



# CROSSROADS DAYCARE

## *Parent Handbook*



At Crossroads Daycare, we are a people who are:

**Health-focused:** We focus on whole-child development.

**Energetic:** We bring a positive energy every day.

**Attentive:** We are attentive to the needs around us.

**Responsible:** We respond quickly to the needs around us.

**Truthful:** We speak the Truth

7209 E. County Road 100 S  
(317) 449-0825  
daycare@welcometocrossroads.org  
www.crossroadsdaycare.org

## **Welcome to Crossroads Daycare!**

We are delighted that you have chosen our center to provide for the needs of your child. Our *Parent Handbook* has been written to describe our program, philosophy, policies, and all the practical details that go into making each day as happy and successful as possible. Please carefully read this handbook and keep it for future reference. The staff at Crossroads Daycare would be glad to address any of your questions or concerns. Once again, welcome!

### **A letter from our Lead Pastor**

Dear Parents,

For us, Crossroads Daycare is about more than simply providing a service; it is an opportunity to partner with parents to impact the next generation. Parenting is challenging, and we want to do all we can to support the values that create positive kids. Our church exists to bring people into full life in Christ, and that means tapping into the purpose-filled life that Jesus came to bring. We believe that God desires this for everyone, and it is our joy to share this message with all.

We believe that a positive, purpose-filled environment is necessary for children to thrive. Each child is special to God, and we see all children as a gift! It is our goal to provide a safe, loving, and God-filled setting for your child to grow-emotionally, mentally, and spiritually. Through this well-rounded approach, we can partner together to ensure a place that compliments and reinforces parents' values.

We truly count it an honor to serve you and your family.

Blessings!

Craig White  
Lead Pastor

## **Enrollment and Tuition**

Children between the ages 6 weeks and twelve years are eligible for enrollment at Crossroads Daycare. Children may attend the center for a 10 hour block between 6:00 a.m. and 6:00 p.m., Monday through Friday.

Documents to be completed and returned before enrollment are:

- Parent Agreement for Enrollment
- Family Questionnaire
- Tuition Payments
- Over the Counter Medication Policy/Form
- Daycare Required Supplies Form
- Infant Feeding Schedule (if applicable)
- Immunization Records Submission

A 10% discount is offered to families with more than one child enrolled.

A registration fee of \$150 is due once the director has assigned a start date. This is a one-time, non refundable charge. If a child is withdrawn then re-enrolls at a later date, a second enrollment fee will be expected.

Tuition for full or part time child care is charged on a weekly basis and payments will be processed each Monday for the upcoming week.

If you choose to pay by check and payment is not received by Crossroads Daycare by Wednesday of each week a \$15 late payment fee will be assessed, unless arrangements are made with the director ahead of time.

## **Fees**

A \$15 fee is charged for all tuition payments returned as NSF. Special payment arrangements may be made in advance with the director.

Any child who is in our care for more than 10 hours in one day will be charged an additional \$20 fee for each day.

Any child who is in our care after 6:00 pm will be charged \$ 1 per minute over. Families who pick up late more than 3x in a one calendar year will pay \$5 per minute after 6pm.

A service fee of \$25 will be charged for any returned checks.

A two-week notice is required for any schedule change.

Tuition is expected for days your child may be absent due to illness, family emergencies, doctor visits, hospitalizations, vacations, or any other reason.

Please note that tuition rates do not change in the event of a week including a holiday. After extensive research, we have found our policy to be consistent with other schools and child day care centers. Because our costs remain the same throughout the year, we rely on the specified tuition to be paid each week in order to meet our expenses.

We do offer 3 weeks of vacation rate per calendar year (January through December). Our vacation rate is 50% of the normal weekly tuition rate, but must be requested 2 weeks in advance. This can be done so through our Sandbox App or through email communication with the Director.

Parents may request an added day or extended hours to a day. We will check our schedule and will let you know if an opening is available.

