

# PARENT HANDBOOK Updated 2023

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## **INTRODUCTION AND GREETING**

Thank you for your consideration of Sanctuary KidsCare as a teacher for your child. We recognize the importance of this decision for parents as they seek to select an "away from home" environment for their child, which will be beneficial to your child's early development and educational growth.

Sanctuary KidsCare is a non-profit, tax-exempt program. The President of the board selects its Board of Directors. The board is responsible for overseeing all policies of Sanctuary Life.

We recognize how important it is for parents to be able to leave their children knowing that they will spend their time in a setting that gives every attention to their physical welfare, educational development, and spiritual needs.

Our goal is to provide the very best care and training available for your child in a Christian environment. As a part of our program we encourage you to discuss your child's growth and development with us. Continued communication between the home and Sanctuary KidsCare is vital for the development of a close relationship.

This handbook was designed as a means to share with you important information and policies of Sanctuary KidsCare. We invite you to read it and keep it available for future reference. Thank you once again for your trust in us to care for your child.

Please remember us in your prayers for the love and wisdom to care for your child.

## **PURPOSE AND GOALS**

We at The Sanctuary Church see our program for young children as an extension of our Christian Education Program and, therefore, incorporate in our program the basic concepts of the Christian faith. We emphasize growth in all areas of a child's life - spiritual, physical, mental, and emotional - as a continuous, interrelated process. We offer a Christian atmosphere in which your boys and girls can know themselves as children of God.

To achieve our goals, we believe that the teaching methods and techniques used must be based on a proper understanding of child development and the teaching of the Bible. We pledge that our staff will constantly work to foster good attitudes in children by positive example.

Under the leadership of qualified teachers, our classes will include a balance of activities; creative artwork, music, outdoor play, conversations, story times, dramatic plays, and group activities. Each child will be encouraged to grow in independence, spiritual and social development, and the development of his or her own unique talents and abilities.

The Sanctuary Church Sanctuary Life Board of Directors

## **OUR PROGRAM**

Sanctuary KidsCare is designed to teach each child what he or she is ready to learn. It is customized so that the needs of each child can be met. The same curriculum areas are used for all ages, but the experiences provided expand as the child grows and develops.

- During free play activities, children have the freedom to choose activities and playmates.
- Periods of active play are followed by periods of relative guiet and rest.
- There is balance between self-directed and adult-guided activities.
- There are opportunities for group experiences, one-to-one interaction experiences, and opportunities for being alone.
- Children are encouraged to participate in activities, but are not forced to do so.
  - · There are outdoor activities daily, weather permitting. Vigorous indoor activities are provided when children cannot go outdoors.

#### **Christian Education**

Emphasis on Christian education is an important part of each day's activities. A morning devotional, inspirational stories, and songs will be included daily. Children will be taught Christian principles through these instructional periods as well as through example.

#### **Classroom Assignment**

Sanctuary KidsCare provides care for children birth to kindergarten. We have 3 different classrooms in which children are divided into age appropriate groups. Upon registration, your child will be placed in a room that will best meet his/her needs. Once your child is placed in a classroom, they will not move into another room until the beginning of the next school year.

Please understand that we do have specific requirements for several of our classrooms, and we do adhere to preset age limitations. While we do understand that many parents feel their children are ready to move on to the next stage early, please do not ask us to make an exception to our policy. Placing younger children in an older classroom is neither safe nor an advantage when learning age appropriate life skills.

### **SCHEDULE**

Sanctuary KidsCare follows its own calendar. When BCSC schools are closed for any reason, Sanctuary KidsCare may be open or closed depending on our own calendar. We will be closed for the following days every year:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & Friday After
- Christmas Week

#### **Hours of Operation**

Open daily from 7:00 am to 6:00 pm.

#### **Vacation Policy**

We allow for two weeks of vacation from August to August (school year). Vacation time can be taken in one or two week segments. Childcare fees are due on a continuous basis even if your child is ill, absent or on vacation. A vacation notification email needs to be turned into the director two weeks prior to the scheduled vacation.

You may leave a message on our answering machine at any time. You may also email schedule changes. Our e-mail address is vm@sanctuarykids.care. Your promptness in notifying us of absences enables us to fulfill last minute requests for others. After 30 days of inactivity, you will lose your spot.

#### **Inclement Weather**

In the event of inclement weather, closings and delayed openings will be published through our Facebook Page (Sanctuary KidsCare), text message, and parent app.

### **FEES**

As a non-profit organization offered at the Church, every effort will be made to keep weekly rates as low as possible while maintaining a quality program. The Sanctuary Life Board of Directors, selected by the President of the board, is responsible for setting the daily rates.

Please refer to the fee chart for our rates. We will use the same pay scale for all classrooms.

It is our policy that all balances are paid in full by Friday of each week. If it becomes necessary to send you a bill, we will add a \$20.00 billing fee to your account. If the problem is not addressed immediately, your use of Sanctuary KidsCare as a childcare provider may be suspended until your balance is paid in full.

Please make all checks payable to Sanctuary Life. If you choose to pay with cash you may put the cash in an envelope. On the envelope please write your name and the amount of cash enclosed. If the envelope is not properly marked, you may not receive credit and these funds will be considered a donation. The drop box for checks and cash is located on the wall by the main lobby women's restroom.

#### Registration Fee

Upon reregistration, all families will be required to pay a nonrefundable \$75.00 registration fee per child or \$100.00 per family for those with multiple registered children. We will not hold your spot until this fee has been paid.

#### Late Pick-Up Fee

All children must be picked by our designated closing time of 6:00 pm. Parents arriving after 6:00 pm will be accessed late fees based on the following schedule:

First Late Pick-Up: Excused

Second Late Pick-Up: \$10.00 per 10 minutes Third Late Pick-Up: \$15.00 per 10 minutes Fourth

Late Pick-Up: \$20.00 per 10 minutes

After the fourth late pick-up, your child's enrollment in KidsCare will be reviewed by the Board of Directors.

#### **Taxes**

By the end of January, we will issue year-end tax statements for your child care fees.

