on time.
- Parents are responsible for all contracted hours. Contracted hours are based on the schedule given to the office by the parent.
- There is no reduction of fees for missed days except in the instance a child is ill for an extended period of time (eight consecutive days). Also, each full time family, who has been enrolled for six months, has two weeks per year they are not responsible for fees. These two weeks must be taken in at least five consecutive day periods. (For example, Christmas week, your family vacation week, or when grandma comes to visit.) Notify the office when you want to take a vacation week.
- The Center is closed on all major holidays- New Year's Day, Memorial Day, Labor Day, Thanksgiving Day, the Friday after Thanksgiving, July 4<sup>th</sup> and Christmas Day.
- Court ordered division of payment is to be handled by the parents. The contract will not be split for accounting purposes.
- Parents are expected to keep the fee agreement regardless of current reimbursement by an entity or individual. (cafeteria plans, child support, etc.)

## **USDA Nondiscrimination Statement**

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

**(1) mail**

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or

**(2) fax:**

(833) 256-1665 or (202) 690-7442; or

**(3) email:**

program.intake@usda.gov

This institution is an equal opportunity provider.