



2023–2024 Youth Programs Parent Handbook

Hawthorne Community Center
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Indianapolis, IN 46222
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hawthornecenter.org

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Hawthorne Families,

It is with great excitement that I welcome you to Hawthorne Community Center.

First, I would like to introduce myself. My name is Caleb Sutton and I have the honor of being the current Executive Director at Hawthorne Community Center, but this is not my first experience here. Over my 19-year career in social services, I spent 16 of those years here at Hawthorne. During that time, I was the Youth Programs Director and later in my tenure the Senior Director of Programs and Services. I had the distinct joy of learning the important role that Hawthorne plays in the community from many wonderful leaders and it is those lessons learned and experiences that will shape Hawthorne into the future.

One of the most important lessons that I learned was that working with young people in your family on a daily basis was a great responsibility. From our early childhood programs to our school-age programs, it is our goal to ensure that we provide your young person with a safe and happy place. In addition, we understand that we must be able to provide young people with programs that are not only fun but help support them in their academic endeavors and in building a healthy lifestyle. Whether it is summer camp or dance or after-school program and preschool, Hawthorne wants to provide the highest quality programming for the entire family.

Please feel free to reach out to me directly if there are ever any questions, concerns, suggestions or positive feedback.

Above all – I want you to know that Hawthorne is committed to providing the best services to your family.

Respectfully,



Caleb Sutton
Executive Director

317-637-4312 x148
csutton@hawthornecenter.org

Building Stability. Transforming Lives.

Hawthorne Social Service Association, Inc. - Executive Director, Caleb Sutton

2440 West Ohio Street, Indianapolis, Indiana 46222 | Phone 317-637-4312 | Fax 317-637-8216 | hawthornecenter.org

Hawthorne Social Services

Our Mission

The mission of the Hawthorne Community Center is to provide or facilitate services and programs that meet the economic, educational, financial, social, recreational and civic needs of the entire Hawthorne Community.

Our Commitment to Diversity

Hawthorne Community Center is committed to fostering an environment which values and supports the diversity of its clients. Hawthorne is also committed to building, maintaining and nurturing a workforce that is reflective of the broader community.

Adopted: October 18, 2004, by Hawthorne Board of Directors

Our History

Hawthorne Community Center has been an integral part of Indianapolis' westside community since 1923, when 50 neighborhood residents started with a strip of land called Flack's Pasture. Instead of becoming a railroad coal dump, it was turned into a resource for the community.

Dates and Hours of Operation

Regular Center Hours: 6:30am – 6:00pm, Monday-Friday

Hawthorne Community Center will be closed in observance of the following national holidays:

January 16 th	Dr. Martin Luther King Jr. Day
May 29 th	Memorial Day
June 19 th	Juneteenth National Independence Day
July 4 th	Fourth of July Holiday
September 4 th	Labor Day
November 23-24 th	Thanksgiving Holiday
December 25-26 th	Christmas Holiday
January 1 st	New Year's Day

Hawthorne will NOT have any Early Childhood or School Age programs on the following days:
December 27th, 28th, 29th

Contact Information

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Youth Programs and Activities

Your child's happiness and growth are important. Hawthorne Community Center takes every step to ensure that our staff are qualified and committed to enhancing your child's development. The center provides a curriculum that is developmentally appropriate and allows each child to grow and develop emotionally, socially, physically, and intellectually. Creative expression, cognitive experience, and self-help skills are integral to our programs for all ages.

Employees

Because providing quality care is not only important for your child but also for your peace of mind, each staff member is carefully chosen. Hawthorne Community Center consider the following when interviewing potential candidates:

- **Training, Education and Experience** — Staff members must have at least a high school diploma or equivalent. Our early childhood lead teachers must have at least a current CDA (Child Development Associates credential), a Bachelor of Arts or Bachelor of Science degree from an accredited college or university, a 2-year associates degree in early childhood education from an accredited college or university, or be enrolled in an educational program within one year of becoming a lead teacher and provide documentation showing completion of at least six credit hours per year.
- **Background** — Hawthorne Community Center carefully reviews each candidate's qualifications and background. A comprehensive criminal history check is completed on each potential staff member prior to hiring and once every year thereafter.
- **Professional Development** — Hawthorne Community Center is committed to the education and development of each staff member. Each staff member attends a New Employee Orientation before assuming their duties as assigned. This orientation is conducted by the Human Resource Department/Director of Youth Programs to ensure familiarity with Hawthorne's policies, procedures, and programs. All staff must also complete a certain number of training hours each year. In addition, all staff attend relevant seminars and workshops.

All youth-serving staff attend an orientation covering health and hygiene, safety, prevention of child abuse, developmentally appropriate practice, and confidentiality.

