



# Parent Handbook

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[www.redeemerelc.com](http://www.redeemerelc.com)



# Redeemer Early Learning Center

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Dear Parents:

We welcome you and your child to Redeemer Early Learning Center (RELC) and Childcare.

At Redeemer, we understand the tremendous responsibility we have in caring for your child. That is why we are committed to providing your child with a secure, comfortable and loving Christian environment.

The caregivers, administrators, and staff of RELC are committed to offering quality childcare, modeled on the highest early childhood standards. Our primary goal is to create a learning center that:

- Cares for children in a Christian environment that is challenging and nurturing.
- Provides opportunities for children to develop spiritually, socially emotionally, cognitively, and physically.
- Provides consistency and stability in daily care.

Most importantly, we endeavor to be partners with you in the care of your child. We encourage you to share your insights about your child and welcome your comments, concerns, questions and suggestions. We invite you to share in your child's early learning experiences by visiting and observing your child and participating in daily activities whenever possible.

We look forward to having your child at Redeemer Early Learning Center and want your child's experience with us to be positive and memorable.

Sincerely,

Redeemer Early Learning Center Staff and Board



# Redeemer Early Learning Center

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## **OUR MISSION STATEMENT**

At Redeemer Early Learning Center, we believe that every child is a precious, unique gift from God. The goal of our early childhood curriculum is to partner with parents to help each child reach their full potential academically, physically and spiritually and to effectively prepare them for kindergarten and life.

## **Goals for Each Child:**

1. To help every child know the love of Jesus.
2. To provide an atmosphere where the foundation of respect for others, self and property is established.
3. To develop an active curiosity about the world in which each child lives and encourage an enthusiasm for learning to stimulate exploratory behavior and creativity.
4. To promote emotional growth:
  - a. To build self-confidence and a sense of self-worth.
  - b. To promote a warm, accepting environment for each child to work and play.
  - c. To encourage curiosity and sense of wonder.
  - d. To provide appropriate alternatives to negative behavior and strengthen inner emotional controls.
5. To promote social growth:
  - a. To promote and instill a sense of caring and sensitivity towards others.
  - b. To aid in the development of problem-solving skills.
  - c. To help each child learn how to participate in a group.
6. To promote intellectual growth:
  - a. To provide an atmosphere where children discover and explore.
  - b. To provide a wide variety of activities within a routine where cooperative play is encouraged.
7. To provide physical/motor development:
  - a. To have each child use their body in a variety of ways by participating in small and large motor skill activities, indoors and outdoors.
  - b. To promote physical growth and competence at each developmental level.

We welcome each and every child. Please make us aware if your child has any specific needs. In order for our staff to best care for your child, the Director, Teacher and Parents will meet to develop a plan to address those needs (see Page 21) which will include the following:

- Observation/Assessment
- Goals
- Plan of Action
- Re-Assessment date

Staff will meet with parent/guardian before implementing any special procedures.



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## **Staff**

The RELC Staff is committed to providing quality care and education. They are certified in CPR/First Aid and are all Mandatory Reporters (as described under Department of Child and Family Service policy).

## **Multicultural Equality**

Our center is committed to multicultural equality and education. We strive to create a program that truly reflects the lives of our children, families, staff, and community. By recognizing the impact culture plays on families, we will make every effort to provide culturally responsive childcare by affirming human differences. We seek to recognize, appreciate, and respect the uniqueness of each child. No person will be discriminated against because of race, sex, nationality, or religion.

## **Touching and Nurturing**

It is our philosophy, belief, and practice that children require physical contact for their care and healthy development. The contact can be described in three ways:

1. Nurturance - This includes hugs, handholding, gentle tickling, carrying, cuddling and back rubbing. This type of contact is never made against the expressed wishes of the children.
2. Safety and Guidance - This includes restraining children from harmful situations (CPI certified staff), separating conflicting children, guiding children, leading them and administering medication or first aid.
3. Hygiene – This includes face and hand washing, diapering including cleansing and drying of genitals, assisting with toileting, examining rashes or unusual marks, nose blowing, and conducting necessary clothing changes.