## **REGISTRATION**

Registration will be held in May of each year. However, we will register children throughout the school year as space becomes available. Children will be placed in a classroom at the time they register and generally do not change classrooms until the following school year.

Children currently enrolled in our program, and siblings who are not currently enrolled, along with Sanctuary Church members, will be given priority for registration. The annual non-refundable registration fee is \$75.00 per child or \$100.00 per family.

Upon registration, families are expected to attend KidsCare on a regular basis. We strongly recommend attending KidsCare as many days as possible as we charge by the week regardless of days attended. Furthermore, one or two days a week rarely works well for kids adjusting to new surroundings.

#### Student's File

The Sanctuary KidsCare office creates a file for each child at the time of registration. The following information is maintained in your child's file.

- 1. Application
- 2. Names and phone numbers of all persons authorized to pick up your child.
- 3. Current immunization record.
- 4. Physical evaluation form signed by a Doctor
- 5. Enrollment Agreement
- 6. Medical Release Agreement
- 7. Parent's Handbook Receipt Acknowledgement
- 8. Safe Transportation of Food Agreement
- 9. Safe Sleep Agreement (age appropriate)
- 10. Daily Needs Form

Your child's file must be kept up to date at all times. Please inform the Director of any changes in your child's permanent record. Please ensure all information remains current and up to date, especially addresses, telephone numbers for work and home, and pick up authorization lists.

## PARENT AND TEACHER COMMUNICATION

Mutual understanding and cooperation between parents and teachers are an essential ingredient of a successful program. In order for our program to be truly effective, there must be reinforcement at home. The parents who share the experience with their children at home will find the learning more permanent and the experience more enjoyable for themselves and their children. To help keep you informed of your child's daily activities,

each classroom has a calendar posted with the weekly theme, along with the class schedule.

Good communication is also key to a successful relationship between parent and teacher. Please feel free to set a parent/teacher conference at any time throughout the school year to discuss your child's progress and behaviors in the classroom.

Mutual respect between parent and teacher is also important. Parents are requested not to distract the teacher from their duties when dropping off or picking up your child. Children are subject to immediate dismissal if a parent shows disrespect, uses insulting words or actions, or displays acts of violence toward any employee.

#### Harassment

Sexual harassment means any conduct, comment, gesture or contact of a sexual nature:

- That might reasonably be expected to cause offence or humiliation.
- That might reasonably be perceived by an individual as placing a condition of a sexual nature on that person to adversely affect or interfere with achievement, employment or promotion.

Sexual harassment is any unwanted, uninvited remarks, gestures, sounds or actions of a sexual nature that make you feel unsafe, degraded or uncomfortable. It creates an intimidating, hostile or offensive environment.

- Some examples are:
  - Unwanted, welcome physical contact such as touching, grabbing or patting.
  - Rude jokes or suggestive remarks of a sexual nature.
  - o Demeaning nicknames like "chick", "sexy", "stud" or "babe".
  - Cat calls, rating or embarrassment whistles.
  - Sexually insulting remarks about race, culture, ability or class.
  - Stalking.
- Should the alleged harasser be a daycare parent and the sexual harassment be directed toward an employee, placement student or volunteer of the daycare the Supervisor (if the complainant is the Supervisor, an appointee will be chosen from the organization's Board of Directors) will examine the facts of the complaint by speaking with the complainant and the alleged harasser directly.

At the discretion of the Supervisor in consultation with the Board of Directors, should it be deemed appropriate in relation to the severity of the situation:

- A written warning may be issued to the alleged harasser immediately following the first incident, stating that daycare services will be terminated should any further alleged harassment continue; or
- Should it be determined that it is in the interests of the safety and welfare of the staff and children, the alleged harasser may receive immediate written termination of daycare services.

See Appendix 5 for a more detailed harassment policy.

## **EMERGENCY PLAN**

Sanctuary KidsCare meets all of the Indiana State guidelines for Health and Safety. Included in those guidelines are fire and severe weather evacuation plans. Plans for each are posted throughout the church. Please see those posting or stop by the office to receive a copy.

Should an emergency arise which causes us to close immediately, we will safely walk all of the children to the Silver Oaks Health Campus, located at the corner of Chapa Drive and Central Avenue. We will notify parents of such an emergency through personal phone calls, Facebook, and the local radio station and newspaper. Parents will be asked to pick their children up immediately.

## **DISCIPLINE GUIDELINES**

The discipline policy consists of the following: Re-direction, warning, and time out. This discipline policy shall be implemented by all employees on the premises.

#### Redirection

Our primary form of discipline is redirection. Redirection generally works well with our younger children. For example, if two children are arguing over the same toy, teachers can often offer a different toy to one or both children and the disagreement is forgotten.

#### Time Out

Time Out is removal of the child from the group for a short period of time. Time Out - utilized for children ages three and up — is used in a situation in which the child is misbehaving and has not responded to redirection or verbal warnings. The Time Out space is located away from the classroom activity but within the teacher's sight. During Time Out the child has the opportunity to think about the misbehavior which led to his/her being removed from the group. After a period of no more than 5 minutes, the teacher will discuss the incident and appropriate behaviors with the child. When the child returns to the group, the incident is over and the child is treated with the same affection and respect as the other children. If Time Out is not having the desired effect, the child will be sent to talk to the Director. If we continue to have discipline problems, suspension may be considered.

#### **General Behavior Guidelines:**

#### 1. No Unruly Behavior

Example: excessive loudness, spitting, throwing food, etc. BE KIND TO OTHERS.

#### 2. No Vandalism

Example: destruction of church property, or another student's or the teacher's property. APPRECIATE WHAT YOU AND OTHERS HAVE

#### 3. No Physical Violence Toward Others

Example: kicking, hitting, or biting of students or teachers, or throwing things. KEEP YOUR HANDS AND FEET TO YOURSELF.

#### 4. Stay With Your Group

Example: leaving your group without permission at any time. HARM COULD COME TO YOU.

#### 5. No Use of Bad Language

This includes body parts and profanity. USE KIND WORDS.