Volunteers

Hawthorne appreciates and encourages volunteer participation in our programs because of the benefit our children derive from exposure to diverse community members and access to resources they provide. Per state standards and guidelines, and in an effort to keep our youth participants safe, any community member who wishes to volunteer may be required to complete the following:

- Intradermal Tuberculosis (TB) test
- CPR/First Aid Certification
- Alleged perpetrator, Child Abuse and Neglect Search
- National Criminal History Check
- Drug Screen
- Child Abuse & Neglect Detection and Prevention Training

Special Programs and Activities

It is through play that children begin to make sense of the world around them. Additionally, where possible, Hawthorne's youth programs are enriched by special programs/activities provided by volunteers and other professional enrichment programs. In the event of extracurricular activities, the parent/guardian will be informed prior to the activities and will sign written permission for child to participate.

Staff to Child Ratio

To ensure that each child receive sufficient individual attention, and per Indiana licensing requirements, Hawthorne Community Center's teacher-to-child ratios are:

<u>AGE OF CHILD</u>	<u>STAFF: CHILD RATIO</u>
3 Years	1: 10
4 Years	1: 12
5 Years	1: 15
6 Years and older	1: 20

Transportation

As part of our services, Hawthorne provides transportation for periodic field trips, special events and general programming for preschool and school age youth. Hawthorne staff will make parents aware of all travel. Permission slips will need to be signed before your child is allowed to go off the premises. Hawthorne properly plates, maintains and expects all vehicles. In addition, all employees who qualify to drive agency vehicles have met all CCDF provider eligibility standards.

Outdoor Play

The State Department of Public Welfare requires your child to go outside every day (including winter). Please dress your child accordingly (hats, gloves, etc.). Your child must always have a coat at the center. If the weather is severe (temperature below 25 degrees or wind chill below 25 degrees or the temperature is above 90 degrees, or the severity of the weather poses a safety hazard) the children will not go outdoors. These guidelines are established by the state licensing rules and the center must adhere to them. All children must participate in outside activities. If your child must stay inside, we must have a doctor's statement stating the child's medical condition which requires the child to stay inside and the exact dates this action is effective and any conditions that may apply. Blanket notes are not accepted.

If the weather does not permit children to go outside, children will have access to the gym or staff will arrange the classroom so that children can do physical activities. Staff will have children do an organized activity for 10 minutes before allowing free choice.

Managing Challenging Behavior (Guidance and Discipline Policy)

Hawthorne will make every effort to support the individual needs of each child within our program. Our goal is to provide each child with a positive and loving environment where they can learn and grow to their optimal potential. In order to support this type of environment, we have put into place an action plan to best support each child, family and staff member within our organization. Encouragement of positive behavior is accomplished through a planned environment, which provides for a variety of activities for the children. Methods of management include reinforcement such as verbal praise, smiles, and pleasant attention for proper behavior, and positively stated alternatives when a conflict situation occurs. When inappropriate behavior occurs, it is dealt with at once, as described in our disciplinary policy. If the child displays repeated inappropriate behavior and shows little progress toward changing the behavior, we may request a parent conference so that we can work together in developing strategies that will meet your child's needs.

For more information, please refer to the Discipline Policy on pages 16-17.

Equal Opportunity

Hawthorne acknowledges and celebrates a society of different individuals, cultures and perspectives whose knowledge, skills and talents enrich and strengthen us as a people. The center does not discriminate, deny benefits to or exclude anyone from participation on the basis of sex, gender, race, national origin, religion, handicap, sexual preference, color of skin, genetic makeup or citizenship. The income or economic status of a child's family shall not hinder enrollment; deferred fees will be arranged. Parent and/or guardian must be employed, enrolled in an accredited school and/or training program.

Individual Education Plan and Family Service Plans

Hawthorne will make every effort to accommodate children with special needs. The safety/well-being of the individual child and that of other children in the program or activity will determine each child's level of participation. Each case will be considered independently with consultation between the center management staff and the child's parent/guardian. Behavior shall be maintained among the children in a safe, respectful manner that promotes healthy social interaction, appreciation for others and personal self-worth. Discipline and constraint shall be done in the least restrictive manner that will establish minimum control yet ensures safety and mutual respect. Every effort will be made to accommodate residents within the primary service area for childcare services. Persons residing outside the primary service area may receive services based on the availability of vacancies in the program.

Special Needs

Hawthorne supports the full inclusion of children who require additional support because of a physical, cognitive, social, or emotional need. The child's needs must be communicated at the time of enrollment. Our Youth Program Director will schedule a meeting with the family to determine if Hawthorne is able to adequately meet the child's special needs or accommodation prior to the child attending.