In accordance with law and rules, and in accordance with our own philosophies, no child of God will ever be subject to corporal punishment.

## **Abuse and Neglect Policy**

All caregivers must report to the proper authorities any suspected physical, sexual, emotional abuse or neglect.

### **Indicators of Abuse:**

1. The child shows evidence of repeated injuries.
2. The history is not consistent with the injuries.
3. The child has unexplained and suspicious injuries.
4. The injuries are handprint or fingerprint markings, welts, scars and or burns.



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## **Center Policy for Mandatory Reporting**

1. When indicators appear, the staff member will notify the director of their concern.
2. When indicators appear, the childcare staff member will consult the Dept. of Children and Family Services.
3. The staff member is obligated by law to report any suspected abuse to DCFS within 24 hours.
4. The telephone report will be followed by a written report.

## **Staffing**

Minimum staffing as required by the Department of Children and Family Services will be maintained.

Infants	1 teacher to 4 children
Toddlers	1 teacher to 5 children
2 year olds	1 teacher to 8 children
3 year olds	1 teacher to 10 children
4 year olds	1 teacher to 10 children
5 years and up	1 teacher to 13 children

5 years and up- 1 teacher to 13 children. During summer and no school days, once the school age rooms reach 13 children, the teachers will separate the children according to age. There will be no age gap greater than 3 years in each school age room.

Although the ratio set by the state of Illinois for school age children (5 years and up) is 1:20, we at Redeemer Early Learning Center feel that for the safety of the children, we will abide by the ratio 1:13.

All staff will be certified in First Aid and CPR. At minimum, one staff will be in any room occupied by children.

## **Confidentiality**

RELC respects the right of each family to have privacy and confidentiality regarding health, behavioral and developmental records. No employee may disclose names of children involved in the incident. Department of Children and Family Services have the legal right to inspect the files of all children attending the center at any time.

## **Smoke Free Environment**

In the best interest of the children and in accordance with state law, RELC maintains a smoke free environment. Smoking is prohibited within 15 feet of the building.

**Pest Control** A Pesticide Management company inspects the facility monthly. Scheduling is handled through the church office. All treatments are done when the children are NOT present and classrooms are not professionally treated.



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## Hours of Operation

- Childcare is operated on a year-round basis - Monday through Friday from 7:00 a.m. to 6:00 p.m. We serve children 6 weeks of age to 12 years of age.
- RELC is not responsible for children prior to 7:00 a.m. Teachers who arrive before 7:00 a.m. are here to prepare for the day. If early drop off becomes a problem, RELC has the right to charge an early drop off fee.
- Preschool operates on a school calendar with classes offered from 8:45 a.m. to 11:45 a.m. Monday through Friday.
- RELC has 8 separate classrooms where the children have the opportunity to learn and grow in an environment that promotes God's love, self-confidence, social competence and a lifetime love of learning.
- RELC offers a School Age Summer Camp for children 5-12 years old (must have completed Kindergarten). You have the option to choose certain weeks or attend the whole summer. Field trips, swimming, devotions, and fun are part of the normal day!

## Sign in/Sign out

Children are to be signed in and out for their time of arrival and departure from the center. As a registered Center, we are required to document when children are attending the center. The person responsible for dropping off and picking up the child will be responsible for ensuring sign-in/sign-out is completed each day.

## Late Pick Up Charge

Any child picked up past the center's closing hours will be charged \$10.00 for every additional 15 minutes thereafter, and the late fee will increase in \$10.00 increments per child.

After 15 minutes, attempts will be made to reach parents. If parents cannot be reached, emergency contact numbers supplied by parents will be notified. If contact is not made, additional calls will be made at 5-minute intervals. If there has been no contact by 6:30p.m, outside authorities, such as police or The Department of Children and Family Services will be contacted. The child will remain with childcare personnel until authorities arrive and will be shielded from blame and discussion about the incident.