#### Dismissal

The Sanctuary Life Board of Directors establishes the policy regarding dismissal. It is the responsibility of the Director to ensure that this policy is adhered to both accurately and fairly. It is the responsibility of the Director to decide if a student will be dismissed.

There are a variety of reasons for a child's dismissal from the program, such as failure to follow policy as stated in this handbook, failure to keep the child's financial account up to date, or repetitive misbehavior. Every reasonable effort will be made to avoid dismissing a child.

Prior to dismissing a child, we may call a parent and ask that they pick their child up for the day if the child is having an unusually bad day. An unusually bad day may include biting more than 2 times, repeated hitting, pushing, or fighting with friends, and/or disregard for redirection from staff. While we understand that it is not ideal to pick a child up early, we see it as a necessary step to encourage positive behavior by the child, seek behavior modification help from the child's parent, and protect fellow classmates.

In the case of dismissal for behavior, both the staff and Director work to manage a child's behavior. Normal methods of behavior management are not always effective. In such a case, we will recommend several agencies to the child's parents that can assist them with controlling their child's behaviors. Unless the safety of the child or other children is involved, parents will be given two a week notice when their child's behavior requires dismissal.

## **Toddler Biting Policy**

In compliance with HIPPA confidentiality guidelines, Staff will maintain complete confidentiality of all children involved when notifying parents that their child has been bitten or bit another child.

Biting is a very common behavior among children birth to three years of age. At Sanctuary KidsCare, we believe that by understanding the developmental stages of the children in our care and their individual needs, we may prevent many biting behaviors by adapting the environment (this could mean adding or replacing toys and materials, rearranging furniture, adjusting the schedule or routine, adjusting the teacher's approach, providing new and different opportunities, etc). We do not assign punishments or shame children exhibiting biting behavior. We also know that even with all of the knowledge of child development, that many things can contribute to this behavior and that we may not be able to prevent all occurrences.

We understand the children biting other children, is one of the most common and most difficult behaviors to deal within group child care settings because of the effect on everyone involved, which is magnified due to the severity the injury the can occur. It can occur without warning, can be difficult to defend against, and, understandably so, provoke strong emotional responses from the biter, the victim, the families, and the caregivers involved. For many toddlers, the biting stage is just a passing phase. Toddlers may try it out as a form of communication. They are learning the process of appropriate social behavior. For other children, biting is a persistent and chronic problem. In order to alleviate some of the triggers for bitting, our staff maintains the following practices that research has shown to help prevent incidences of biting.

- Quality relationships: Staff develops nurturing relationships with the children and get to know each child individually. Staff is given many opportunities for professional development to help them learn ways to build quality relationships with the children.
- Environmental influences on child's behaviors: Children are given opportunities
  to work individually in both small and large groups; there is a variety of engaging
  work available, appropriate behaviors are modeled by the teachers, who
  maintain an environment that is quiet and productive which can be very calming
  to a struggling child; and staff are trained to be aware of and willing to help a
  child that is feeling overwhelmed.
- Targeted social-emotional supports: Children have a daily routine that they follow which allows for freedom and the opportunity to meet their individual needs. Children learn early how to navigate classroom transitions in a way that helps them build confidence and alleviate stress. Adults discuss emotions/feelings through books and other work and teaches strategies such and quiet time to help children learn to calm themselves.

At Sanctuary KidsCare, we use the following steps in order to prevent biting and other aggressive behavior and to keep all the children in the classroom safe and ensure the everyone's needs are met consistently.

- 1. Action Plan before biting occurs:
  - Create an environment which meets the developmental needs of the children.
    Monitoring and supervise all children while working and/or playing. Observe and
    take notes regarding the behavior and development of all the children in our
    care.
  - Redirect in situations where physically aggressive incident may occur. Closely 10

- observe the children in question and determine possible causes, make changes in response.
- Maintain an environment that elicits calm, thoughtful behavior.

#### 2. If a child is bitten:

- The biter is calmly removed from the area, using simple words such as "biting hurt our friends" and taken under the direct supervision by the assistant for the remainder of the day.
- The lead teacher immediately attends to the child who is bitten comforting him/ her and applying first aid as needed. The parents of both children are contacted immediately and an incident report is filled out for the child who was bitten, a behavior report for the child who bit on our Procare app.
- We will avoid any immediate responses that reinforces the biting. Caring attention will be focused o the child who was bitten.
- The biter will then be shadowed by the assistant and any other attempts at biting or any other harmful behavior will be stopped as the occur. The child will be talked to on a level which he/she can understand. Example "I can see that you want that truck, but I can't let you hurt him/her. Biting hurts." The child will be redirected to other work/play and staff will closely monitor, supervise and observe the child to determine possible causes of the behavior. Notes will be taken and filed in the behavior log in the classroom.
- Classroom staff will report all incidents to the Director on the day the incident to review the context of the biting incident, whether adequate supervision was present and whether the environment contributed to the biting incident.
   Classroom staff will bee with the Director to determine the cause and discuss preventable measure to be implemented immediately.

#### 3. If biting continues:

- Classroom staff will meet with the director on a routine basis for advice, support and strategy planning.
- A teacher conference will be held with the parent(s) of the child who is biting to discuss the situation in detail. Outcomes of the conference will be discussed and any changes will be made at home and in the classroom. A written plan of action on the Behavior Intervention Plan form should be produced and carried out, signed by the staff and the parents and any adults caring for the child(ren) involved including but not limited to babysitters, nannies, substitute teachers etc. This will ensure that all adults are on the same page and that the child(ren) are receiving consistent reposed to their behavior.
- Staff will note and chart every occurrence, including attempted bites, and indicate location, time, staff present and circumstances in the behavior log.
- Staff will shadow children who indicate a tendency to bite in order to head off biting situations before they occur, teach non-biting responses to situations and reinforce appropriate behavior.
- The director and teachers will work together to adapt the program to better fit the needs of all the children in the classroom.
- If a child is still biting or showing biting/aggressive behavior, we will implement that they will go home for the rest of the day.
- Expulsion/withdrawal of a child from our program will only take place if it is deemed in the best interest of the child exhibiting the biting behavior, the integrity of the daycare and the other children enrolled. If the teachers and administration have exhausted all efforts, Sanctuary KidsCare maintains the right to withdrawal the child from our daycare if behavior is consistent and all parties are unable to

come up with needed support and solution for the problem, the child will be withdrawn from the daycare.

