



PARENT/GUARDIAN HANDBOOK

www.DLCNL.org

**DLC Nurse & Learn
Murray Hill Location
4101-1 College Street, Jacksonville, FL 32205
Office (904) 387-0370 Fax (904) 387-0156**

**DLC Therapy & Care
Lake Shore Location
2270 Blanding Blvd., Jacksonville, FL 32210
Office (904) 389-5402**

info@dlcnl.org

Revised September 2021



DLC Nurse & Learn, Inc.
“Where Anything is Possible”

MISSION STATEMENT

DLC Nurse & Learn provides year-round high-quality education, nursing care, and therapies to children of all abilities so that children and families have the opportunity to reach their maximum potential.

PHILOSOPHY

DLC Nurse & Learn is a special education school dedicated to meeting all the needs of special needs children in a Christian, loving atmosphere. Our program is based upon the idea that children with handicaps are children first and their potential is ours to discover. We strive to help each child reach this potential by providing normalized activities geared toward individual skill levels. We believe this is best done when therapies are incorporated into daily activities. At DLC, our attitude gives your child the opportunity to say “Yes, I can!”

DLC EQUAL OPPORTUNITY POLICY

DLC is an Equal Opportunity and Affirmative Action Program. It is the policy of DLC to afford equal employment and advancement opportunities to all qualified individuals without regard to race, sex, sexual orientation, religion, color, national or ethnic origin, age, disability, military service or any other protected class. This policy also extends to each applicant, student applications, participant in programs or activities, its admissions policies, Board of Directors and scholarships programs.



Dear Parents,

Thank-you for the privilege of caring for your child. DLC Nurse & Learn is an inclusion program, caring for children of all levels and abilities. Our adult to child ratios is kept very low so that all children receive individual attention. DLC is a private, 501(c) (3) non-profit organization that has provided childcare since 1989 and we recently celebrated our 30th anniversary.

Our goal is to have a blend of special needs students and typically developing children. The benefit to both typical and special needs children is lower teacher/student ratios, certified teachers and professionals and the opportunity to teach young children about differences. It is also a way for your child to build self-esteem while helping the developmentally delayed children during play. DLC is a quality 5 Star Rated program offering your child the best educational experience in a loving Christian atmosphere.

Please read our policies and procedures that follow, so that we can work productively together. I welcome any suggestions to improve our center and to make each day a happy and productive one for the children. As a team we can make a positive difference in your child's life.

Sincerely,

Heather R. Corey

Heather R. Corey, CFRE
Executive Director
DLC Nurse & Learn, Inc.
"Where Anything is Possible"

*Jesus looked at them and said, "With man this is impossible, but with God all things are possible."
Matthew 19:26*



Follow DLC on social media for updates and school activities.

Facebook: <https://www.facebook.com/DLCNL/>

Twitter: https://twitter.com/DLC_NL

Instagram: https://www.instagram.com/dlc_nl

TikTok: https://tiktok.com/dlc_nl



DLC Nurse & Learn, Inc. Program & Services Overview

- Our services include: child care, preschool, extended day programs, registered nursing care, physical therapy, occupational therapy, speech therapy, contracted ABA therapy, early intervention, developmental screening and low adult to child ratios for more one-on-one attention to individual goals for each child. Children with Cerebral Palsy, Down syndrome, Spina Bifida, Microcephaly, seizure disorders, g-tubes, apnea monitors and other special needs are welcome at DLC Nurse & Learn.
- We have classrooms for infants 6 weeks - 5-year olds, including VPK for 4-year olds. We also have after school programs for children up to 22 years of age.
- DLC Nurse & Learn has maintained a “5 Star Rating” from the Early Learning Coalition of Duval for nearly 10 years.
- DCF License – **#C0DU0129** / PPEC License - **#60081069**
- Our program is based upon the idea that children with special needs are children first and their potential is ours to discover.
- All Teachers have a Child Development Associate certificate (CDA), First Aid and CPR certified, and have successfully passed a criminal background check. Many classroom Teachers also have an Associates, Bachelors or Master’s degree. Staff will receive training in Sudden Infant Death Syndrome (SIDS), Shaken Baby Syndrome (SBS) and Child Abuse/Neglect (CAN). They are also required to obtain 10-20 hours annually of continuing education through classes, seminars, workshops, conferences, and other related early childhood events. The teachers strive to create a warm, fun-loving atmosphere for each child enrolled at DLC. We maintain low classroom ratios for students and teachers.

- Nursing care, Physical Therapy, Occupational Therapy, Speech Therapy, and Early Intervention are available at our school.
- Faith based state approved curriculum, *WEE LEARN*, focuses on self-help, cognitive/pre-academics, social and behavior, motor and speech/communication.
- Church, youth and community volunteers are welcomed for extra one on one interactions with our students.
- In each classroom DLC administers an assessment called the Ages and Stages Questionnaire (ASQ). This Questionnaire will allow the teachers and therapists to understand what level each child is at developmentally. After the assessment is completed the DLC team will compose 3-4 individualized goals for your child to work on daily. Once we have composed the goals we schedule and conduct a parent meeting with you and whoever else you would like to join. DLC partners with parents/guardians at these meetings so that all providers are on the same accord and can work on the same goals together. Our team will inform you of accomplishments over time and also daily accomplishments as well. Additional assessment tools that DLC utilizes are, the VPK Assessment for VPK students and the COR Advantage assessment for students enrolled in the School Readiness program.
- Regular email communication for agency updates, quarterly agency newsletters, and daily notes via Brightwheel for communicating progress.
- Group activities that incorporate individual skills for each child. Before and after school care with vocational activities games and maintenance for each child's school goals.

SCHOLARSHIP INFORMATION

Students may apply for a DLC scholarship for a partial or full tuition assistance which is based upon an income verification and review. Some students may also qualify for a partial or full scholarship for therapy services due to the lack of authorizations through health insurance providers, including Medicaid HMO's. You can request a scholarship application from the DLC Staff.

Additional Assistance Opportunities

Contact these agencies directly to inquire about potential assistance.