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## **Person Authorized to Pick up Child**

At the time of enrollment, parents must provide the names of persons authorized to pick up their child. It is the parent or guardian's responsibility to inform the Center of any changes in the names of the persons authorized.

The center will release children to authorized persons only. If necessary, the Center may request photo I.D. or other official identification before the child is released. If someone other than an authorized person (as indicated on enrollment form) is to pick up your child, please notify the center in writing. We will release the child only to authorized adults. Copies of legal documents must be provided to the RELC Director before any staff can actively prevent a parent or legal guardian from picking up their child.

Intoxicated parents or drivers will be discouraged from taking their child from the center. If a staff member suspects a parent or driver is intoxicated, the police will be called.

## **Tuition and Fees**

Caring for children is a tremendous and challenging responsibility. First and foremost, RELC is a ministry. We are serving our Lord by providing a nurturing environment for His children. However, we also must run the center as a business in order to provide for our families. Tuition not only pays our staff to plan and implement the program, but it is also used to purchase food, equipment, toys, books, crafts, and supplies. It is extremely important that tuition payments are made according to the policies set forth.

- Registration fee is due at the time of enrollment/re-enrollment.  
**Registration fees are not refundable.**
- Full payment is due whether child is present or not.
- **Childcare statements will be handed out on Wednesday of the week. Payment must be paid weekly by Friday.**
- **Preschool statements will be handed out on the last Wednesday of each month for the upcoming month. Payment must be paid on the first school day of the month.**
- Members of Redeemer Lutheran Church will be given a \$10.00 discount on weekly and monthly payments.
- Family discount: A 10% discount will be given to older siblings of a child enrolled in our childcare.
- Automatic payment withdrawal is available through the Church. See Director for details.

## **IRS Statement**

Redeemer Lutheran Preschool and Childcare will provide itemized statements for tax purposes. Upon request, you will receive a statement with the Federal I.D. number prior to Jan 31<sup>st</sup>.



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## **Contracts**

Contracts run from September 1-August 31. All families are required to have a contract on file. This contract will specify the days your child/children will be attending. You will be billed according to what you have contracted for. If there is a change to your contracted schedule, please notify the Director as soon as possible. Parents are expected to adhere to the contract schedule.

## **Holiday and Billing**

In the event the center is closed in observance of a Holiday and your child is contracted to be in attendance on that day of the week, you will be billed for that day. For example: If 4<sup>th</sup> of July falls on a Thursday and your child would usually attend childcare on Thursday, you will be billed for the day.

The following are the Holidays the center observes:

- New Year's Day
- Good Friday
- Easter Monday
- Memorial Day
- 4<sup>th</sup> Of July
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Vacation-in between Christmas and New Year's-no charge
- Two Institute Days

If a holiday falls on a Saturday, the center will be closed in observance of the holiday on Friday. If a holiday falls on a Sunday, the center will be closed on Monday to observe the holiday. The Director will post reminders in the event the center will be closed for any of these holidays.

## **Emergency Days** (childcare families only)

RELC understands that there are circumstances that may arise that a child may not attend childcare. Each child has emergency days based on your contract. Please read your contract for the amount of emergency days you are allowed. Emergency days run a calendar year.





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## **Emergencies**

If it becomes necessary to close the center due to extreme conditions in the weather, a notice of closing will be given over WCIC 91.5 radio station, WEEK 25 and WMBD 31. The safety for children and staff is the prime concern and we ask for parent understanding in these situations.

In case of an emergency that required the evacuation of the building such as fire, earthquake, or bomb threat, a notice will be given over WCIC 91.5 radio station, WEEK 25 and WMBD 31 as to where to pick up your child/children. A natural disaster will be the only time a child might be kept at the center overnight. The center staff talks to the children about safety and prevention in emergencies. The children are instructed on procedures to follow when various situations occur. The center also stresses that families talk about and practice safety procedures for these situations at home.