Biting policy and action plan	
have read and fully understand the policies and signature here states that I agree with the practic consistency with these practices and policies.	I information outlined in the above action plan. My ces outlined and I will cooperate and maintain
Parent Signature	Date
Child's Name:	_
Parent Name Printed:	

## **Health and Safety Issues**

If your child becomes ill while at Sanctuary KidsCare, the parent(s) will be contacted to pick up your child. Once the staff has made a determination, based on our policy, that it is necessary for your child to leave we ask that you respect that decision. You will be contacted to pick up your child if they have a fever, diarrhea, vomiting, a rash, eye drainage, head lice (including nits), or any other noticeable sign of illness.

Please be considerate of your child and the other children. Keep your child at home if symptoms of illness have occurred. If your child has a contagious illness, please inform us as soon as you are aware so that we can inform the other parents. The staff will notify parents of children who have been exposed to a contagious illness. We will also notify all families in the event a staff member exposes children to a contagious illness.

Your child must stay at home or go home if he/she has any of the following:

- A temperature of 100.4 degrees or higher. Keep the child at home until the temperature has been normal for 24 hours, without medication. A child cannot be medicated with fever reducing drugs (e.g. Tylenol, etc.) and come to or remain at school.
  - Severe cold with sneezing and excessive nasal drainage.
  - Diarrhea. The child may return when there are no symptoms for 24 hours.
  - Vomiting. The child may return when there are no symptoms for 24 hours
  - Rashes that have not been diagnosed by a physician.
  - Conjunctivitis: an eye infection commonly referred to as "pink eye." The child should not return to school for 24 hours following the beginning of treatment.
  - Any contagious disease, such as Chicken Pox, Mumps, Rubella, or Roseola.
  - Strep Throat. Following diagnosis, the child should not return to school for 24 hours following the beginning of treatment.
  - Lice. The child may return to school following treatment if no nits are present.
  - Skin lesions that are oozing or draining, such as impetigo
  - Herpes lesions (commonly called "cold sores") around the mouth or on the hands.

If your child does not feel well but doesn't have obvious symptoms, please do not bring them. If your child has any contagious disease you must not bring them. By helping us observe good health practices, you will be protecting your child and other children. We appreciate your cooperation in this serious matter.

Please have a back-up plan in place should Sanctuary KidsCare be unable to care for your child due to their illness or an unforeseen emergency which would require us to be closed.

#### **MEDICATION**

We will not administer any type of medication (prescription medication included) to children without a doctor's note specifically explaining and instructing time and dosage. You may refer to our attendance policy regarding sick children if you are unsure about sending your child to school due to illness.

#### **IMMUNIZATION RECORDS**

Sanctuary KidsCare is required by the State to keep a current copy of every child's immunization records on file. Please be sure to give us an updated record each time your child receives immunizations. If your child is not fully vaccinated for their age or actively in the process of becoming fully vaccinated, he or she will not be allowed to attend.

#### INJURIES AT KIDSCARE

If your child is injured while at Sanctuary KidsCare, the teacher and Director will determine the need to contact the parent. We will not call the parents for each scratch or bump, but will contact parents if we feel additional medical treatment may be required. Any time a child's teeth become loose we will contact the parent and they determine what action they wish to take.

Sanctuary KidsCare keeps a current witnessed Emergency Consent form for each child. This is in case your child needs medical treatment and we are unable to contact you immediately. In case of an emergency requiring medical attention, your child will be transported to the hospital by the most appropriate means while the parents are being contacted. A staff member will remain with your child until you arrive.

#### CHILD ABUSE AND NEGLECT

According to Indiana law, teachers are required to report suspected cases of child abuse or neglect. If such cases arise, the alerted staff member will report to the Director. The Director will then notify the Child Protective Services Unit of the Department of Social Services. The parents will not be given advance notification.

## **DAILY ROUTINES**

#### Arrival

Parents should accompany their child to their classroom door and ensure the teacher acknowledges his or her arrival. Please do not enter the classroom. Please make an effort to drop older children off first. After your child has been dropped off, please do not linger around the classroom. This may distract your child and the teacher from the class. Please sign your child in and out each day on the ipad.

If your child brings their lunch to school, they will need to place their lunch box in the basket outside their classroom door upon arrival. The lunches will be put into the refrigerator shortly thereafter.

Please do not send breakfast or sippy cups in with your child. Also, children should not bring toys from home into their classrooms. It is often hard for

children to share their toys and they are easily lost in the classrooms.

#### **Departure**

Parents must designate on their enrollment application who is authorized to pick up their child. If there is a change of plans regarding your child's departure, the Director must be notified prior to pick up. Your child will not be allowed to leave with anyone without parental permission and proper identification.

#### **Parking**

Please park in the parking lot and walk your child into the building using the sidewalk and main doors. If you use the circular drive, please park on the far right side of the drive, and unload your child from the right side of your vehicle. The left lane is for pulling out and passing only. This should keep children from running in front of moving vehicles. Do not park in the left lane.

Please be aware of children and drive carefully.

#### **Carbon Monoxide**

Do not leave your car running when you park to pick up or drop off your child. Not only is this a code violation with the State of Indiana for childcare ministries, it is also a safety concern. Carbon monoxide from vehicles left running enters the building and poses a health threat to our children and staff.

#### **Snacks and Lunch**

Sanctuary KidsCare will provide all snacks for the children each day.

If you would like to bring a special snack for a birthday, you need to coordinate it with the lead teacher. Due to state regulations, we are unable to serve homemade snacks.

Please pack your child an easy-to-eat lunch! All lunches are refrigerated in the morning. Heating of lunches is available in the infant room only. While shopping for your child's lunch box, please keep in mind that we have very limited refrigerator space, so smaller is better. All lunches must be clearly labeled with your child's name.

We strongly encourage healthy lunches for all of our children.