- ELC School Readiness Voucher (children 6 weeks to 9 years old): <http://www.elcduval.org/child-care-financial-assistance/>
- Family Empowerment Scholarship (Gardiner) (children 3 years to 22 years): <https://www.stepupforstudents.org/>
- United Way's Success by Six (children 3 to 6 years old): <https://unitedwaynefl.org/our-work/high-quality-education/success-by-6/>
- VPK Voucher in Duval (4 and 5-year old): <http://www.elcduval.org/voluntary-pre-k/>
- Child Care Aware® of America for military families: <https://www.childcareaware.org/>

HOW TO ENROLL

Enrollment WILL NOT be accepted over the telephone. Prior to the child's first day, the parents are required to meet the Administrator / Program Director to tour DLC, obtain required forms, and discuss the philosophy and program of DLC. At this time, all policies are discussed and fee schedules explained to the parents. We ask that parents bring their child in prior to his/her first day, just to "look around" and get acquainted with the Center.

Enrollment Forms Child Care Enrollment form and Health History & Emergency Care Plan must be completed prior to attending DLC. The Child Health Report (Physical) and the Day Care Immunization Record must be provided within 25 actual days of your starting date at DLC. Any change of address, telephone number (work or home), or other pertinent information must be shared with the Administrator as soon as the change occurs. Florida state law requires every child to have a physical examination form signed by a doctor. Subsequent physical exams will be required every two years thereafter. An immunization form indicating updated dates of all shots is also required before expiration. It is the parent's responsibility to keep the immunizations updated and inform the center as additional immunizations occur. A religious exemption certificate must be provided if your child does not receive scheduled immunizations.

For any questions contact:



Elizabeth Goodrich
DLC Nurse & Learn
Assistant Program Director
Office: 904-387-0370
Elizabeth@DLCNL.org



Julie Roziers
DLC Therapy & Care
Program Director
Office: 904-389-5402
Julie@DLCNL.org

GENERAL AGENCY POLICIES AND PROCEDURES

DLC PROVIDES: Wipes, 2 snacks daily, whole milk, and 100% juice.

YOU PROVIDE: Breakfast, Lunch, Formula (specialized milk and water), Diapers, Physical Form, Shot Records, written Prescriptions for Therapy, \$75 enrollment fee, extra clothes, any required medication, medical supplies and equipment.

ABSENCE - No tuition adjustments will be made for any absence. We cannot operate without full payments monthly.

ARRIVAL/DEPARTURE PROCEDURES – Parents/guardians or approved pickups are required to sign all children in and out of the center. Each classroom is provided with a tablet for you to check your child in and out or you can utilize your cell phone by scanning the QR code in the classroom through the Brightwheel application.

ASSESSMENT - All children are screened and assessed using approved assessment instruments. All children will be evaluated with the Ages and Stages Questionnaire (ASQ) and will have formal observations conducted 2-3x a year. The COR Advantage assessment will be conducted 3 times annually for students participating in the school readiness program. The VPK assessment and Star Early Literacy will be conducted 3 times annually for students in the VPK program. Teacher conferences will be announced twice a year in October and again at mid/end year.

BOTTLES - All bottles and sippy cups should be clearly labeled with their first and last name. Fresh bottles should be sent daily. Please bring formula in the original can with your child's name for accurate measurements. Breastmilk must also be in a labeled bag or bottle. All bottles must have coverings over the nipples, this is a Health Department regulation.

CAR SEATS - Must be used in accordance with the law, when transporting your child to and from DLC.

CHILD ABUSE - All persons in contact with the children are required by law to report any signs of possible child abuse to child abuse authorities.

CHILD ABUSE AND NEGLECT - DLC Nurse & Learn has the responsibility for prevention, identification, and reporting of child abuse and neglect (sexual, physical, emotional). Under Florida law, cases of possible child abuse and neglect are reported immediately to the Department of Children and Families. The abuse hotline phone number is 800-96ABUSE and is posted by each telephone.

CLEANLINESS - All students must be bathed daily and brought dressed in clean clothing to attend school.

CLOTHING - Send your child in comfortable, weather appropriate, washable clothing. **They will get messy!** Children need an extra change of clothing to be kept at the center for emergencies labeled with your child's name. Please have closed toed shoes with backs and/or braces on your child upon arrival (no sandals).

COMMUNICABLE DISEASES – Exposure to communicable and any infectious illness, of other family members, should be reported promptly so the center may be alerted to early symptoms. By the same token, the center will notify parents of a child's exposure to infectious disease here.

CONFIDENTIALITY OF RECORDS – DLC maintains the policy that all records of children and families are kept confidential and only released with parent/guardian written consent.

CURRICULUM - Infant/Toddler/Preschool teachers will use *WEE Learn* to plan faith based appropriate activities for the children.

DIAPERS POLICY - Parents are required to provide diapers and diaper cream for the children that need them. DLC supplies baby wipes. **It is also the parent's responsibility to check periodically to see if or when your child needs more diapers and cream, (not the providers).** Each child has his or her own clearly labeled diaper bin, either in the infant/younger toddler room or older toddler/preschooler room, depending on the age of the child. Diapers are checked frequently, and changed every three hours or more often if required. Diapers containing #2 are changed immediately. The diaper changing tables are cleaned and disinfected between each diaper change, and hand washing of childcare provider and child is performed after each diaper change. Please ensure you have extra clothes in case of accidents.

EMERGENCY CLOSING – If the threat of a natural disaster such as hurricane, tornado, flooding, etc., is imminent we will follow the Duval County Public School System for closure guidance. The center must have power, and physical damage must be repaired before the center can reopen. There must also be available staff to provide appropriate care and staff to child ratios to meet the DLC policy. DLC is in a flood zone and parents may be called in situations of long-term heavy rains. Please check our website or Facebook for closings.

TOILET TRAINING - We are more than happy to encourage potty training as long as the child is ready (typically between 2 and 3 years old). The initial start needs to be done at home for at least two weeks with success before it can be effectively started at daycare. Parents will be required to supply pull-ups and wipes. **Children will be allowed to come to daycare in cotton training pants/underwear after they have been accident free for at least two weeks in pull-ups.** Communication between parents and the daycare provider is imperative for a successful transition from diapers to toilet. *Pull-ups must have adhesive tabs (similar to diapers).