For other fees see:

**Drop off and Pick up & Enrollment and Tuition Sections**

### **Withdrawal & Dismissal Policy**

**A two-week notice is required before withdrawing a child from our center. The account must be paid in full before withdrawing—including your child's tuition for that two-week period. Any account past due at time of disenrollment will be paid through our electronic withdrawal option.**

The Director at Crossroads Daycare reserves the right to cancel the enrollment of a child at his/her discretion, or for the following possible reasons:

- Non-payment or excessive late payments of tuition and fees.
- Not observing the rules of the center as outlined in the parent agreement.
- Child has special needs that we cannot adequately meet with our current staffing patterns.
- Physical and/or verbal abuse of staff or children by parent or child.
- Expired or non-immunizations.

### **Communication through Sandbox**

Proper communication between our parents and the staff of Crossroads Daycare is extremely important. All parent communication will go through our parent app, Sandbox. Within Sandbox, you are able to correspond with the Director and communicate with your child's teachers. Teachers will be sending home daily reports through this app as well.

While most of our teachers are eager to share their personal cell phone numbers with you, this is not the best way to communicate with the staff. During the day, cell phone usage is highly discouraged and closely monitored by the Director. Communication through Sandbox will be the most effective means of communication.

Contact the Director if you need help setting up Sandbox features.

Sandbox is an incredibly useful tool that Crossroads Daycare is just beginning to utilize. Periodically, we will be instituting more features into our daily procedures.

Remember to communicate in writing any changes in your child's schedule. **We must be informed, in writing, regarding any changes in the person picking up your child.** You may add or delete names of authorized adults allowed to pick-up your child on the *Child Information Record*.

**The Director must be informed of any of the following changes:**

- address and/or phone numbers, or e-mail address
- parent/guardian employment,
- health/immunizations up-dates,
- changes to authorized adult pick-up list, and/or
- other pertinent information related to your child.

**Confidentiality**

Each family has the right to confidentiality. Crossroads Daycare keeps certain information on file regarding children and families that may be considered personal in nature. We maintain this information in confidence and do not discuss or release it to persons outside of our facility unless written permission has been obtained from the parent(s).

**Drop-off Policies**

Parents are expected to accompany their child into the center. The teachers are glad to assist you and your child at your drop-off time. Teachers, however, will not assume direct responsibility for your child until you are ready to walk out of the building. It is important for the teacher to keep a watchful eye on all the children in his or her care.

Crossroads Daycare will not accept children arriving after 11 am as this

Exceptions to this rule might occur, but permission must be granted by the Director first.

There is no parking under the canopy between 8:30 am and 8:45 am to allow room for Avon school busses to pick up our students. You will see a neon green marker indicating that the canopy is unavailable.

## **Pick-up Policies**

**Only the individuals listed on the *Crossroads Daycare Family Questionnaire*, or on a written permission note from the parent, will be allowed to leave with a child. The staff is expected to request a picture I.D. from any unfamiliar person (including grandparents). If there is any concern, the staff of Crossroads Daycare reserves the right to deny a person's request to pick-up a child.**

Your child's classroom teacher may be available at pick-up time for short questions. For longer discussions or particular concerns please schedule an appointment. The Director reserves the right to attend any meeting between parents and staff and is always available to attend at your request. You can do this through our Sandbox App or through directly emailing the Director.

Parents are expected to assume full responsibility of their child once they enter the classroom.

Your child has waited all day to see you and is excited when you walk in the door. At pick up, please put away your cell phone and give your full attention to your child.

The parent or guardian of a child not picked-up until past 6:00 p.m., will be charged **\$1 per minute. Families who pick up late more than 3x in a one calendar year will pay \$5 per minute after 6pm.**

The Director will inform each family of these penalties through the preferred method of contact (phone or email). The payment will be included in the following week's tuition bill.

Excessive abuse of late pickup times can result in disenrollment.

Out of respect for other families, we discourage leaving your vehicle idling or parked under the canopy during drop off and pick up times for extended periods of time. If you feel your transition will take longer than usual, please park your vehicle in a parking spot.

There is no parking under the canopy between 2:30 pm and 2:45 pm as well as 4:15 pm and 4:30 pm to allow room for Avon school busses to drop off our students. You will see a neon green marker indicating that the canopy is unavailable.

NEVER leave a child in an idling vehicle unattended.

## **Building Security and Access:**

Our buildings are open for business from 6am to 6pm. Once entering the church building both hallways housing our daycare classrooms are fully secure. You can access these hallways by using the 4-digit code given to you at the time of enrollment. Due to security reasons we ask that this code be used only by the immediate family. If your child is being picked up by someone who is listed on your emergency contact information, but not a usual pick up person, please have them ring the bell with their picture ID available.