If you forget your child's lunch, we will notify you to bring in a lunch before our 11:30 lunchtime. We will not provide lunch for missing lunches.

## PERSONAL ARTICLES

**Clothing**: Children are busy at play during the day and should dress appropriately. Comfortable play clothes are preferred. Children may not wear flip-flops, sandals, or soft soled shoes. This type of shoe makes outside play dangerous. Please be certain to put your child's name on their coats, jackets, and sweaters.

**Jewelry**: Children should not wear jewelry due to safety concerns. Jewelry

deemed unsafe will be removed and brought to the office for the parent to pick up. Sanctuary Life is not responsible for any jewelry brought to school.

**Toys**: Toys are provided and should not be brought from home. "Show-And-Tell" days will be announced by your child's teacher and only on those days may your child bring a favorite toy. No weapon toys of any type will be permitted.

**Weapons**: No weapons of any type are allowed on the property. Parents, children, and staff are required to obey this policy.

Miscellaneous: Children should not bring any small items, money, or gum.

## **BIRTHDAYS, PARTIES, AND FOOD**

Parents may wish to contribute a simple morning or afternoon snack to celebrate their child's birthday. Please notify your child's teacher in advance if you wish to do this. Note that the Health Department requires all foods must be prepackaged - no homemade snacks are allowed to be served to the children.

Party experiences will be planned during the year to celebrate various holidays. You may be given an opportunity to contribute to these parties. For additional information, please contact the Director.

## **AFINAL WORD**

Sanctuary KidsCare staff takes pride in the care we provide for your young child. Due to our excellent child-staff ratio, you can be assured that your son or daughter receives individual attention during the day. Our teachers are carefully selected for their loving and responsible nature. Staff training helps them to grow in their understanding of the preschool age child. We know that you will appreciate their good work. Just as parents sometimes make mistakes, so may we. Please inform us of anything that gives you concern and we will make every effort to explain our policies or to rectify any errors in judgment on our part. Above all, we ask that you keep Sanctuary Life and our staff in your prayers.

#### APPENDIX 1

#### Sanctuary KidsCare Special Requirements Room 0

- Label everything.
- Please keep a supply of items in your child's cubby in the classroom. We will let you know when you are running low on supplies. Keeping supplies in their classroom cubby will help you with getting ready in the mornings – no diaper bag to pack! – and will ensure that we always have the necessary supplies needed for each child.
- CUBBY SUPPLIES
  - Please send two or three appropriate ounces of water in bottles and equivalent formula powder so we can mix bottles as needed.
  - o Diapers Must be in original packaging/sleeve
  - A change of clothing
  - Baby food as appropriate
  - Comfort items: pacifier, blanket, etc.
- Please let a nursery employee put your child's items in the refrigerator so that we may label and cover them to meet state regulations.
- After you have told your child good-bye, please do not come back in the room to check on him/her. You may ask another staff member to check for you.
- Tell the staff if your child has an allergy of any kind.
- Please complete the nursery information form that you received. This
  information will allow us to better care for your child. This information should be
  updated throughout the year as your child's needs change.
- We do not wake babies that are sleeping, and we do not keep children awake if they are tired.

#### **Discipline and Behavior Management Policy**

Praise and positive reinforcement are effective methods of managing children's behavior. When children receive positive, non-violent and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline. Based on that belief, it is the expectation that all persons on the church premises will practice the following Discipline and Behavior Management techniques.

- 1.DO praise, reward, and encourage the children.
- 2. DO reason with and set limits for the children.
- 3. DO model appropriate behavior for the children.
- DO modify the classroom environment to attempt to prevent problems before they occur.
- 5. DO listen to the children.
- 6. DO provide alternatives to inappropriate behavior.
- DO provide the children with natural and logical consequences of their behaviors.
- DO treat the children as people and respect their needs, desires, and feelings.
- 9. DO ignore minor misbehaviors. 10. DO explain things to children on their level.
- 11.DO use short supervised periods (Time Out) for children over age 2.
- 12.DO stay consistent in our Behavior management Program.

- 1.DO NOT spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish the children.
- 2. DO NOT make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children.
- 3. DO NOT shame or punish the children when a bathroom accident occurs. 4. DO NOT deny food or rest as punishment.
- 5. DO NOT relate discipline to eating, resting, or sleeping.
- 6. DO NOT leave the children alone, unattended, or without supervision. 7. DO NOT place the children in locked rooms, closets, or boxes as punishment. 8. DO NOT allow discipline of children by children.
- 9. DO NOT criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.
- 10. DO NOT use corporal punishment 11. DO NOT physically restrain children unless absolutely necessary.

## APPENDIX 3 Sanctuary KidsCare Enrollment Agreement

To ensure that parents understand the enrollment policies of the school, we ask that you read the following information and sign this form indicating your agreement and understanding of the policies set forth.

- 1. Upon enrollment, a handbook will be furnished to each family that will include general regulations and procedures. I have received a copy of the handbook and acknowledge the discipline policy of Sanctuary KidsCare.
- 2. I have read through and agree with the Discipline and Behavior Management Policy.
- 3. I hereby agree that The Sanctuary and Sanctuary KidsCare staff are released from liabilities arising from illnesses that may be contracted by my child while on the premises of The Sanctuary. I fully realize that my child may be subject to communicable diseases.
- 4. Sanctuary KidsCare is not responsible for the loss of personal property whether the loss occurs from theft, fire, or any other cause.
- 5. Sanctuary KidsCare admits children of any race, color, and national and ethnic origins to all the rights, privileges, programs, and activities generally recorded or made available. It does not discriminate in the administration of the personnel or educational policies, admission policy, or any other programs.
- 6. As a parent, I agree to bring any and all questions and criticisms to the person most directly involved. If I have concerns regarding the care or program provided to my child, I agree to make those concerns known to the teacher. If a satisfactory conclusion is not reached, I will contact the Director and, if necessary, the Sanctuary Life Board of Directors. If, for some reason, my child seems unhappy or I am dissatisfied with the service rendered, I agree to withdraw my child with no refund.