HOLIDAYS - No tuition adjustments will be made for holidays falling during the regular school week.

NEW YEARS DAY
MARTIN LUTHER KING JR. BIRTHDAY
PRESIDENTS DAY
SPRING BREAK (1 WEEK)
GOOD FRIDAY
MEMORIAL DAY
JUNETEENTH
INDEPENDENCE DAY
FALL & SUMMER PLANNING DAYS (JUNE 2 DAYS & AUGUST 1 WEEK)
LABOR DAY
VETERANS DAY
WEDNESDAY BEFORE THANKSGIVING, THANKSGIVING DAY AND FRIDAY AFTER
CHRISTMAS BREAK (2 WEEKS)

ILLNESS - Never knowingly bring a sick child to the center, especially if the child has had a fever or diarrhea during the night. Any child who becomes ill will be isolated, and the parents called to take him/her home within 1 hour of being called (DCF rule). (**SEE EXCLUSION POLICY**)

*** Families will be informed of the exclusion call time over the phone and in Brightwheel. You must arrange for your child to be picked up within 1 hour from initial call. Students that are still in attendance after the 1 hour, a late fee will be assessed. After a 5-minute grace period, the \$1.00 per minute late fee will be required before your child can return.

INCIDENT REPORTS - Will be written and signed by parent anytime an unusual incident happens while at the center. *We will provide a copy if asked. Original forms must remain on the premises of DLC.

LATE ARRIVALS -Will not permit late arrivals after 10:00 am, 9:00 am for VPK students, unless accompanied with a Doctor/Therapy note for your child. This assures proper staffing and children learn more when on a schedule. Class activities start at 9:00 am promptly.

LATE PICKUP - **We are open at 7:00 am and close at 6:00 pm.** We ask that you are here by **5:55 pm** to collect your student and their belongings. If you are delayed for any reason, a late fee will be charged after 5 minutes for the first occurrence. \$1.00 per minute will be charged and due when your child is picked-up. \$1.00 per minute after 3:00 pm if your child is not in the extended day program. Payable on or before your child returns to school. **Habitual lateness can be cause for expulsion**

MEDICINE - Parents must fill out a form for administration of medicine/training at the center. A form must be filled out for each medicine whether it is over the counter or prescription. This form will need to be updated annually. When bringing in a prescription medication, DLC will need 2 copies of the prescription (medication bottle and prescription on bag).

NAPTIME - All full-time students will be encouraged to take a nap. Please provide your child with a small light cover and sheet. Infants and toddlers sleep in separate rooms. The infants sleep in provider provided cribs, and the toddlers sleep on mats. Our goal is to have the two different age groups (24 months and

older, younger than 24 months) sleeping on the same afternoon nap schedule. Nap time for children 18 months and older is during the time between 12:00pm and 2:00pm each day. Typically, children 18 months and younger will take a morning nap as well, moving toward a one nap a day schedule between 12 and 18 months. Typically, children 6 months and younger may need a third nap during the day, which can be incorporated into their late afternoon schedule. **The State of Florida requires that all children under the age of five have at least a two-hour rest period every day. No child will ever be forced to sleep; however, they are encouraged to remain quiet and on their mat during this time.**

PARENT RESOURCE AREA - In our hallway upstairs there is a designated area for parent information applicable to the age group of each class. Flyers concerning various teaching strategies and discipline techniques, children's books, and activity bags are available for families to check out to take home in the upstairs resource room. There is also a computer available for families who might need help applying for tuition assistance or other matters concerning DLC.

PARENT TEACHER CONFERENCES – All family/guardians are invited to attend scheduled parent/teacher conferences to review child's progress and set goals for your child. Conferences will be scheduled at least 2 times a year.

PARENT INVOLVEMENT - We encourage parents to become involved at DLC. We hope you will visit your child's room and get to know the teachers. Feel free to come in and briefly observe the center at any time. Volunteers are welcome. Talent sharing is welcome, also. If you have any items you would like to donate, the teachers would appreciate any items to share with the children. Parent meetings may be called at any time by the teacher, administrator, or parent/s. However, formal parent teacher conferences will be offered each year for all parents who wish to discuss their child's development. We ask that each parent tries to volunteer 4 hours per year at the school. Volunteering can consist of sharing your stories and experiences with the children, helping around the school (painting, cleaning, etc.), or participating at a school event (Valentine's Day Dance, Shamrock Hunt, Easter Egg Hunt, Christmas Parties, VPK Graduation, Passport to Riverside & Avondale, fundraisers, etc.). This allows us to get to know each other better.

***PAYMENTS** - Payments will only be accepted by **check, money order, online or credit card**. Cash payments are discouraged but will be accepted if truly needed in order to make a payment. Monthly fees are to be made in advance and are due on the first of each month. Each month the payment is due in full as long as the child is enrolled. There is a \$20.00 late fee for tuition not paid in full by month end. If full payment is not received within 90 days, you will be asked to withdraw your child (**this will be enforced**). \$20.00 will be charged for returned checks. There is a 20% discount for two or more children enrolled. DLC is a small non-profit and without prompt payments we will be unable to provide our services.

POWER/WATER OUTAGE – In the event the AC/Heating system stops working, DLC will typically call families to pick up students 1 hour after the incident occurred. Families might be called before the 1 hour mark in the event temperatures rise or fall quickly. The DCF rule states that classrooms can be no hotter than 80°F and no cooler than 65°F. In the event our water stops working, DLC will typically call families to pick up students 1 hour after the incident occurred. Families may be called sooner if we receive notice that the water will not be turned back on.

THERAPY EQUIPMENT- DLC is for children of all abilities and a variety of therapy equipment is placed in every room for accessibility. This allows children with developmental challenges more opportunity to fully participate in all classroom activities. All children are curious about this equipment and often want to use it even if they don't need it. We allow this to help children all feel equal and accepted. Some equipment can be used to help children sit quietly to calm down and when children need a safe place. Therapy equipment you may see in the classrooms are Rifton chairs, walkers, corner seats, feeder seats, wedges, etc.