General Policies and Information

Client Complaint Procedures

Any service recipient who feels that he/she has been discriminated against or treated unfairly shall be provided a copy and explanation of the Center's Client Complaint Procedures. You may obtain this form at the Youth Programs front desk.

Absenteeism

- If a child does not attend for two consecutive weeks, they may be removed from enrollment.
- If a child will be absent more than two consecutive weeks, parent/guardian should notify the Center to retain the child's childcare slot.
- If your child was removed from the center due to absenteeism, you will have to sign a new contract, sign any other forms needed, and pay registration again and first week.

Significant Occurrences or Problems

Parents will be notified of any significant occurrences or problems which affect their child, including exposure to communicable diseases.

Disclosure of Information

Hawthorne staff will not disclose any information regarding any child enrolled in Center programs unless document is signed by parent/guardian. All records will remain in the main office.

Personal Items

Youth are not allowed to bring toys, phones, tables, electronics and other personal items from home. Hawthorne will not be responsible for any personal items or money that are lost or stolen.

Youth are not allowed to have cell phones in the Center. Should a child need to contact their parent or guardian, they will use the Center's phone. In case of any emergency, Hawthorne staff will immediately contact you.

Dangerous and Illegal Substances

The use of tobacco, and use of or possession of alcohol, illegal substances, and firearms is prohibited on Hawthorne's property.

Photo Release

Children enrolled in this program occasionally may be photographed for promotional or other considerations. If your child is a participant in any of the Center's programs, you are asked to sign a photograph waiver granting permission for your child to be photographed.

Termination of Services

Your child may be discharged from our program for any of the following reasons:

A. Non-Payment of Fees

- Failure to abide by the participant fee policy and service contract.
- Failure to pay late fees.

B. Agency Policies and Procedures (may include but is not limited to):

- Failure to abide by policies in the Intake Agreement or Parent Handbook.
- Failure to return any required enrollment or student record material by the required date.
- Failure to make proper changes of emergency contacts and employment status.

C. Inability to function at the Center

- If the interaction of the Parent and the Center results in a situation where the parent will not cooperate with the Center in what is believed to be in the best interest of the child, the child may be discharged.
- Persistent behavior problems with a child either in the Center or on the bus. (See discipline policy for more details.)
- Parents who show abusive behavior (including swearing) directed at any staff member, other parent, other children or their own children.

Parental Involvement

Open Door Policy

Hawthorne Community Center hopes you will be fully involved in activities at the center. As your child's most important teacher, your active interest is an investment in your child's future. Our doors are always open. Feel free to visit the center, volunteer your time, and take part in special programs/activities. Your participation is a valuable addition to your child's success. In addition to seeing and talking to you daily, Hawthorne Community Center has lots to share and offer.

Daily Communication of Pertinent Information

Staff will be available during arrival and departure time to communicate pertinent information about the program. Please feel free to discuss the day's activities and any important information about your child during this time. In addition, Hawthorne Community Center will provide families with an incident report in cases of injury or similar incident.

Parents' Bulletin Board and Resource Area

Special announcements about center activities, calendars, informative articles, and more are posted on the bulletin board. Check it often to stay on top of center and community happenings. You are welcome to take pamphlets on a variety of subjects and references displayed in our center lobby.

Parents' Concerns and Complaint Procedures

If something occurs that makes you feel your child has not received appropriate care, your first step is to discuss the matter with your child's teacher. The next step is to discuss it with the Director or Youth Programs. If the Director cannot resolve the issue, please contact the Deputy Director.

Health, Safety, And Nutrition

Your child's good health, a well—balanced diet and overall safety are integral to Hawthorne Community Center's program. Feeling well and safe contributes to a child's intellectual and physical growth, positive behavior, and development of social skills.

Preventive Care

When arriving at the center, we do ask that parents and children wash their hands upon entering the rooms. These measures are taken to ensure the healthiest of environments for our children. Each morning center staff will give your child a "spot health check: to ensure readiness for a day at the center. When you sign your child in, please be sure to mention any concerns you may have about your child's health.

Immunization Records

While your child is enrolled at Hawthorne Community Center, you must provide current immunization records for our files. Immunizations must be kept up to date by our doctor or clinic. Indiana State Board of Health regulations require Hawthorne Community Center to keep up to date immunizations records on all children enrolled. These records are frequently reviewed by the management team in order to determine health needs. Please help Hawthorne Community Center stay in compliance by supplying these records after every well-child visit to your medical provider. See your management team if you have any questions.

Physical Examinations

A physical examination must be performed, signed and dated by a physician or nurse practitioner within 12 months prior to enrollment. Physicals and health forms may then be required on an annual basis thereafter. We will provide you with the proper form and notify you when it is due. Failure to complete the required form and/or return it by the designated date can result in termination of child care services.