I HAVE READ THIS ENROLLMENT AGREEMENT. BY SIGNING THIS AGREEMENT, I AM INDICATING MY AGREEMENT WITH & SUPPORT OF THE POLICIES AS STATED IN THE STUDENT HANDBOOK.

Signature of Parent or Guardian	Date
Signature of Parent or Guardian	Date

# APPENDIX 4 Sanctuary KidsCare Witnessed Emergency Medical Consent

Child's Full Name	
Date of Birth	
This form allows parents and guardians to authorize the above named child who becomes ill or injured while und guardians cannot be reached. I agree to pay all costs an medical and/or dental treatment for my child as authorized	er program authority when parents or ad fees associated with the emergency
In the event reasonable attempts to contact me at the nur unsuccessful, I hereby give consent for the administration Columbus Regional Hospital Emergency Room Physicia	of any treatment deemed necessary by
1	
2	
Date of Last Tetanus Shot:	
Known Allergies:	
Present Medication:	
Signature of Parent or Guardian	Date
Signature of Parent or Guardian	Date
Witness	_Date

# APPENDIX 5 Sanctuary KidsCare Harassment Policy

Policy Title	Workplace Harassment Prevention
Effective Date	March 3. 2021 August 3, 2018
Supersedes	June 1, 2019 March 22, 2018
Approval	Britni A. Saunders Jonathan Vailes State Personnel Director
References	Rehabilitation Act of 1973, as amended – 29 U.S.C. §794 Age Discrimination in Employment Act of 1967, as amended – 29 U.S.C. Chapter 14 §621 (Pub. L. 90-202) (ADEA), IC 22-9-2 Title VII of the Civil Rights Act of 1964, as amended – 42 U.S.C. Chapter 21 Subchapter VI §2000e (Pub. L. 88-352) (Title VII) Pregnancy Discrimination Act – is an amendment to Title VII of the Civil Rights Act of 1964Governor's Policy Statement, August 3, 2018Americans with Disabilities Act of 1990, as amended – 42 U.S.C. Chapter 126 §12101 et seq. (Pub. L. 101-336) (ADA). IC 22-9-5 National Origin Harassment – 29 C.F.R. §1606 et seq.

#### **PURPOSE**

To establish workplaces where employees are not harassed or discriminated against due to race, color, creed, religion, sex, national origin, age, sexual orientation or gender identity, or physical or mental disability, and to ensure employees have procedures available so that alleged violations of this policy can be investigated and addressed.

#### SCOPE

This policy applies to all employees under Sanctuary KidsCare the authority of the Governor and Lieutenant Governor of Columbus, Indiana. Separately elected officials are encouraged to adopt this or a similar policy concerning workplace harassment.

#### **POLICY STATEMENT**

Sanctuary KidsCare The State of Indiana (hereinafter the State) will strive to maintain an environment free from sexual harassment and harassment based on race, color, creed, religion, sex, national origin, age, sexual orientation or gender identity, or physical or mental disability, and to implement this policy in a consistent and vigorous manner.

Each employee has the right to work in a professional environment that promotes equal opportunities and prohibits sexual harassment and harassment based on race, color, creed, religion, sex, national origin, age, sexual orientation or gender identity, and physical or mental disability, hereinafter referred to as 21

protected status or protected class. Workplace harassment, whether verbal, physical or environmental, is unacceptable and will not be tolerated in KidsCare State Government. KidsCare The State will not tolerate workplace harassment, whether engaged in by fellow

employees, supervisors, officers, or by outside clients or other non-employees who conduct business with the State. The State encourages reporting of all incidences of alleged harassment, regardless of who the offender may be or the offender's status. To further encourage a working environment free of harassment and intimidation (including sexual harassment), the State will provide appropriate annual training of its workforce.

#### **DEFINITIONS**

<u>Designated Contacts</u> means those persons identified in Paragraph A.1 of the Procedures (below) as persons to whom allegations of harassment may be presented.

<u>Employee</u> means any person under Sanctuary KidsCare the authority of the Governor or Lieutenant Governor who observes or experiences harassment in the workplace.

<u>Employer</u> means any supervisory or managerial employee to whom an allegation of harassment is presented.

<u>Harassment</u> <u>Based on Protected Class</u> is defined as verbal or physical conduct that slanders or shows hostility or hatred toward an individual for any reason because of his/her protected status that: (1) has the purpose or effect of creating an intimidating, hostile, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities. The behavior need not be intentional in order to be considered harassment.

Examples of such conduct include, but are not limited to, the following: using code words ("those kind," "those people,"); verbal abuse; inflammatory comments; jokes; gestures; repeated reference to a person's protected class; assault; display in the workplace of suggestive objects or pictures; distribution of materials in the workplace that contain suggestive language or pictures; treating a person differently because of his/her protected status. This behavior is not acceptable in the workplace itself and in other work-related settings such as business trips and business-related social events.

<u>Protected Class</u> means race, color, creed, religion, sex, national origin, age, sexual orientation or gender identity, and physical or mental disability.

<u>Sexual Harassment</u> is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. The behavior need not be intentional in order to be considered sexual harassment.

Examples of conduct of a sexual nature include, but are not limited to, the following: unwanted sexual advances; demands for sexual favors in exchange for favorable treatment or continued

employment; repeated sexual jokes, flirtations, advances or propositions; verbal abuse of a sexual nature; graphic, verbal commentary about an individual's body, sexual prowess or sexual deficiencies; leering; whistling; touching; pinching; assault; coerced sexual acts; suggestive, insulting, obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures. This behavior is unacceptable in the workplace itself and in other work-related settings such as business trips and business-related social events.

#### **RESPONSIBILITIES**

#### Employees are responsible for:

complying with the prohibitions of this policy against harassment;

attending all training on this topic annually and as otherwise required by the employer; reporting harassment to appropriate officials;

not retaliating against any person for reporting a complaint under this policy; and cooperating in any investigations into allegations of harassment.