For your child's safety please do not allow your child to touch the exit door handles or open the doors. This also includes entering in the code to unlock the door. We work very hard at teaching the children not to touch the exit doors/gates.

### **Custody Orders**

Until custody has been established by a court action, one parent may not limit the other from picking up a child in our care. The center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the center director.

### **Holidays**

Crossroads Daycare will be closed on the following holidays: New Year's Day, Martin Luther King Jr Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If any of the above holidays fall on a weekend, the closest Friday or Monday will be selected. Regular tuition is expected as our teachers are paid for these days.

**In-service Days:** 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 two in-service days per year. These days will be included in the calendar distributed January 2022. The center will be closed to children. Tuition is expected.

### **Unexpected Closings**

Crossroads Daycare will be open on public school designated "snow days"--we may open late if necessary. Our facility will be closed if Hendricks County calls for a **HENDRICKS COUNTY ROAD EMERGENCY** or if our center is forced to close due to a situation beyond our control (e.g., ice storm, electrical outage, no water service). Every attempt will be made to inform parents of an emergency closing. In cases where Crossroads Daycare is told we must close temporarily, and it is beyond our control, tuition is still due. We will make every effort to pro-rate, discount, or credit accounts as necessary.

### **Child Abuse and Neglect**

Staff members receive training on child abuse and neglect and are required by law to report any suspected child abuse or neglect situations.

### **Treasures and Possessions**

Each child will need a blanket to use at naptime.

A sheet is also recommended (mini crib sheets for infants; cot sheets for toddlers and older). Your child's name must be clearly written on the sheets and blanket.

These will be sent home on a weekly basis to be washed and need to be returned on the first day of weekly attendance.

A small pillow or small stuffed toy is permissible.

Sometimes children need to bring special toys to use as a "bridge" between home and school. On these occasions we will work with you and your child to make it a positive sharing experience. Past experience has shown us that often toys from home create problems at school. We encourage you to keep personal belongings and toys at home unless the teacher has given prior approval.

**Crossroads Daycare will not be responsible for any lost items.**

### **Clothing**

Because of the wide range of activities that could occur in our facility, it is recommended that children be dressed in washable and comfortable clothing on a daily basis. While we make every effort to keep the children as clean as possible, accidents do happen.

Water activities, sand play, and occasional bathroom accidents necessitate an extra set of clothing being stored at the center at all times. All extra clothing should be marked with the child's name and placed in a labeled plastic bag. Clothing should include underwear, socks, pants, and a shirt. If wet or dirty clothes are sent home, please return a clean extra set of clothes the next morning.

Because we value physical activity and sunshine, you can expect your child will be going outdoors as often as possible if the temperature is 20° or warmer. Children should be dressed accordingly: light jacket, cap, rain boots (for damp days) in fall and spring; heavy winter jacket, mittens, scarf, hat, and snow boots in winter. An extra sweater or sweatshirt at school is recommended for sudden changes in temperature. **All clothing, including coats and boots, must be labeled clearly with your child's name.**

### **Diapers & Toilet Training**

Parents supply all diapers and wipes at Crossroads Daycare.

Our teachers are experienced in training young children in how to use the bathroom. It is essential that the parent and teacher communicate about the needs of the child and work together to make this developmental milestone positive and successful.

Consultations between staff and parents can be scheduled through emailing the Director.

We recommend that when in training, your child be dressed in "user-friendly" clothing. Overalls, zippers, and snaps are difficult for small children to manage-- especially in a hurry! While toilet training, parents are to provide extra clothes.

### **Bodies and Boundaries**

There is a natural curiosity among children with regards to their bodies. When situations arise where we have to speak to children about body parts, we use the anatomically correct terms. We also teach children that every person has boundaries and that our bodies are private and should be respected. Parents will be notified if situations occur in the classroom that directly affects their child(ren).

### **Bottles, Blankets and Pacifiers**

You may send extra bottles (infant room), a small security blanket and/or a pacifier for your child. Staff will make every effort to keep track of these items but will not be held responsible if lost. When you are ready to wean your child, please communicate with your child's teacher so a consistent strategy between home and our center may be established.