Contagious Disease

Should your child come in contact with a contagious disease, you need to notify the staff. The Center will make every effort to inform parents of any potentially dangerous situations regarding contagious diseases. Any child who is identified at the Center with a potentially contagious disease will be isolated from the rest of the children until a parent/guardian can be notified to pick up the child.

Head Lice

Staff will conduct periodic lice checks on all children to prevent the spread of lice within the program. Any child found having live lice infestation or nits (2 inches or closer to scalp) will be excluded until nits are removed and treatment is applied as necessary. Upon the child's arrival back at the Center, the child must be lice free and any remaining nits must be at least 2 inches away from the scalp. The child must be checked by a staff member prior to being readmitted.

Illness Procedures

Please call the center if your child is ill and unable to come to the center. Do not send your child when they are not feeling well. In the event that your child becomes ill while at the Center, the parent/guardian will be called with the expectation that arrangements will be made to pick the ill child up as soon as possible. If the parent/guardian cannot be reached, the center will attempt to contact someone from your emergency contacts list. THE CENTER DOES NOT PROVIDE NURSING CARE. The Center will make every attempt to make a child comfortable until the parent arrives. The Board of Health and licensing regulations DO NOT allow for children to be at the Center if they are ill. Should the illness be a communicable disease, your child will be supervised in a place away from others until your arrival.

YOU WILL NEED TO WAIT 24 HOURS AFTER THE SYMPTOMS HAVE SUBSIDED WITHOUT THE AID OF MEDICATION BEFORE RETURNING YOUR CHILD TO THE CENTER.

Authorization to Return to the Center

If your child has any of the following symptoms, you will need to wait 24 hours after the symptoms have subsided without the aid of medication before returning him/her to the center:

- Fever above 100.4 degrees or higher
- Cold with fever, respiratory, or other illness causing breathing difficulties or other limiting symptoms which prevents the child from participating comfortably in activities.
- Vomiting (one or more episodes)
- Diarrhea (two or more episodes)
- Rash of unknown origin
- Communicable and/or contagious diseases (i.e., chicken pox, pink eye, rashes, measles, etc.) – treatment and doctor's statement required to return.
- Parasitic conditions (i.e., lice, scabies, ringworm or pinworm) – treatment and doctor's statement required to return
- Positive reaction to tuberculum skin test (a further evaluation will be required)
- Hand Foot and Mouth

After a serious infection, illness, or surgery, you need to provide a note from your doctor stating that your child is in good health and can return to the center. Any restrictions must be included in this note.

Medication

Per Indiana state licensing regulations, Hawthorne staff cannot administer medication unless you present a doctor's prescription bearing your child's name and current date. Please bring all medications to one of our youth directors so that they are logged and administered in accordance with all rules and guidelines. All medications are stored in a locked cabinet or refrigerator when required.

Prescription medication must be brought to the center in the original container. A participant medication permit must be completed by a parent or guardian in order for center staff to administer any medication. Medication bearing the prescription label may be administered by center staff only as the physician's directions for use as indicated on the label. Over the counter medicine must have a doctor's order indicating dosage and times. All individual nonprescription medication orders must be renewed every two years for children over the age of two. Any outdated medication not picked up by the parent will be discarded immediately by the center. At no time should a parent place medication in the child's book bag. This includes asthma medication and accompanying liquids.

Preventive products such as sunscreen, insect repellent, non-medicated powder, petroleum jelly and A&D ointment can be administered with the parent's written approval.

Medication Administration Policy

An alarm will be set for any prescribed and nonprescription (over the counter) medications recommended by a health care provider for any child. This policy is designed to ensure that medication is given at appropriate times. Parents are strongly encouraged to give medication at home whenever possible.

- Medication prescribed to be given once a day should be given by the parents before arrival.
- If medication is prescribed to be given twice a day, the recommendation is to administer the medication every 12 hours. In this case, both doses need to be given by the parents before and after leaving Hawthorne.
- If medication is prescribed to be given three times a day, the recommendation is to administer the medication every 8 hours. In this case, Hawthorne Community Center staff could administer the second dose.
- When medication is prescribed four times a day, the recommendation is to administer the medication every 6 hours. In this case, Hawthorne Community Center staff could give med medication at 12:00pm.
- Hawthorne will honor expectations to this policy for children with asthma treatments and other specific medication as prescribed by the health care professionals.

Risk of Personal Injury

Hawthorne Community Center will not be held responsible for any injuries while participating in any program.

Emergencies

Hawthorne Community Center staff members are trained in First Aid, CPR, and Universal Precautions. The Center will adhere to Universal Precautions in the treatment of any blood borne pathogens. Staff can respond on site in the event of an emergency. In the event of a life-threatening emergency, an ambulance staffed by emergency medical personnel will be summoned. A Hawthorne Community Center staff member will accompany your child to the hospital. Hawthorne Community Center management team will also take to the hospital your child's medical records so that medical personnel will have the most current immunization records. You or your emergency contact person will be notified promptly as well. A required Release of Liability Statement and Consent Form is provided to all parents.