NON-SUFFICIENT CHECKS - Due to the inconvenience of NSF checks, a \$50 fee will be charged for NSF checks.

REGISTRATION/SUPPLY FEE – Registration fee is \$75.00 and is payable at the time of enrollment. **This registration/enrollment fee will be charged annually in August.** Registration fees are not refundable. The wait list parent fee is \$25.00, which is to secure your place on the waiting list (will be applied to the \$75 registration fee).

UPDATE PERSONAL INFORMATION – Please remember to let the center know of any changes in phone numbers, addresses or emergency contacts.

RELEASE OF CHILDREN – Children will be released ONLY to those persons listed on the enrollment form. Identification will be required of unfamiliar persons picking up your child. Parents should notify us in writing if other than listed persons will be picking up your child. Only in an emergency will we accept notification by phone. Right to refuse release of child based on parents/persons being incoherent/incapacitated. DLC strongly discourages 3rd party transportation companies unless the parent/guardian is present.

SNACKS - We will provide 2 snacks daily. One in the morning and one in the afternoon. Many special needs children require special diets and have feeding difficulties; therefore, all children will need to bring a healthy, well-balanced lunch (label all items with child's first and last name). Children generally eat food that they are accustomed to eating at home. This speeds up the progress of self-feeding skills. Milk, juice, water will be provided for all meals and snacks by the center.

SNACK POSSIBILITIES – DLC receives donations from different church groups, families, and community partners. The snacks outlined are typical snacks we purchase or receive as donations; however, this may not cover all of the snacks we provide. Possible snacks are string cheese, Honeynut Cheerios, Cheeze-It's, goldfish, cereal fruit bars, popcorn, applesauce, yogurt, jello, pudding, animal crackers, fresh fruits, assorted fruit cups, 100% apple juice, whole milk (1yr-2yr), 1% (2yr >), cucumbers, cherry tomatoes, gerber baby puffs, cheeto puffs, wheat thins, veggie straws, vanilla wafers, graham crackers, Ritz crackers, popsicles, oatmeal, pickles, etc.

HEALTHY CHOICES - While the occasional donut, chocolate milk, and fruit snacks make for a good treat they do not necessarily make a healthy meal. We ask that parents reserve these items for special occasions. Bringing in these items on a daily basis for their child does not encourage healthy eating patterns. We are happy to provide parents with a list of healthy, fun, alternatives upon request.

ALLERGIES: All allergies (and dietary concerns) will be clearly posted in each room, on the refrigerator and written on the child's emergency info/consent cards. Please note that we are a **TREE NUT FREE** facility. If you send any food with your child, or donate any food to any functions held at the daycare please ensure that these foods are **TREE NUT FREE**. If they do not have the appropriate symbols or ingredients list then they will not be served to anyone for safety reasons, and will have to be returned home, or discarded.

SPECIAL DIETS - If your child has any particular dietary needs resulting from being a vegetarian, or having allergies, religious beliefs, or non-religious beliefs, etc., then just let us know.

SPECIAL INSTRUCTION – Any medical instructions should be written and given to the nurse or person in charge when the child is brought to the center. For certain procedures we will need an order from the doctor giving DLC permission to perform the procedure.

SEVERE ALLERGIES - Any allergy (food, medication, etc.) needs to be reported to the classroom teachers and school nurse. The allergies will be written and posted in the child's classroom in the kitchen area.

TERMINATION OF SERVICE – We would appreciate one month's notice should you find it necessary for your child.

TELEPHONE COMMUNICATION - If you need to contact the daycare for any reason, please feel free to phone (Nurse & Learn 904-387-0370 or Therapy & Care 904-389-5402). If you get our voice mail please do leave a message, as often we are out or busy with the children and unable to get to the phone at that moment. We do check messages regularly and return phone calls as soon as we get the chance. We do not mind calls to check to see how your children are doing during the day. We do please ask to limit them to 2 per day, as they do disrupt the classroom to pull a teacher out to speak on the phone. Thank you for your understanding.

If you call outside of daycare hours please leave a detailed message. Someone will return your call at our next earliest convenience.

COMMUNICATION - So we can provide the best possible care, please feel free to communicate any needs, wants and/or concerns regarding your child. It is only through good parent/provider interaction that good quality nurturing care can be achieved. Majority of our day to day communication will be through our Brightwheel app.

IN-SERVICE DAY - It is important for the staff to have time to prepare lessons, gather information from a guest speaker, or attend a conference. To accomplish this, we include various in-service days per year - at the beginning of June (2 days) and at the middle of August (1 week) we have a staff training/ in-service day. The center will be closed to children. Tuition is expected.

PHOTOGRAPHS AND PUBLICITY - Photographs of the children in our programs may be taken from time to time and may appear in newspapers, magazines, brochures, publicity materials, DLC's social media and/or educational trainings. Your permission for photographs of your child, to be used without compensation, is part of this agreement. Community partners may also post and share photo's and video's

VISITOR POLICY - All visitors are to report to the Office. All visitors must have written authorization from a parent/guardian prior to a schedule visit. Unscheduled visitors will be detained in the office area while a parent/guardian is contacted. If no contact can be made, the visitor will be asked to leave. Proper identification must be presented upon request.

VIP REFERRAL PROGRAM – At DLC we value our parents and their support. Through our V.I.P. Program we show our appreciation to our loyal parents who refer their friends and family. You will receive a \$50 onetime credit on your account when your referred friend or family specifies the referral upon enrollment, and completes their first four weeks attendance.

MISCELLANEOUS

- Here at DLC Nurse & Learn we do not transport any child by car or any moving vehicle, unless a medical emergency requires us to do so.
- Understand that your child may be included in pictures/video's with community partners connected with our daycare program, unless otherwise specified by you the parent.
- DLC discourages parents/guardians from hiring DLC staff to babysit outside of our operating hours. If you do choose to hire any DLC staff member to care for or transport your child, DLC will not be help liable for any action, encounters, or incidents that might occur outside of your child's daily mn attendance with DLC.