### **Birthday Celebrations**

Parents are welcome to send in a treat to share with their child's classmates on birthdays or special occasions. Some classrooms have strict allergy guidelines. Inform your child's teacher in advance about what kind of treat you plan on bringing. This is for the safety of all of the children. Ask your child's teacher for suggestions.

If a birthday is to be celebrated away from school and the entire class is not invited, please mail the invitations. If the entire class is invited, you may distribute the invitations into the cubbies. Our center will not distribute mailing lists or phone numbers.

### **Photographs and Publicity**

Our facility is equipped with security cameras and monitored through KidVision. Access to these cameras can be obtained through our website ([www.crossroadsdaycare.org](http://www.crossroadsdaycare.org)) Access to the camera-feed is strictly monitored and families are only allowed access to view video of the classrooms utilized by their child.

By enrolling your child in Crossroads Daycare you are agreeing to allow us to video your child.

In an effort to maintain connections between daycare and home, our teachers take photographs throughout the day. Your child's photo might be displayed on Sandbox, the Crossroads Daycare website and/or the Crossroads Daycare facebook page.

Consent to use your child's photograph is assumed with enrollment at Crossroads Daycare. If you desire for no photographs to be taken of your child, a written request must be submitted to the Director.

### **Meals, Snacks and Food Allergies**

The center will provide milk for lunch and breakfast and two snacks with water every day.

Parents will provide formula or breast milk for children up to the age of 12 months.

Crossroads Daycare will provide whole vitamin D milk for children between the ages of 12 and 24 months. 1% milk will be provided for children from 25 months to 12 years of age.

If there are dietary needs, or allergies, it is the parent's responsibility to notify *both the center director and the classroom teacher*. Parents will need to supply any special foods required. An Allergy Action Plan and a Medical Action Plan are available on our website and must be filled out if a child has an allergy or medical need.

Crossroads Daycare provides breakfast and lunch everyday as well as a morning snack and an afternoon snack. You can view the menu on our website ([www.crossroadsdaycare.org](http://www.crossroadsdaycare.org)).

While we try to adhere to the pre-planned menu as much as possible, we do reserve the right to adjust the menu without prior notification. Allergy Action Plans and Medical Action Plans will be referenced before serving a new food to a child.

We do allow lunches from home, but they need to be self-serving/easy to serve and clearly labeled. A microwave will be available. Lunch boxes that have a frozen pack inside are recommended.

Breakfast is served between 7:30 am and 8:00 am. Lunch is served between 11:30 am and 12:00 pm.

### **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.

### **Immunizations**

All children who attend childcare programs in Indiana are required by law to be fully vaccinated. Crossroads Daycare requires all children enrolled in the program to be immunized. Families must contact their local health department to obtain a signed certified *Nonmedical Waiver Form* for delayed vaccines. Families must provide immunization records prior to enrollment into our program.

**\*Important: It is your responsibility as parent or guardian, to maintain up-to-date immunizations. Updates must be reported to the center director in writing.**

## **Wellness Policy**

You are the best judge of your child's health and we trust you will not bring a sick child to the center. However, if while in our care your child becomes ill, displays an unknown rash, or acts out-of-character, your child's teacher will consult the director and you may be called to come take your child home. When called, you (or an alternate emergency person) are expected to come within the hour. This is to protect the health of your child and his/her classmates. Your cooperation is greatly appreciated.

### ***The following criteria will be considered in determining if your child must go home:***

- Unknown rash will need to be seen by a physician and the child can return to school by the written recommendation made by the doctor. A doctor note is required.
- Fever of 100.5° or higher. For a mild fever, muscle aches, toothache, or headache Tylenol (supplied from home) may be administered. \*See **Medicine** below. The child must be fever-free for 24 hours *without the aid of Tylenol, or other fever reducing medications.*
- Diarrhea (more than two loose, watery stools), or vomiting. Consideration will be taken if your child is allergic to certain food/drink products or on medication. The child may return when bowel movements are normal, and no other symptoms of illness are present. The child may return 24 hours after the last time he/she vomited, and no other symptoms of illness are present.
- Persistent cough or runny nose for an extended period of time (cough suppressants and/or allergy medications are not recommended unless prescribed by a doctor). Child may return 24 hours cough free without the aid of cough suppressant, or allergy medication.
- Crying and irritability for a long time, or not eating or drinking normally. Anytime a child is not themselves, cannot be soothed by a teacher, requires one-on-one care, complaining about discomfort, or not interacting with the class is reason to take a Wellness Day and spend time in the comfort of their own parent(s) arms.