Accidents

We make every attempt to watch for and prevent situations that are potentially dangerous to the child; however, accidents do happen. If they do, the staff will complete an accident report to be retained in the youth directors' office. If the accident is critical, we will immediately notify you and have your child transported to the hospital stated on the Center's enrollment form per your instructions.

Security

Hawthorne Community Center doors are kept locked until afternoon pick-up time. Only parents picking up children or guests who are signed-in are permitted past the lobby doors.

Safety

Your child's safety is paramount, and Hawthorne Community Center's procedures ensure his/her protection. Hawthorne Community Center asks that you list anyone who has your permission to pick up your child, as well as those who do not have your permission. Changes to this must be made in writing. Hawthorne Community Center will check emergency information and ask for ID from anyone that does not have a pin code. A copy of the court order is required in cases where the noncustodial parent is not authorized to pick up.

The Center has established the following precautions to help ensure your child's safety:

- No child will ever be left alone or unsupervised
- Emergency exit plans are posted in each room.
- Monthly fire drills are held during which staff members lead children to the nearest fire exit and take attendance.
- Tornado drills are held in season.
- During times of emergency, all staff and children will remain at the Center until the danger passes.
- Staff members have immediate access to a telephone in case of an emergency.
- Each staff member is familiar with emergency evacuation plans for weather and fire alerts.
- Procedures for these events are posted in the classroom.
- All staff are certified in CPR, First Aid, and Universal Precautions.

Child Abuse

Indiana law requires childcare center staff to report suspected child abuse and neglect. Please ask the front office for the brochure containing guidelines from the Division of Family and Social Services.

In accordance with Indiana State law, if an employee of Hawthorne is accused of child abuse or neglect of a child in our program, that employee will be temporarily relieved of duty pending an investigation. If the allegations are substantiated, the employee will be terminated from employment at Hawthorne Community Center. If the allegations cannot be substantiated with evidence, the employee may be returned to full duty status. In these rare cases, parents whose child(ren) are directly affected will be notified immediately.

Severe Weather, Emergency Response, and Center Evacuation Plan

If an emergency arises that requires evacuating the children, your child will be relocated to the Center for Working Families building located at 70 N. Mount Street, Indianapolis, IN 46222, and you will be informed where to pick up your child.

Hawthorne will not close except for severe weather conditions, such as large amounts of snow accumulation or extreme temperatures. Hawthorne will close if there is an official mandate to stay off the roads or if “we are in red” travel advisory issued for Marion County. In case of an emergency closing, the center administration will send out an alert message through ProCare and post it on Hawthorne Community Center’s Facebook page.

Nutrition

During the school year, your child will be served an afternoon snack each school day. During full day programs, breakfast is provided but students must bring their own lunch.

We allow birthday parties, but all cakes and other goodies must be store-bought, in the original packages and unopened. Such parties must be arranged with a youth director. Hawthorne Community Center highly encourages healthier options for parties.

Special Dietary Needs

Due to the large number of children with nut allergies, Hawthorne Community Center, is a “NUT FREE” environment. This means that no nut products are to be brought into Hawthorne Community Center. If your child requires a special diet for health reasons, we will need a statement from the doctor. In addition, please complete and sign the CACFP “*Medical Statement for Children with Special Dietary Needs*” form. If your child has a dietary restriction due to religious or personal reasons, please see our youth directors for a form that must be completed and kept on file. The Hawthorne Community Center can provide alternate menu items if they fall in the course of standard purchasing. You need to discuss provisions of special diet items with the youth directors.

Center Hours and Routine

Center Hours and Daily Routine

Hawthorne Community Center childcare program is available for children from 6:30 AM in the morning until 6:00 PM in the evening Monday through Friday.

Children must be dropped off before 9:00 am. Children will not be admitted after 9am.

Children must be picked up by 6:00 pm. Habitual late pick-up will result in your contact being terminated from the childcare program.

A late fee of \$1.00 per child, per minute will be charged to the family’s account. This fee must be paid before the next day.