#### Employers are responsible for:

distributing the Policy Statement (including this document containing the Responsibilities and Procedures on Workplace Harassment Prevention, to subordinates;

complying with the prohibitions of this policy against harassment;

ensuring all the employees under his/her authority receive the required training on this topic annually;

establishing a workplace free of harassment by enforcing the provisions of this policy and acting promptly when prohibited conduct, objects, or pictures are discovered;

processing any allegations of harassment brought to the employer's attention; not

retaliating against any person for reporting a complaint under this policy; and

implementing any disciplinary or other action imposed as a result of an investigation into harassment.

#### Designated Contacts are responsible for:

investigating, or assigning an investigator to investigate, any allegations of harassment submitted to such contact promptly, completely, and thoroughly;

making appropriate recommendations concerning discipline or other actions necessary to remedy the harassment; and

advising all affected parties of the outcome of the investigation.

#### **PROCEDURES**

#### A. Reporting a Complaint

While the Sanctuary KidsCare encourages individuals who believe they are being harassed to firmly and promptly notify the offender that his/her behavior is unwelcome, KidsCare the State also recognizes that power and status disparities between an alleged harasser and a target may make such a confrontation impossible. In the event that such informal, direct communication between individuals is either ineffective or impossible, the following steps should be followed in reporting a workplace harassment complaint:

#### 1. Notification of Appropriate Staff or Agency

Individuals who believe they have been sexually harassed or harassed because of their status in a protected class, or individuals (including third parties) who have knowledge of sexual harassment or harassment based on protected class, may report the incident and/or alleged harasser to the following persons or agencies who have been identified and trained to receive complaints of workplace harassment:

Director Agency AA/EEO/ADA Coordinator Agency Human Resources Director Agency Head

Supervisor
Sanctuary Life Incorporated President

**Employee Relations Specialists** 

Employee Relations Division, State Personnel Department (855) 773-4647, Choose employee relations option

Indiana Civil Rights Commission (ICRC) (317) 232-2600

Equal Employment Opportunity Commission (EEOC) (317) 226-7212 OR (800) 669-4000

#### 2. Description of Misconduct

An accurate, written record of objectionable behavior or misconduct is needed to resolve a complaint of workplace harassment. Verbal reports of harassment must be reduced to writing by either the complainant or the individual(s)designated to receive complaints and signed by the complainant. Individuals who believe they have been or currently are being harassed should maintain a record of objectionable conduct to effectively prepare and corroborate their allegations.

While KidsCare the State encourages individuals to keep written notes in order to accurately record offensive conduct or behavior, it must be recognized that, in the event an investigation develops from the reported incident, the confidentiality of the complainant's written notes may not be recognized under Indiana law, and the notes may have to be disclosed.

#### 3. Time Frame for Reporting Complaints

KidsCare The State encourages a prompt reporting of complaints so that rapid response and appropriate action may be taken. However, due to the sensitivity of these problems and because of the emotional toll such misconduct may have on an individual, no limited time frame will be instituted for reporting workplace harassment complaints. Late reporting of complaints will not, in and of itself, preclude KidsCare the State from investigating.

#### 4. Protection Against Retaliation

KidsCare The State will not, in any way, retaliate against an individual who makes a report of workplace harassment, nor permit any supervisor, officer, or employee to do so. Retaliation is a serious violation of this policy and should be reported immediately. Any person found to have engaged in misconduct constituting retaliation against another individual for the good faith reporting of harassment may be disciplined up to and including dismissal from employment.

#### B. Investigating the Complaint

#### 1. Confidentiality

Any allegation of workplace harassment that is properly reported will be promptly investigated in as discreet a manner as practicable to protect the privacy of persons involved. KidsCare The State will use its best efforts to maintain confidentiality throughout the investigatory process, to the extent appropriate under the circumstances. In most cases, the alleged harasser must be notified of the complaint made against him/her in order that he or she can be afforded the right to respond.

#### Identification of Investigators

Complaints will be investigated by the appropriate agency head or designee who may ask for assistance from qualified HR personnel in the State Personnel Department. In addition, other individuals may be included in reviewing the investigation and outcome at the discretion of the agency head or designee. or the designee of the State Personnel Director.

#### 3. Investigation Process

In pursuing the investigation, the investigator will identify him/herself to the involved parties and notify the alleged harasser of the investigation and the nature of the complaint. The investigator will thoroughly investigate the matter.

#### C. Resolving the Complaint

A report of the findings of the investigation shall be compiled with all supporting documentation attached and forwarded to the agency head's designee and to the President of Sanctuary Life Inc. Employee Relations Division of the State Personnel Department. In determining whether the alleged conduct constitutes a violation of this or any other policy, the totality of the circumstances, such as the nature of the conduct and the context in which the alleged incident(s) occurred, will be considered.

#### 1. Sanctions

If the investigation results in a finding that a violation of this policy has been substantiated, then disciplinary action may be imposed up to and including dismissal from employment. If the investigation results in a finding that no violation of this policy has been substantiated, but the conduct is inappropriate or unprofessional or violates another policy, then disciplinary action may be taken; however, there should be no reference to the phrases "sexual harassment" or "harassment" based on race, color, creed, religion, sex, national origin, age, sexual orientation or gender identity, or physical or mental disability" in such disciplinary action.

The findings and determination for action shall be communicated to the complainant and the alleged harasser. KidsCare's The State's findings do not, in any way, affect the complainant's right to pursue a complaint for sexual harassment or harassment based upon protected class with any appropriate state or federal authority.

It is the responsibility of all state employees to cooperate fully with any investigation covered under this policy. Failure to cooperate with investigations may result in disciplinary action.

Although KidsCare's the State's ability to discipline a non-employee harasser is limited, any KidsCare state employee who has been subjected to workplace harassment by a non-KidsCare state employee should file a complaint so that the situation can be investigated and action may be taken.

#### 2. False Accusations

If an investigation results in a finding that the complainant falsely accused another of workplace harassment knowingly or in a malicious manner, the complainant may be disciplined up to and including dismissal from employment.