In addition, all emergencies and closings will be posted on our Facebook page. Like our Facebook page at [redeemerelc](https://www.facebook.com/redeemerelc).

## **Late Tuition Payment Policy**

**Childcare statements will be handed out on Wednesday of the week.**

**Payment must be paid weekly by Friday.** If weekly payment for Childcare is not made by 6:00pm on Friday of that week, a late fee at the rate of \$5.00 per day starting with the following Monday will be applied to your bill.

**Preschool statements will be handed out on the last Wednesday of each month for the upcoming month. Payment must be paid on the first school day of the month.** If monthly payment for Preschool is not made by 6:00pm on the 15<sup>th</sup> of the month, a late fee of ½ your monthly fee will be applied to your bill.

Past due accounts will be addressed to the Board of the RELC. The Board and the Director will discuss the appropriate actions to be made. Termination of services may result, if payments are not paid regularly.

## **Contact Information**

It is extremely important that center staff be able to contact parents by phone in case of illness, injury or other situations. It is the parent's responsibility to inform the center of changes in home, work, cell phone numbers and home addresses. It is imperative that the center is able to contact a parent or guardian at any time their child is at the center.



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## **Enrollment Forms**

We are required by The Department of Children and Family Services to have the following forms on site and signed by parents/guardians:

- Enrollment Information
- Physical Examination-to be filled out by a doctor
- Immunization Form
- Copy of Official Birth Certificate (Public Health or Court House)
- Pick-Up Permission
- Abandonment Policy
- Travel and Activity Authorization Form
- Picture Release Form
- Parental Emergency Medical Consent
- Medication Authorization-if applicable
- Allergy Medical Form- if applicable
- Signed verification of the Summary of Licensing Standards for Day Care Centers.

## **Discontinuation of Services by the Parents**

When parents decide to terminate preschool/childcare, a two-week notice in writing is requested. This statement shall indicate the date of termination of care and the reason for leaving. We recognize that not every situation is appropriate for every child. If for any reason this center is found to be unsatisfactory for any particular child, we will make every effort to discuss this with the parents in order to determine the causes. Sometimes we can help the child or staff to make adjustments. If this is not possible, the parents may choose to terminate the contract immediately.

## **Discontinuation of Services by RELC**

If the staff does not feel that the center is meeting the child's needs, we reserve the right to terminate the care arrangement on a timeline that is in the child's best interest. Other reasons that may result in the termination of a contract:

- Non-payment of services.
- Lack of cooperation from parents with the center's efforts to resolve differences and/or to meet the child's needs through parent/staff conferences.
- Abusive behavior and or verbal threats by parents toward center staff, children or other parents.
- Parents disciplining other children at the center.
- A child exhibits needs that the center can not meet.
- A child exhibits behaviors that are a threat to other children attending the center.



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## **Private Property and Damage**

Upon arrival, each child will be given a labeled hook and mailbox for personal belongings and schoolwork. Any personal belongings brought to the center are to be placed in the child's personal mailbox. At the teacher's discretion, their items may be brought out in the classroom. Toys and items of value should remain at home. We cannot and will not assume responsibility for materials brought from home. If the item is lost or stolen, we will assist in trying to locate the item, but will not be responsible for the item.

## **Supplies**

Please mark all personal articles with child's name. Each Childcare child needs the following items:

- Blanket (not too large please)
- Complete Change of clothes to be on hand at the center
- Diapers and diaper wipes (if your child is not yet potty trained)
- Jacket

## **Lunch and Snacks**

The center is required to follow the guidelines set forth by the Department of Children and Family Services and the Peoria County Health Department. In doing so, we provide the following:

Breakfast – will be served between 7:30-8:00a.m. Breakfast will include fruit or 100% juice, bread/cereal, and 1% milk.

Morning Snack- will be served at 9:45 a.m. The snack will include a combination of two of the following components: fruit, vegetable, 100% juice, a milk component, or a bread/cereal component.