Emergency Contact

At the time of enrollment, each parent will be given an Emergency and Student Release Form to list any person that is authorized to pick up your child. We will release your child only to those persons listed on the form. You must have a minimum of 3 people other than yourself listed. You must also have people with different phone numbers for emergency purposes. We will NOT release any child to anyone whose name is not on the form. Staff may require a photo ID such as a driver’s license before they release the child. ***If you need to make any changes to the list of authorized persons, you must complete a new form. For the safety of your child, the phone numbers provided must be kept current. This information is also used in case of accident or illness. We must be able, at all times, to contact someone who will be responsible for your child.*** Your contract may be terminated if we are unable to contact you or someone on your list because

of incorrect information. Both parents listed on the child's birth certificate may NOT be denied access to the children unless a current, signed court order is on our file at the Center stating specifically that the parent cannot pick up or be near the child. If an authorized intoxicated or impaired person insists on removing children from the center, the center shall immediately report the incident to the local police agency.

Daily Items Needed

You need to provide the following additional items for your child (a sufficient supply needs to be available daily):

- All clothing items are to be clearly marked with your child's name.
- Children must always wear shoes and socks. For safety reasons, shoes must have straps or laces to ensure your child's safety.
- Please dress your child in simple play clothes so he/she can participate freely in all activities. Getting dirty is acceptable and to be expected, thus you may wish to send a change of clothes.
- Youth are asked to dress with discretion. Anyone wearing clothing considered inappropriate by the youth directors may be given clothes to wear, parents may be requested to bring appropriate attire, or the child may be sent home. Examples of unacceptable dress include:
 - shirts that reveal cleavage or midriff area
 - shorts that are very short (must be as long as fingertips with hands held at sides)
 - pants that droop or sag below the waist
 - clothing which messages or advertises alcohol, tobacco, drugs, or mature themes.

Registration and Fees

Enrollment Policy

Hawthorne Community Center serves the following children:

- Early Childcare – for youth between 3 and 5 years old
- School Age Out of School Time – for youth in kindergarten through 8th grade
- School Age Summer Program – for youth entering Kindergarten through 9th grade

The center shall accept only children who are at the stage of growth and development which enables them to benefit from its program, and for whose age level the center is staffed and equipped to provide care. Hawthorne shall not admit or maintain any child whose needs it obviously cannot meet or whose behavior would be dangerous for other children in the center. Explicit, documented reasons for refusal to admit or provide care to a child shall be provided in written form to parents.

To benefit fully from Hawthorne's youth programs, your child:

- Must meet the center's age requirements.
- Should be at a stage of growth and development suitable for the program
- Should attend on a consistent basis and arrive by 9:00 AM
- Respond to adult directions and exhibit appropriate behavior toward other children and staff

At the time of enrollment, the center shall obtain from the parent information about the child to assist the center in the daily needs of the child. If the child has special needs, a meeting will be scheduled to assess the Center's ability to meet the child's needs. Hawthorne considers the first three weeks of your child's attendance a trial period.

Enrollment Requirements

The following forms must be completed and kept current for proper enrollment: Childcare Service Contract, Intake Agreement, Registration, Medical Examination, Medical Release and other releases including photo release and waivers.

Enrollment Procedures

Enrollment will be completed in the main building where payments are made for childcare. The center reserves the right to limit the days and hours of enrollment. ***All required forms and payments must be completed for a proper enrollment before any child may participate in a childhood program.*** It is the responsibility of the parent/guardian to inform the Center of any changes regarding information submitted on the registration form. Hawthorne Community Center reserves the right to terminate any childcare contract due to continued severe discipline problems and/or violation of contract.

Fees

All fees are based on a flat rate fee regardless of family member income. All fees are to be paid according to terms agreed upon at the time of enrollment on the signed parent contract form. At registration, you will have to pay a nonrefundable registration fee. You will also pay the fee for your first week of childcare. A sibling discount is available for families paying full fee. Third party voucher clients (CCDF) must pay the co-pay as detailed on their voucher.

- Your childcare fee is due each Friday for the coming week.
- Accounts must be paid in full before the following Monday.
- Hawthorne reserves the right to deny families access to its programs and services until the account is current.
- Payment may be made by check, cash, Visa, Mastercard.
- Returned checks will result in a \$36.00 service charge assessed to that account.
- The Center reserves the right to decline checks as a form of payment.

Past Due Balance Collection

Past due accounts are subject to legal action. Arrangement must be made with the Center's management staff and properly fulfilled to avoid legal action. The Center will attempt to recoup expenses for childcare provisions through written correspondence. At least three written attempts will be made to collect fees. The Center will then attempt to contact the parents/guardians by telephone or in person. If these efforts prove futile, the account will be submitted to Small Claims Court for possible judgment. Parents/guardians will also be held responsible for the payment of any court costs associated with the above-mentioned action. **NO REFUNDS** will be issued for services rendered.

Discipline

Discipline Policy

The health, safety, and emotional well-being of the children at Hawthorne Community Center are our highest priorities. We view discipline as any other skill that must be developed, and we strive to help children learn to play, settle disputes, and interact with others peacefully and non-aggressively.