DLC utilizes Brightwheel as a communication platform to enhance our day to day program. Each child will be added under DLC Nurse and Learn's profile with detailed information that you provide in their enrollment packet. This allows teachers and administrators to have quick access to important information and contacts for your child. Parents/guardians, you are responsible for downloading the Brightwheel app and communicating with your approved pickup contacts to download the app as well. Each person listed will receive a link to download the app and create their individualized profile.

If you are asked to provide an invite code, please call administration for assistance.

Brightwheel is utilized for checking your child in and out each day, daily activities/notes, and messaging. We will also inform you of upcoming closures, events, incidents, etc.



FIRST DAY CHECKLIST

On your child's first day we will need for you to bring the following:

1. **DIAPERS:** Bring enough diapers for your child for at least 5 days at a time.
2. **CHANGE OF CLOTHES:** Make sure a change of clothes is replaced if used.
3. **FOOD FOR MEALTIME:** Label and send well-balanced meals.
4. **SHEET & BLANKET:** Please label with first and last name. DLC washes laundry weekly.
5. (If applicable) **MEDICAL SUPPLIES/EQUIPMENT:** Please ensure you provide enough materials/items for at least 5 days.
6. (If applicable) **PRESCRIPTION:** Must be signed by an MD for P.T., O.T., and ST.
7. (If applicable) **INSURANCE CARD(S):** We need a copy of any private insurance your child might be covered under. Unless you have a written denial for the therapies by your private insurance company. We will need a copy of your child's Medicaid card. We will be glad to make the copies for you here at the school.
8. (If applicable) **DOCTOR'S ORDER:** Our nurse will need a Doctor's order for any invasive procedure or oxygen therapy that your child will need while at school. Also, parents need to sign an medication/training authorization form for all scheduled medications and any PRN medications as needed.



Daily Schedule

This schedule is meant to give you an idea of your child's day. Actual times and activities may vary depending on time of the year, weather, age and temperament of the children. Age appropriate activities are scheduled with the flexibility allowed to respond to the needs of each individual child and their various ages.

DLC NURSE & LEARN Morning Schedule

DLC NURSE & LEARN Afternoon Schedule

<p>7:00 AM – Open/Breakfast/Healthy Checks/Free Play</p> <p>8:00/8:30 AM – Breakfast Ends/Diapers/Loading Buses</p> <p>8:30 AM – Centers</p> <p>9:00 AM – Clean Up Transition/Reading Center</p> <p>9:30 AM – Circle Time Activities</p> <p>9:45 AM – Snack</p> <p>10:00 AM – Goals/Art/Experiment</p> <p>11:00 AM – Wash-Up/Prep Lunch</p> <p>11:15 AM – Lunch/Diapers</p>	<p>12:00 PM – Rest/Nap</p> <p>2:00 PM – Wake Up/Diapers</p> <p>2:15 PM - Snack</p> <p>3:00 PM – Table Activity/Music</p> <p>3:30 PM – Unloading Buses</p> <p>4:00 PM – Goals</p> <p>4:30 PM - Playground</p> <p>5:00 PM – Wash-Up/Diapers</p> <p>5:30/6 PM – Clean Up/Close</p>
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Activity Ideas

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| <ul style="list-style-type: none"> Ball Toss Dance Party Busy Boxes Clean Playground String Beads Walk in Prayer Garden | <ul style="list-style-type: none"> Puppet Show Puzzles (Knob/Locking) Nature Walk Color Matching Bean Bags Tunnel Crawl/Obstacle Course |
|---|--|

DLC EVALUATION AND INTERVENTION POLICY

DLC uses the Ages & Stages Developmental Questionnaire on all students upon enrollment and at the beginning, middle and end of each school year. Each child will be assessed and then teachers will schedule a meeting with parents/caregivers to discuss any deficits in development the test reveals. Goals are set by teachers, directors, and therapists with parental input for daily classroom practice and then progress is charted daily on **Goal Sheets**.

If delay in development is significant, parents are advised to make an appointment with their pediatrician to get recommendations for therapy services. If the doctor wants further evaluation, **a prescription for our therapy team** to evaluate the child is sent to our office. Once a child is fully evaluated and **Plan of Care is written by the Physical, Occupational, and/or Speech Therapist for therapy services**, to be approved by the pediatrician for therapy sessions to begin. The child is then re-evaluated every six months for progress to be reported until the child reaches the age appropriate level of development.

Families may also seek outside therapy but are encouraged to utilize the **DLC therapy team as we work together to share therapy ideas with teachers and teacher assistants so that therapy can be reinforced in the classroom**. Also, therapy is more successful in the child's classroom where therapy can be done during functional classroom activities that are more meaningful to the child.

Therapy payments can be made through the families' insurance if the insurance company approves the therapy and are **participating insurance with DLC**. If not, payments can be arranged as an **out of pocket expense and paid along with tuition** payments monthly or through weekly payment plan.

DLC directors will provide additional resources if needed, based on the needs of the child.

OPEN DOOR POLICY

DLC maintains an open-door policy with all parents / legal guardians of enrolled children. Parents / legal guardians will have immediate access without prior notice to the center.

In the situation where there are custody issues the center must be provided with the most recent certified copy of court orders. The center will follow the orders of the court. If there is verbal or physical conflict the center will contact the police. With current laws, single mothers have full custody of children unless a court order state otherwise.

The center not only welcomes parents but also encourages parents to volunteer and visit their child's classroom with prior arrangements made.

Any other family visitors will need to come to the administrative office to be screened and checked in.