Lunch- will be served between 11:45-12:15p.m. The lunch will include milk, fruit, vegetable, bread/grain component, and meat or protein serving

Afternoon Snack – will be served 3:00-3:30 p.m. and the snack will include a combination of two of the following components: fruit, vegetable, 100% juice, a milk component, or a bread/cereal component.

\*\*All meals and snacks are served family style.

It is against The Public Health Department Policy to bring in outside food into the center, except for special dietetic foods which must be accompanied by a medical note from a certified Doctor. Treats for the whole class for special occasions or preschool morning snack are acceptable as long as the item is a store bought product and there are enough for the whole class. Food from home is NOT to be eaten during a meal.



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## **Parent Involvement**

RELC encourages all parents to be involved in their child's preschool/childcare. We have an open door policy where parents/guardians are allowed in their child's classroom at all times. We encourage parents to visit, help teachers, attend field trips, read to the class, or just come play with your child. There are opportunities for parents to help with special events throughout the year. Please watch the newsletters for more information.

## **Care of Environment/Children**

The goal of the center's cleanliness policies and procedures is to maintain an environment that minimizes risk of contraction or spread of illness. Maintaining a clean, sanitary environment is the responsibility of the custodial staff and preschool and childcare staff. RELC does ask that parents help stop the spread of illness by washing your children's hands frequently and bathing them regularly. Children's hands should be washed upon arrival in their classroom.

## **Allergies**

If your child has allergies, please discuss this with the Director and the childcare provider at the time of enrollment. Please fill out an Allergy Action Plan that is available in the office. We will make every effort to accommodate your child's needs. If your child has a food allergy, a written note completed by your doctor must be in your child's file.

## **Nap and Rest Policy**

Naps and rest are appropriate and necessary activities of children. Upon entry to the childcare program, the parents and teacher will discuss the child's needs and habits. It is asked that each child participates and cooperates with this part of our day. Children in all rooms, except school age rooms will have a rest period.

## **Indoor/Outdoor Play**

Children will play outdoors daily, including in the winter, as weather permits. Please provide appropriate clothing. If weather prohibits children from outside play, the children will be in either the Life Center (gym) or the carpeted room located in the west wing of the church (room 760).

## **Newsletters**

Newsletters are issued monthly to help keep parents informed of the activities that will be happening at the center. Information, for the parents, will include notices of meetings, fundraisers, and reminders. Preschool teachers will prepare a weekly newsletter for parents. Please read them carefully, as there are important dates and information in them.

## **Individual Room Information**

Individual room information will be available in the classroom. Please see your child's classroom teacher.



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## **Field Trips**

Field trips are an important part of learning. Children 3 years old and older will participate in field trips. Transportation for field trips will be provided by a contracted bus company. Parents will receive advance notice of fieldtrips.

## **Accidents/Incidents**

Staff will fill out an Accident/Incident report on any injury or incident that occurs involving your child while at the center. One copy will be given to the parents and the other will be placed in the child's file at the center. If your child received an injury at the center and you did not receive a report, notify the center as soon as possible.

## **Toilet Training**

This center believes the parents should start toilet training at home. We will support your efforts to help your child become toilet trained. We will make every effort to follow your directions to ensure consistency between home and the center whenever possible. It is not the responsibility of the center staff alone to toilet train your child. We must work as partners to accomplish this goal.

## **Soiled Clothing**

The Center for Disease Control in the United States Public Health Services requires that clothing or cloth diapers soiled with bodily fluids (stools, urine, vomit, and blood) need to be placed, un-rinsed, in a sealed plastic bag, labeled with the child's name. Parents/Caregivers need to pick up the soiled clothing by the end of the day. RELC follows these recommended precautionary guidelines for the safety of the children and the staff. You are asked to bring a change of clothing for your child in case of such a situation.