Inappropriate behaviors in young children usually occur because their needs are not being met. Children have not yet gained the necessary verbal skills to express themselves in a socially acceptable way. Often Youth Programs Staff can address the behavior by determining the function of the child's actions. Appropriate behavior is encouraged through a planned environment that provides a variety of activities from which children may choose and a routine that meets children's basic needs. We regularly review rules with the children, encourage appropriate behaviors, model conflict resolution skills, and stay alert to situations in each room.

When inappropriate behavior occurs, the staff conveys to the child that the behavior is unacceptable and helps the child understand why the behavior is unacceptable. The staff will then state an alternative way for the child to deal with the situation. If the inappropriate behavior continues, the staff will tell the child the consequences of the behavior. Consequences should follow as a natural consequence of the behavior or at least the very least a logical consequence. Youth Programs Staff are careful to emphasize that it is the behavior that is unacceptable, not the child.

Physical punishment such as shaking, hitting, biting, spanking, excessive force or otherwise hurting a child is prohibited at Hawthorne Community Center as well as psychological abuse, coercion, intimidation or humiliation. Center staff will never use threats or derogatory remarks and neither withhold or threaten food or outdoor time as a form of discipline. These acts are grounds for immediate termination of staff members. All incidents of suspected child abuse will be reported to Child Protective Services as required by law.

When a child is destructive to materials or harmful to another person, that child is removed from the situation and redirected to another activity. In extreme situations, a child may need to be separated from the group to an individual activity to help her/him gain control. This should not be viewed as "time out."

Youth programs staff observe and record challenging behaviors to identify events, activities, interactions, and other contextual factors that predict challenging behaviors in individual children or groups. Staff will use an Anecdotal Notes Form/Behavioral Form. This will be used to collect data. This information will be gathered and addressed with the team at Hawthorne Community Center. The information will also be addressed to the child's parents. This will allow the staff to set goals to limit behaviors from occurring again.

For children with persistent, serious, challenging behavior, staff, family members and other professionals work as a team to develop and implement strategies to support the child's inclusion and success as well as those of the others in the classroom. The youth directors may call upon outside resources such as Childcare Answers, First-Steps and school programs when necessary for guidance and support. Inappropriate behavior that hurts another person will be documented; a copy will be given to the parent/legal guardian and a copy kept in the child's file.

When a child exhibits a problem behavior on a continual basis that is not resolved through appropriate behavior management strategies, the staff and Center director will begin *Steps for Addressing Problem Behaviors* including meeting with the family, increased communication with family and written documentation of incidents. Further assistance and/or evaluation, through an outside party may be requested with parental consent.

Steps for Addressing Problem Behaviors

1. The behaviors of children shall be addressed by staff as outlined by the discipline policy of the respective Hawthorne Community Center. This could include positive reinforcement for appropriate behavior, redirection, reminders of classroom rules, modifying the classroom environment and/or daily schedule, and providing a supervised quiet time for the child to gain control. Staff shall observe all children and document these observations to help ascertain any patterns or precipitating factors of the problem behavior. At no time shall staff use shaming, the withholding of food, or physical punishment of any kind.
2. When a child exhibits a problem behavior on a continual basis that is not resolved through appropriate behavior management strategies, the classroom staff will meet with the Center director to document the problem behavior and ask for further guidance.
3. If the behavior problem is still not resolved, the center staff shall request a meeting with the child's parent(s), to discuss the problem behavior. The center staff and parent(s) will collaborate on the development of strategies to resolve the problem behavior. During this process, the classroom staff will keep the Center director and child's parent(s) informed of progress in resolving the behavior problem. Classroom staff will provide information to the parent(s) in written form with copies kept in the child's file. If a child's behavior results in an injury to
4. another child or staff member, the aggressive child's parents will be notified as soon as possible, and written documentation of the incident will be provided to the parent(s) and placed in the child's file.
5. If the Center staff feel that they need further assistance in resolving the behavior problem, the program may, with parental permission, request the assistance of an outside party. If the Center staff feel that the problem may be a result of a special need, the program may, with parental permission, refer the child for evaluation. If the parental permission is refused and the problem behavior continues, the continued enrollment of the child will be reconsidered in accordance with the provisions of paragraph 6 below.
6. Teachers, families, and other professionals work as a team to develop and implement an individualized plan that supports the child's inclusion and success. If the results of an outside evaluation suggest the need for accommodations for special needs, the program will provide these or other proper accommodations as long as they are not an undue hardship on the program as outlined in the Americans with Disabilities Act (ADA).
7. If all of the above steps fail to resolve the behavior problem, the program may ask the parent(s) to obtain care for their child at another center. The program will provide the parent(s) with 2 weeks' notice, except where such notice is not reasonable because of safety concerns and will try to assist the parent(s) in obtaining alternative care.
8. Written documentation of all the above steps will be provided to the parent(s) and placed in the child's file.