#### D. Maintaining a Written Record of the Complaint

KidsCare The State will maintain a written record of each complaint and how it was investigated and resolved. Records shall be maintained by the Director State Personnel Department and by KidsCare the Agency employing the alleged harasser and by the Agency employing the complainant (if different). If disciplinary action is taken, a record of that disciplinary action shall be maintained in the harasser's

personnel file in accordance with any applicable retention schedules.

## APPENDIX 6 Sanctuary KidsCare MEDICAL GLOSSARY FOR YOUR FAMILY

Condition/Disease	Symptoms	Method of infection	Exclusion From Facility	Remar ks
Fever (Temperature over 100 degrees)	Hot to the touch Very fast or slow breathing Complaints of sickness Pale or flushed Listless or irritable	Direct and indirect contact with infected person	Yes, until feer free for 24 hours without medication	Dress child lightly     Give lots of liquid     Do not sponge with alcohol     Avoid aspirin
Diarrhea	Frequent     watery bowel     movements     Sometimes     accompanies     vomiting	Direct and indirect contact with person or diarrhea	Send home immediately after 2-3 episodes     Stays home until no loose bowel movement for 24 hours after resuming eating	Give only clear liquids Avoid milk Give no medication Resume food intake slowly Be careful of dehydratio n
Vomiting	Loss of food by mouth - not spitting up     Sometimes accompanied by fever or diarrhea	Direct and indirect contact with person or lost fluid	Send     home     immediately     after 2     episodes     Stays until 24 hours     free of vomiting	Give no food for 2-3 hours after vomiting stops, then clear liquids
Common Colds	Stuffy/Runny nose     Sneezing     Watery eyes     Chest congestion	Viral infection that spreads via respiratory secretions in the air or contact with soiled articles	Not unless child feels too bad to attend	Be very careful about hygiene when colds are present
Flu (Influen za)	<ul> <li>Fever or chills</li> <li>Sore throat</li> <li>Muscle aches</li> <li>Stuffy/Runny nose</li> </ul>	Viral infection that spreads via respiratory secretions in the air or contact with soiled articles	Yes, until 24 hours after fever	Encourage rest     Limit activity     Increase clear     liquids     Use     Tylenol or     Tempra     for fever
Strep Throat	Red sore throat     Fever     Sometimes     vomiting	Bacterial infection spread via respiratory secretions, sneezing, coughing, etc.	Yes, for 24 hours after treatment begins	If rash appears after 2nd or 3rd day, it is considered Scarlet Fever Strep often lasts nearly a week · Treat immediately to avoid Rheumatic Fever 27

Ear Infection  - Ear ache - Discomfort when lying down - Irritable - Reduced appetite	Many Causes  - Water retained in ear canal - Coughing that aggravates Eustachian tubes - Other illnesses such as colds - Giving an infant a bottle while flat on their back	Not unless caused by or accompanied by a contagious illness such as flu	Treated by antibiotics Take full prescribed dose · Make follow-up appointment with Doctor (very important)
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		their back		
Condition/Disease	Symptoms	Method of infection	Exclusion From Facility	Remar ks
Ringworm	Round area on skin with blisters on edge and clear center     In scalp, bald patches appear	Caused by fungus from soil, passed through personal contact, or touching personal articles, such as clothing or combs	· Yes, unless child is being treated by pills or ointment · If under treatment, child must not swim or participate in contact activities	Condition clears with prompt, consistent treatment, otherwise, it spreads rapidly. Observe other children closely.
Impetigo	Small blisters that grow larger and form scabs - if ruptured, blisters produce a watery discharge	Direct contact with sores or anything soiled with the discharge	Yes, exclude until 24 hours after treatment with antibiotics by mouth or by shot or until sores do not weep and antibiotic ointment is used.	· Spreads 4-10 days after contact · Crusty scabs can be removed by soaking in warm, soapy water
Head Lice	Sever     itching of the     head     Can see nits     (eggs) and     sometimes     crawling lice	Direct contact with the lice carried on human beings or on combs, bed linens, towels, etc.	Yes, until treated. Child may return when all nits are gone.	Lice and nits are destroyed by dry cleaning, machine washing in hot water and detergent, and drying in clothes dryer for 20 min., washing combs, etc. Placed stuffed animals in plastic bag and seal for 2 weeks
Scabies	<ul> <li>Severe itching</li> <li>Small red spots,</li> <li>usually between</li> <li>fingers, in</li> <li>elbows, and</li> <li>under arms</li> </ul>	Direct contact with the person infected with the mite or contacted with infested clothing or linens.	Yes, until treated, usually the next day.	Be sure to clean everything that was contacted within 48 hours before treatment began
Pinworm	Stomachaches     Pale color     Poor appetite     Loss of sleep	Ingestion of eggs by contact with eggs which stick to skin and are touched by fingers which then touch the mouth or food	Yes, until treatment is effective.	Hand washing is very important
Petrussis (Whooping Cough)	Cough which becomes spasmatic and sometimes causes vomiting	Contact with the nose or throat discharge of an infected person	Yes, may return in 4 weeks after intense coughing subsides, or 5 days after appropriate antibiotics begin.	Incubation period is 1-2 weeks

Chicken Pox	<ul> <li>Headaches</li> <li>Listlessness</li> <li>Loss of appetite</li> <li>Eventual mild skin rash that starts on chest and spreads</li> </ul>	Transmitted in the air or by contact with the rash	Yes, child is contagious until all scabs dry up and fall off	Signs of Chicken Pox appear 10-20 days after exposure. DONOT GIVE ASPIRIN, GIVE TYLENOL Take full prescribed dose
				Make follow-up appointment with Doctor (very important)



3939 Central Avenue, Columbus, Indiana 47203

#### Parent Acknowledgement Form

I have downloaded and/ or received a copy of Sanctuary KidsCare's Parent Handbook. I acknowledge that I've had read the Parent Handbook. I except to be guided by the rules and policies contained therein. I further understand and agree that my child's/children's enrollment at Sanctuary KidCare may be terminated by the director of Sanctuary KidsCare at any time for any reason and without reason. I understand that any or all the provisions contained in the Parent Handbook may be modified, amended or eliminated by Sanctuary KidsCare at any time with or without notice.

Parent Printed Name		
Parent Signature	Date	