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## CHILDREN'S HEALTH AND SAFETY ISSUES

### Medication

Authorized staff will dispense medication when a parent or guardian has completed a Medication Permission Form. This form includes both prescription and non-prescription medications and MUST be signed by the parent or guardian.

Prescription medication must be in the original container with the doctor's instructions and name of the patient on it. Staff will keep a daily log of medication given.

Over-the-counter medication – must be in the original container with a signed medication administration form.

### Sick Policy

Our RELC policy for the care of ill children is based on ensuring that staff available can meet the needs of all children at the center. Children will be excluded if the child's symptoms or illness prevent the child from participation in routine activities; and/or

- A. The child has a fever of 101 degrees F or higher.
- B. The illness poses an increased risk to the child or other children or adults with whom the child comes in contact.

- Please do not bring your child to the center if they are not well enough to participate in normal activities, have been exposed to a contagious disease, or are diagnosed with a contagious disease.
- Should your child become ill during the day, you will be notified as soon as possible. Upon notification, parents are required to make arrangements to have your child picked up within one hour. In cases where the parents are not available, persons listed as emergency caregiver will be contacted.
- In the event of a serious illness or injury, at the discretion of the Director or the designee, paramedics will be called and your child will be transported to an emergency medical facility.
- If antibiotics are prescribed, your child must be on antibiotics for 24 hours before returning to school.



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The Center asks you to keep your child home if he/she is experiencing any of the following symptoms:

- **Illness** -Preventing the child from participating comfortably in program activities. Symptoms may be, but are not limited to, the following:
  - Unusual lethargy, irritability, persistent crying, difficulty breathing or other signs of possible severe illness.
- **Fever** -Oral temperature of 101 degrees F or higher) The child must be fever free for 24 hours without a fever reducer in their system.
- **Pink Eye** - Stay home until 24 hours after treatment has been initiated.
- **Diarrhea** -Three or more loose bowels in one hour - not associated with changes of diet or medicine. Child must be symptom free for 24 hours.
- **Vomiting** - Symptom free for 24 hours.
- **Hand Foot Mouth Disease** -Fever free for 24 hours and all blisters are gone or scabbed over.
- **Undiagnosed skin rash**
- **Mouth sores with drooling**
- **Strep Throat** - Stay home until 24 hours after treatment has been initiated and until the child has been fever free for 24 hours without fever reducer in their system.
  
- **Head Lice**
  - Treatment must be completed. No live lice are seen. Before going into child's room they must be checked by a staff member. Child will be checked again in two weeks to ensure the problem has been resolved.
  - We enforce a "NO NIT" policy. If your child acquires head lice, they need to be free of any nits before they may return to daycare. This is required due to the fact that the current treatments may not destroy the eggs, if they are not in the correct growth stage. Please consider treating personal items in your home to eliminate the nits and lice.
  
- **Chicken Pox (varicella)** – Remain home until all blisters have scabs.
- **Whooping cough** –Remain home until five days of antibiotic treatment has been completed.
- **Mumps** – Remain home until nine days after onset of parotid gland swelling
- **Measles** – Remain home four days after disappearance of the rash
- **RSV/Croup** – Return with a signed doctor's note.
- **Any communicable illness**



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## **Behavior Guidelines**

RELC promotes a Christ-like approach to managing and praising the behavior of all children. Discipline at the center has two primary goals. First, we strive to find a solution to the current situation. Second, we attempt to help the child process feelings, recognize consequences, explore alternative solutions/ outcomes, and to develop internal self-control with the help of God. To accomplish these goals, we use the following techniques:

- Set limits and expectations.
- Prevention- a well designed and equipped classroom with daily routines that provide enough time for play, a sense of security, little waiting, and few transitions.
- Positive Redirection- Redirecting unacceptable behavior to an acceptable alternative.
- Modeling- Teacher models appropriate behavior and communication.

Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name calling or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment.