### ***Highly contagious condition such as:***

- Head lice: suggested treatments available upon request. Child must be nit free to return to school.
- Chickenpox and Hand Foot Mouth: Child must be fever free and sores scabbed over.
- Strep throat: Child must have 24 hours of anti biotics in his/her system.
- Mumps, pin worm, impetigo, conjunctivitis (pink eye), etc: Follow doctor's recommendations or CDC. Information from our main office is available upon request.

***If your child is too ill to play outside with his or her class, or participate in regular classroom activities, then your child is too ill to attend the center.***

**\*If questions arise as to the appropriateness of a child's return to the center, the final decision will be that of the Center Director or Assistant Director.**

## **Medicine**

Non-prescriptive medication (Tylenol, nose drops, etc.) as well as prescription medication will only be administered after a parent signs, and dates a form entitled *Over the Counter Medication Policy*. The parent must provide all medications.

**Prescription medication must be in the original container and labeled with the child's name. A parent or guardian must administer the first dosage under their supervision; never the center staff. We will not administer cold medications to any child.**

Staff cannot administer medication (prescription or over the counter) without the proper dosage for that child listed on the container. If the container reads, "Consult/see Doctor" then a note from the doctor with the child's weight, and the dosage recommended must be provided.

Medication will be stored per the manufacturer's recommendations. All medicine will be locked in the lockbox or placed in the refrigerator both located in the Director's office. Medicine will be only administered by the Director or the Assistant Director unless they are not available. In that case, a specified staff person will be assigned.

## **Pandemics**

Because we are a ministry of Crossroads Church, we follow the guidelines put forth by Crossroads Kids ministry. Additionally, if issues arise that are not included in the church's policy, Crossroads Daycare will adhere to recommendations of the Center for Disease Control, Department of Health, State Child Care Licensing Rules, as well as Avon Community Schools. Our response will include, but is not limited to, monitoring symptoms in staff and students, practicing social distancing, following proper hygiene protocol, implementing any/new safety equipment, isolating staff and/or students infected, decreasing inter-class mingling, and transparent communication with families and regulating agencies.

## **Injuries and Accidents**

Every consideration will be taken to ensure the safety of your child while in our care. Should an injury occur, a *Minor Incident Report* would be completed by the closest adult and signed by the Center Director, Assistant Director or appropriate person. A copy of this report will be sent home. A parent or guardian will be notified regarding any injury that occurs while your child is in our care.

In the event of a major medical emergency or accident, the center teacher or director will call 911 first. The child will be transported to the closest hospital. The parent/guardian will be called immediately.

### **Conflict Resolution**

If an issue should arise between a family and a staff member, or between two families, we encourage the concerned party to speak directly to the Daycare Director. If remediation needs to occur, administration will act as moderator. We will make every effort to remain fair, with our main priorities being the safety and quality of care of the children at Crossroads Daycare.

### **Family Gatherings**

Crossroad Daycare desires to give families the chance to fellowship with other families and the teachers throughout the year. These gatherings are meant to provide a sense of community and to celebrate the families here at our facility. Dates and times will be posted. Often each classroom will have special celebrations also. Details about these events will come directly from the classroom teachers.

### **Center Happenings**

Crossroads Daycare makes every attempt to keep parents up to date on happenings here at the center and in the community. Center newsletters are sent out every month. They can be found on our website ([www.crossroadsdaycare.org](http://www.crossroadsdaycare.org)) and classroom newsletters and updates are sent out periodically. All parent communication will be sent via Sandbox or email. **Please read them.** It is also the parents' responsibility to keep up to date by being aware and checking for updates. Together, as partners, we will be able to provide your child with a fun and safe learning environment.

### **Daily Routines**

Every classroom has their daily routine posted in their classroom and is available on request. Infants do not have a set schedule for activities as their care is based on their individual needs.

### **Licensing**

Crossroads Daycare adheres to all requirements for Unlicensed Registered Ministries and runs a background check on all unsupervised volunteers and employees