DLC RE-ADMITTANCE POLICY OF COMMUNICABLE DISEASES

- **Fever:** DLC defines fever as a temperature 100° F, or higher. If a student has a temperature at drop-off, they will not be permitted to enter DLC. If a fever presents during the day while the student is in our care, the student will be sent home and will be issued a 'stay-at-home/ exclusion pass' for the following day. They must be fever free without fever reducing medication (Tylenol/Motrin) medication for a minimum of 24 hours.
- **Diarrhea:** Defined as three (3) or more loose stools within an 8-hour period. If the student has 3(+) loose stools within 8 hours, or if the student has 2+ liquid diarrhea incidence within a 2-hour period, they will be sent home. They can resume care once the diarrhea has been cleared and symptoms gone for 24 hours.
- **Vomiting:** If a child vomits while in our care, they will be sent home. They need to remain home for 24 hours after initial incident. They can resume care 24 hours after the last vomiting episode has passed and all symptoms are gone.
- **Conjunctivitis "Pink-Eye":** If suspected/detected while at school, the student is sent home. They can return 24 hours after the start of treatment (medication), as long as no drainage is present.
**A physician's note is required for return.*
- **Scabies & Impetigo:** If suspected/detected while at school, the student is sent home. They can return 24 hours after the start of treatment (medication).
**A physician's note is required for return.*
- **Lice:** If suspected/detected while at school, the student is sent home. They can return after treatment as long as there are no active lice, or nits (eggs) present in hair. *Parent/Guardian must bring proof of treatment. DLC staff will recheck child for nits/lice upon arrival.*
- **Ringworm:** If suspected/detected while at school, the student is sent home. They can return after the start of treatment. Affected area needs to be covered with a bandage or Band-Aid. Antifungal cream must be provided to DLC, and a medication administration/training form must be completed at drop-off.
- **Pinworms:** The child may return to school following medical treatment. *Proof of treatment medical treatment must be provided to DLC prior to return.*
- **Strep Throat:** The child may return to school 24 hours after infection has cleared or 48 hours after the start of oral medication. **A physician's note is required for return.*
- **Upper Respiratory Infection:** This includes any combination of continuous green runny nose, continual disruptive coughing w/wo sneezing with a low-grade fever. The child will be sent home for a minimum of 24 hours without fever, or MD note stating child can return.
- **RSV:** Typically, contagious for 3-8 days when fever present. The child may return once they are well enough to participate, remain fever free for 24 hours without fever reducing medication, and no longer wheezing.
**A physician's note is required for return.*
- **Croup:** Typically, contagious for 3 days after illness begins and fever present. The child may return once they are fever free for 24 hours without medication. The harsh cough alone does **not** exclude child; however, they must be feeling well enough to participate.
- **Hand/Foot/Mouth Disease:** Usually presents as a rash (typically presents as small, red, and flat; sometimes the bumps can be fluid filled like blisters) that is on the soles of feet, and palms of hands. On days 1-2 of the illness small, red, bumps may develop in the back of the child's throat that can progress to painful sores. HFMD is highly contagious, and must be diagnosed by a physician.
**A physician's note is required for return.*

- **COVID:** In the event of a positive COVID test result, a child may return once: a negative COVID test result & asymptomatic *OR* 10 days have passed after positive testing date without fever *AND* no active signs/symptoms of illness for 24 hours. The child may also return to DLC with written permission from a healthcare provider.

Our goal is to facilitate a learning environment that is clean and is as disease free as possible. The high standard of wellness can only be maintained when staff and parents work together for the best interest of their child and our center. Each child's health is individual, but generally a rule of "24" hours applies to ensure everyone's well-being.

In the event you are notified that your child needs to go home, arrangements must be made so your child is picked-up within 1 hour of the notification- per DCF standards.

Remember, your child must be fever free without a fever reducer (ex. Tylenol/Motrin).

If a physician's note is required for your child to return, make sure you bring it with you and present it to the room staff member at drop-off.

EXCLUSION POLICY OF ILL CHILDREN

Department of Children & Families standards of the Florida administrative code 10M chapter 12.0051.

1. Communicable Disease in children:
 - A. Any child who is suspected of having a communicable disease or exhibits other signs and symptoms, which include any of the following, shall be placed in isolation. The condition will be reported to the parent, and the child shall be removed from the facility as soon as possible. The child may return to the childcare facility when the signs and symptoms are no longer present.
2. Common Signs and Symptoms of Childhood Infection
 - Coughing
 - Diarrhea
 - Fever
 - Green running nose/sneezing
 - Headache/stiff neck
 - Infected skin or sores
 - Irritability that is unusual or unexplained crying
 - Itching of body or scalp
 - Lethargy
 - Pink eye
 - Rapid or hard breathing
 - Rash
 - Sore throat
 - Stomachache
 - Vomiting
 - Yellow skin/eyes

INCLEMENT WEATHER PROCEDURE

Severe Weather: Students will return or remain in their classrooms for games and centers.

Tornado/Hurricane Watch: Administrators will keep a close eye on the weather that is progressing and inform staff if the status changes.

Tornado/Hurricane Warning: All staff and students will proceed to the downstairs hallway until the warning has passed. Parents may be called or messaged for student pick-up.

* Teachers bring classroom Tablet, RED Binder, and Emergency tote with you to designated area. Emergency totes will be checked monthly.

DISCIPLINE POLICY

With special children there are also very special behavior challenges. We will employ positive (praise and reward) discipline whenever possible. When attention seeking negative behaviors occur, they will be ignored unless dangerous to the child or others. Staff will encourage redirection to a potential teacher led activity or student desired activity. If further action is required it will be in the form of "Thinking Time".

- A) Turn the child away from the group
- B) Remove child from group
- C) Place child in a safe thinking area
- D) Talk through the emotions and incident with the student during and before returning to activities/routines.

*If further techniques are in order, a written procedure will be constructed for specific children; approved and signed by the parents/guardians. DLC prohibits children from being subjected to discipline, which is severe, humiliating, frightening, or associated with food, rest, or toileting. Spanking or any other form of physical punishment is prohibited at DLC.

EXPULSION POLICY

DLC works with our specially trained classroom teachers, therapists and nurses to make the DLC program flexible for all students. There may be some students for which DLC is not appropriate. DLC has the right to ask families to look for more suitable services for their child if a child is harming other students/staff or if a child would be more successful in a different environment designed specifically for their needs. We also ask that families work with us in supporting our recommendations for behavior intervention, if needed. We use only approved techniques and best practices to help your child's behavior get back on track. Our teaching staff and therapists have combined decades of experience that can help your child, but only if implemented at home and school. Your full cooperation in these matters is required so that our intervention will be successful.