The child who continually hurts others will be removed from the program. The following steps will be taken before the child is removed from the program:

1. Parents will be notified of persistent behavior problems.
2. Parents will meet with the teacher and director to discuss the problem situation and come up with an action plan.
3. If, after 1 month, or a time specified by the teacher and director, no improvement is evidenced, the child will be removed from the program-

Communication between the child, teacher, and parents is extremely important for self-esteem, trust, and growth to take place.





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## **Biting Policy**

Children biting other children are unavoidable occurrences of group childcare, *especially* with toddlers. It is a common happening in any childcare program. When it happens, and sometimes continues, it can be scary, very frustrating, and very stressful for children, parents, and staff. It is important to understand that because a child bites, it does not mean that the child is “mean” or “bad” or that the parents of the child who bites are “bad” parents or they are not doing their job as parents to make this stop happening. **Biting is purely a sign of the developmental age of the child.** It is a developmental phenomenon – it often happens at predictable times for predictable reasons tied to children’s ages and stages.

### ***Why do they bite?***

Every child is different. Some bite more than others; or some may not bite at all. The group care setting is where the biting derives its significance. If a child has not really been around other children very much, he probably would not bite because neither the cause for biting or opportunities have presented themselves. There is always the possibility that **any** child, including your own, can be either a biter or be bitten. Group care presents challenges and opportunities that are unique from home. The children are surrounded by others for hours at a time.

Even though there are plenty of toys and materials available for all the children, two or three children may want that one particular toy. The children are learning how to live in a community setting. Sometimes that is not easy. **Biting is not something to blame on the child, parents, or caregivers.** Confidentiality is also practiced with biting. We cannot tell a parent who bit their child. There are many possible reasons as to why an infant or toddler may bite:

1. *Teething.*
2. *Impulsiveness and lack of control.* Babies sometimes bite just because there is something there to bite. It is not intentional to hurt, but rather exploring their world.
3. *Making an impact.* Sometimes children will bite to see what reactions happen.
4. *Excitement and overstimulation.* Simply being very excited, even happily so, can be a reason a child may bite. Very young children don’t have the same control over their emotions and behaviors as some preschoolers.
5. *Frustration.* Frustrations can be over a variety of reasons – wanting a toy someone else has, not having the skills needed to do something, or wanting a caregiver’s attention. Infants and toddlers are simply lacking the language and social skills necessary to express all their needs, desires, and problems. *Biting will often be the quickest and easiest way of communicating.*



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## ***What do the teachers do in response to children who bite?***

It is our job to provide a safe setting in which no child needs to hurt another to achieve his or her ends and in which the normal range of behavior is managed (and biting is normal in group care). Again, the name of the child who bites will not be released because it serves no useful purpose and can make a difficult situation even more difficult. Punishment does not work to change a child who bites: neither delayed punishment at home, which a child will not understand, nor punishment at the center, which will not be used and would make the situation worse.

There are several things the teachers do to assess the biting situation and what can be done to prevent it from happening again. Teachers can try to minimize the behavior by:

- Letting the biting child know in words and manner that biting is unacceptable.
- Avoiding any immediate response that reinforces the biting, including dramatic negative attention. The teachers will tell the child that “Biting hurts” and the focus of caring attention is on the bitten child. The biter is talked to on a level that s/he can understand. The teacher will help the child who is biting work on resolving conflict or frustration in a more appropriate manner, including using language, if the child is able.
- Examining the context in which the biting occurred and looking for patterns. Was it crowded? Too many toys? Was the biting child getting hungry/tired/frustrated?
- Not casually attributing willfulness or maliciousness to the child. Infants explore anything that interests them with their mouths, and that includes others’ bodies and limbs!
- When biting changes from a relatively unusual occurrence (a couple times a week) to a frequent and expected occurrence, it will be addressed with added precautions.
- The teachers will keep track of every occurrence, including attempted bites, and note location, time, participants, and circumstances.
- The teachers will “Shadow” children who indicate a tendency to bite. This technique involves having a teacher with a child who bites. This teacher would be able to then anticipate biting situations and to teach non-biting responses to situations and reinforce appropriate behavior in potential biting situations.
- The teachers may consider changes to the room environment that may minimize congestion, commotion, competition for toys and materials, or child frustration.