Being an inclusion center, DLC works with children of all abilities. We want your child to have the best preschool experience. Unfortunately, there are, sometimes, reasons to expel a child from our program. We will work with all families in order to prevent your child from being expelled and enforcing this policy in this center.

BELOW ARE SOME OF THE REASONS FOR EXPULSION OF A CHILD

1. Uncontrollable tantrums and/or outbursts.
2. Ongoing physical abuse to staff or other children.
3. Excessive biting.
4. Excessive escape from premises.

PARENTAL ACTIONS FOR CHILD EXPULSION

1. Failure to pay. Habitual lateness in payments.
2. Failure to complete required forms/immunization records.
3. Habitual lateness when picking up your child/children.
4. Verbal or physical abuse to staff.
5. Failure to comply with centers recommendations.

You will receive notes informing you of your child's behavior. If within a reasonable amount of time the behavior continues, you will be called in for a parent meeting to create a plan to help your child improve interactions in the classroom. If problems continue and for safety reasons, you will be notified of the child's expulsion. We will allow you a reasonable amount of time to find another daycare.

DLC does not anticipate these events happening at our facility but we are required by law for you to be aware of the following policies:

PREVENTING SHAKEN BABY SYNDROME (ABUSIVE HEAD TRAUMA)

Abusive head trauma occurs in infants and young children up to 5 years of age, whose neck muscles are not well developed and heads are larger than their bodies. Shaken baby syndrome can lead to serious medical conditions. We want to give you some tips on ways to prevent this from occurring as well as let you know signs and symptoms that shaken baby syndrome includes. **If your child presents any of these medical conditions or symptoms or you suspect your child has suffered head trauma call 911.** DLC staff members also follow this protocol as well as follow up by reporting any form of child abuse to the appropriate authorities.

Medical Conditions: Brain damage, problems with memory and attention, cerebral palsy; blindness or hearing loss; speech or learning disabilities; and developmental delays.

Signs and Symptoms: Seizures, bruises, lack of appetite, vomiting, or difficulty sucking or swallowing; lack of smiling or vocalizing; inability to lift head; difficulty staying awake, altered consciousness; difficulty breathing, blue color due to lack of oxygen; unequal pupil size, inability to focus eyes or track movement, or irritability.

As a caregiver (parent/guardian) you should develop proactive strategies to manage stress levels and appropriate responses to a crying child, as this is a normal behavior for an infant. A child is usually shaken out of frustration so please have someone as backup to help when you become upset. Here are some specific DO's and DON'Ts that could help prevent shaken baby syndrome.

DO: Hand the child to another caregiver, place the child somewhere safe in the house, count to 10 and call a neighbor or family member, check to see if the baby's diaper needs to be changed, give the baby a bottle (**do not force the baby to eat**), check for signs of illness (**maybe you will need to call the doctor**), give the baby a pacifier, hold your baby close against your body and breath calmly, gently rock the baby using slow movements, sing to your baby or play quiet music (**white noise or lullabies**), hold your baby on its side or stomach position to help with digestion, take your baby for a walk indoors or outside for a ride in the stroller, be patient, monitor the color of your babies skin (lips, etc.), and also **call 911** if anything negative has occurred!

DO NOT!!!: Shake your child, drop your child, yank them by the arm, forcefully shove or throw your child into the air or into a crib or car seat, push a child into any object including walls, doors, and furniture, strike a child's head directly or indirectly.

SUSPECTED MALTREATMENT OF A CHILD

At DLC Nurse and Learn we are mandated reporters of child abuse. Whether we suspect the child is being harmed, neglected, injured, or abused by a staff member or guardian. Our staff are trained to bring all reports of abuse to the program director, or other personnel in charge. Head to toe assessments are done on each child upon arrival. If there is any evidence of physical harm and a child is in emergent need of medical care our staff will call 911 then make a call to the guardians.

If there is any evidence of physical harm that does not require emergency response, the child will be taken to the Registered Nurse or Certified Nursing Assistant on staff to assess, and a guardian will be called. In the case of suspected abuse by a staff member, the action will be brought to the program directors attention. Once the child has been removed from the room, the staff member will also be removed and put on suspension until further investigation is conducted by administrative staff and DCF.

Any suspected child abuse will be documented and reported to the National Hotline 1-800-955-8771, <https://reportabuse.dcf.state.fl.us/>.

INJURIES OR ILLNESS REQUIRING HOSPITALIZATION OR EMERGENCY TREATMENT

In the event your child has been injured or becomes extremely ill at home, please call 911 for assistance. Keeping a first aid kit at home and getting **CPR/First Aid** certified is one of the best practices. At DLC, all staff is certified in first aid and CPR. In the event that your child becomes extremely ill or becomes injured at school, our teachers will remove the child to assess the situation. They will then call the personnel in charge, whether that is a Registered Nurse, Certified Nursing Assistant or a Director, to administer first aid. When or if deemed necessary a staff member will call 911 and then they will call the legal guardian. Once the ambulance arrives they will look over the child's personal information. If the EMT has to transport your child to a nearby hospital, a staff member will ride with your child and stay until you arrive.

LOST OR MISSING CHILD

Here at DLC Nurse and Learn our first priority is the health and safety of your child. Our teachers are trained to keep eyes on children at all times and do continual head counts. When old enough, children are taught to stay with their group. In the event that a child does become separated from the group, these are the steps we would take. Once all other children are secured with a responsible adult, the person(s) in charge will announce the child (name) is missing. Staff will then carry out a thorough search around the outside of the building and inside the building. If the child has not been found, one of the staff members will call the police to inform them on all information about the child while other staff members continue to search other surrounding areas. Once they call the police the same staff member will call the guardian to inform them on the situation and explain what steps are being taken. After the child has been found the director will call the guardian and inform all other staff. Our executive director will hold a meeting with all responsible parties on what our next steps need to be. As a team we will assess the incident and make changes to avoid similar instances.