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## SECTION 407.270 GUIDANCE AND DISCIPLINE

This section comes from the Illinois Department of Children and Family Services. Redeemer is required to supply you with the Guidance and Discipline Procedure.

- a) The day care center shall develop a guidance and discipline policy for staff use that is also provided to parents. Staff shall sign the guidance and discipline policy at the time of employment and parents shall sign the policy when their child is enrolled. The policy shall include:
  - 1) A statement of the center's philosophy regarding guidance and discipline;
  - 2) Information on how discipline will be implemented by staff;
  - 3) Information on how parents will be involved in the guidance and discipline process;
  - 4) Information on how children will be involved in the guidance and discipline process; and
  - 5) Written procedures for termination of a child's enrollment in the day care center because of disciplinary issues.
  
- b) Written rules for all children shall be established and available to children, parents and staff. These rules shall set the limits of behavior required for the protection of the group and individuals. The rules shall:
  - 1) Pertain to important situations;
  - 2) Be understandable to children;
  - 3) Be stated in the positive form whenever possible; and
  - 4) Be enforceable.
  
- c) Child care staff shall help individual children develop self-control and assume responsibility for their own actions.
  - 1) Limits and consequences shall be clear and understandable to the child, consistently enforced and explained to the child before and as part of any disciplinary action.
  
  - 2) Discipline shall be developmentally appropriate and logically related to the child's act and shall not be out of proportion to the particular inappropriate behavior. The child shall be made aware of the relationship between the act and the consequences.
  
  - 3) Firm positive statements about behaviors or redirection of behaviors shall be the accepted techniques for use with infants and toddlers.
  
  - 4) Removal from the group to help a child gain control shall not exceed one minute per year of age. Removal from the group shall not be used for children less than 24 months of age.



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- 5) Children shall not be disciplined for toilet accidents.
- 6) The following behaviors are prohibited in all child care settings:
  - A) Corporal punishment, including hitting, spanking, swatting, beating, shaking, pinching and other measures intended to induce physical pain or fear;
  - B) Threatened or actual withdrawal of food, rest or use of the bathroom;
  - C) Abusive or profane language;
  - D) Any form of public or private humiliation, including threats of physical punishment; and
  - E) Any form of emotional abuse, including shaming, rejecting, terrorizing, or isolating a child.
- d) Preschool and school-age children shall have reasonable opportunity to resolve their own conflicts.
- e) Discipline shall be the responsibility of adults who have an ongoing relationship with the child.
- f) When there is a specific plan for responding to a child's pattern of unacceptable behavior, all staff who affect the child shall be aware of the plan and cooperate in its implementation.
- g) Clinical behavior management plans may be developed to meet the needs of a particular child if developed with the parent and a professional clinician. This must be documented in the child's file. All staff working with the child shall receive training on implementing the plan.

(Source: Added at 22 Ill. Reg. 1728, effective January 1, 1998)

Once again, we welcome you and your child/children to Redeemer Early Learning Center. We hope you have an enjoyable experience with us! If you have any questions or comments, please feel free to contact me in the office.

Allison Rogers  
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Child's Name	Birthdate
Parents Name	
<b>ASSESSMENT : STRENGTHS/CONCERNS</b>	
<b>GOALS</b>	
<b>IMPLEMENTING GOALS - TREATMENT THE CHILD IS TO RECEIVE AT FACILITY DURING CHILD CARE HOURS</b>	
If the child is to receive treatment during his/her scheduled hours of care, how and by whom is this treatment to be administered?	
<b>RE-ASSESS / ADJUSTMENTS</b>	
Re-assessment date: _____	
Adjustments to goals	

Parent Signature

Date

\_\_\_\_\_  
Director Signature

\_\_\_\_\_  
Date



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