INTRUDER POLICY

Here at DLC we are excited about our current security system. With each door being locked at all times it makes it very difficult for intruders to enter our facility. All staff are on high alert and are aware of any people that should and should not be at the facility. We use one specific entrance for all expected and unexpected visitors. This allows for administrative staff to be able to assess the behavior of every visitor before taking them into areas where children are located. In the event that an intruder enters our facility forcefully or enters our playground with children outside, we would put in place the following actions.

For intruders inside the facility or on our playground our staff will identify themselves and ask questions to keep the conversation in their control. In an attempt to redirect the intruder out of the building or playground while assessing the behavior and demeanor of that person. Once the staff member starts to feel uneasy about the situation they will try and evacuate your children if the event allows them to do so. If the intruder refuses to leave the building or playground the teacher or assistant will call for help and ask another staff member to call 911. In the event this intruder becomes violent staff members will do everything in their power to keep the intruder calm and your children safe. We have implemented a training for all staff on what steps to take in the event the children and staff are held hostage. Also, ways to escape the building and/or what measures of protection they need to take to protect your children's safety. Our staff is trained annually on this policy and are aware of all measures that need to be taken to protect your children.

DEATH OF A CHILD OR STAFF MEMBER

In the unfortunate event that a **staff member** of DLC were to pass away on our premises we would take a series of actions. In short, we would clear the room of children and other staff to accommodate the privacy and safety of the children and staff, **call 911 immediately** while someone is performing CPR until paramedics arrive. We will keep the children as calm as possible during the situation and while transitioning them into another room. Administrative staff will notify guardians of children in the effected room as soon as they are able to do so. Guardians may be asked to pick children up from the facility if necessary. Grievance counselors will be made available for you and your children following the incident.

In the unfortunate event that a **student** enrolled at DLC were to pass away on our premises, the following procedures would take place. We would clear the room of children and other staff to accommodate privacy and safety of the children and staff. A staff member will **call 911 immediately** while someone else is performing CPR until paramedics arrive. Once 911 has been called the appropriate authorities will call the guardian(s). Administrative staff will notify guardians of children in the effected room as soon as they are able to do so. Guardians may be asked to pick children up from the facility if necessary. Grievance counselors will be made available for you and your children following the incident.

After any of these unforeseen events, all parents and staff will be notified of what took place in our facility and what actions are being implemented. Resources will also be available for you at your request. If you have any questions please call administrative staff (**not teachers**) to receive further information. Again, we do not foresee any of these unfortunate events taking place at our facility, but we want parents and staff to understand the policies we have in place. The health and safety of all staff, children, and parents are our number one priority.

RILYA WILSON ACT

Pursuant to s. 39.604, Florida Statutes, a child from birth to the age of school entry, who is under court-ordered protective supervision or in out-of-home care and is enrolled in an early education or child care program must attend the program 5 days a week unless the court grants an exemption. A child enrolled in an early education or child care program who meets the requirements of this act may not be withdrawn from the program without prior written approval of the Department or community-based care lead agency. If a child covered by this act is absent, the program shall report any unexcused absence or seven excused absences to the Department or the community-based care lead agency by the end of the business day following the unexcused absence or seventh consecutive excused absence.

Educational stability and transition are key components of this act to minimize disruptions, secure attachments and maintain stable relationships with supportive caregivers of children from birth to school age. Successful partnerships are imperative to ensure that these attachments are not disrupted due to placement in out-of-home care or subsequent changes in out-of-home placement. A child must be allowed to remain in the child care or early education setting that he/she attended before entry into out-of-home care, unless the program is not in the best interest of the child. If a child from birth to school-age leaves a child care or early education program, a transition plan needs to be developed that involves cooperation and sharing of information among all persons involved, respects the child's developmental stage and associated psychological needs, and allows for a gradual transition from one setting to another.

This law provides priority for child care services for specified children who are at risk of abuse, neglect, or abandonment. *These children are also known as Protective Services children.*

Rilya Wilson Act Requirements:

- ✓ Protective services children **MUST** be enrolled to participate 5 days per week.
- ✓ Protective services children **MAY NOT** be withdrawn without prior written approval from the Department of Children and Families (DCF) or Community Based Care (CBC).
- ✓ If a Protective Services child has 7 consecutive excused or any unexcused absence, the child care provider **MUST** notify the appropriate community-based care staff.
- ✓ The Department and child care providers **MUST** follow local protocols set up by the CBC to ensure continuity.
- ✓ If it is not in the best interest of the child to remain at the child care or early education program, the caregiver **MUST** work with the Case Manager, Guardian Ad Litem, child care and educational staff, and educational surrogate, if one has been appointed, to determine the best setting for the child.

Community-Based Care Lead Agencies Contact Information:

<http://www.dcf.state.fl.us/progrmas/cbc/docs/leadagencycontacts.pdf>

****If you have concerns regarding any child that you may care for, please contact the Florida Abuse Hotline at 1-800-96-ABUSE****



Parent Rights & Responsibilities

Your Rights are to

- ❖ Be involved in your child's education and care;
- ❖ Receive information regarding your child's progress and development;
- ❖ Share in decisions about the care of your child;
- ❖ Have frequent contact with teachers about your child;
- ❖ Have access to the classroom through visitation or observation;
- ❖ Be recognized as the "Expert" when it comes to your child;
- ❖ Be informed when a communicable disease or traumatic situation has arisen at the program;
- ❖ Be informed by the teacher when your child has a problem;
- ❖ Be informed about changes in fees, teachers, or programming.

Your Responsibilities are to

- ❖ Be involved in your child's education and learning;
- ❖ Let the teacher know you are concerned and interested in your child and his or her progress;
- ❖ Set goals with the teacher and share in decisions about your child's care;
- ❖ Share information about the child and home that may affect behavior;
- ❖ Discuss problems and concerns with the teacher first;
- ❖ Show appreciation for teachers;
- ❖ Continually upgrade your parenting skills and understanding of children;
- ❖ Volunteer to assist the teacher in some way;
- ❖ Follow the child care program's policies and reread contract and parent manual regularly;
- ❖ Keep your child home when sick;
- ❖ Read to your child and spend time talking and playing together.

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