Additional School Age Discipline Policy

To permit Hawthorne to function and carry out its task in providing quality childcare, certain rules must be established and enforced. Children who display disruptive behavior, use profane language and/or gestures, fighting, stealing, physically abuse staff and/or other children, deface or destroy public or private property, exhibit rude and disrespectful behavior to other children, volunteers, and/or staff will be subject to disciplinary measures. Discipline techniques include breaks, written disciplinary forms, withholding certain privileges, suspension from special events and trips, parent conferences and other similar punishments. Children who repeatedly violate rules may be suspended temporarily or in extreme cases permanently for behavior. Only in extreme cases would physical force be used to restrain your child from hurting themselves or others.

Hawthorne Early Childhood Program

Paths to Quality Standards

Hawthorne's Early Childhood program is a Level 3 Paths to QUALITY rating. Paths to QUALITY is Indiana's voluntary quality rating and improvement system. This Level 3 rating means we have successfully met Indiana's requirements for creating an environment that supports children's learning. We have implemented a curriculum that supports children's learning and school readiness. You can be confident that as a Paths to QUALITY Level 3 program, we will be meeting the State's standards for health and safety, learning environments, and planned curriculum. As a Level 3 program, Hawthorne Community Center can take CCDF vouchers and On My Way to Pre-K for preschool tuition for those families who are eligible.

Early Childhood Goals and Promises

Hawthorne's purpose is to ensure the highest level of early care and education for children in Indiana. The Hawthorne Community Center provides a comprehensive early childhood education program that motivates, inspires and excites children to explore and learn through exposure to a rich environment that integrates social, motor and cognitive enrichment. We engage the entire family in our effort to prepare children for successful matriculation to a formal school experience promoting diversity, positive social interaction and creative expression.

Our goals are to create early childhood learning experiences that:

- Prepare children for success in school; and
- Build a solid foundation and passion for life-long learning.

We promise to:

- Achieve the highest level of accreditation in our schools/centers.
- Provide curriculum that inspires life-long learning and prepares children for success in school.
- Serve families of all economic levels.
- Ensure dedicated and highly trained professional staff; provide community and public policy leadership in early childhood education.
- Provide corporate and community support.
- Foster relationships with families in their child's education.
- To give parents the opportunity to be gainfully employed and/or attend school.
- To provide a safe and pleasant environment with age-appropriate structured activities, free interaction and positive experiences for each child.
- To give each child the opportunity to participate to his/her potential.

Commitment to Quality

Hawthorne Community Center provides:

- A safe environment which is licensed by Indiana Family and Social Services and meets all Indiana Board of Health and Fire Marshall requirements.
- A stimulating environment that promotes intellectual skills and healthy physical growth.
- Meals that meet United States Department of Agricultural requirements.
- The opportunity for children to grow in social skills through positive interaction with other children and adults.
- An environment that helps children recognize their value as individuals.
- The opportunity to grow through a wide variety of learning experiences. Hawthorne Community Center uses Creative Curriculum® as a foundation for its programming. Creative Curriculum® is inspired by NAEYC guidelines and addresses the strategies outlined in the Indiana Department of Education's Foundations to the Indiana Academic Standards. It is developmentally and age appropriate for all children.

The Classroom

Consistency is important for young children. Your child will be with the same teacher and peers for the majority of the day. Classrooms are combined one hour in the morning (6:30 am – 7:30 am) and one hour in the evening (5:00 pm – 6:00 pm).

Curriculum and Philosophy

Our staff uses the Creative Curriculum and follows the Foundations to the Indiana Academic Standards for Young Children. Creative Curriculum for preschool describes and demonstrates how to plan a developmentally appropriate program focusing on interests' areas.

Each day the curriculum will provide activities and experiences that foster:

- Creative expression (Art, music, dramatic play)
- Cognitive development (Language, math, science concepts)
- Social and emotional growth (Sharing, listening, enhancing self-esteem)
- Motor skills (Developing large and small muscle skills)
- Self-help and conceptual skills (Hygiene, curiosity, memory)

The program provides developmentally appropriate activities for children. Weekly lesson plans are written and posted for parents' review. Children are provided time to choose their own activities and work independently in learning centers. Caregivers serve as facilitators to enhance the children's choices.

Classroom Materials

Materials are rotated weekly or monthly in Hawthorne's Early Childhood classrooms based on current studies.

Mealtime

Hawthorne Community Center provides our early childhood program with breakfast, two snacks, and lunch. **NO OUTSIDE FOOD OR DRINKS ARE ALLOWED IN THE CLASSROOMS** unless accommodation has been approved ahead of time. Any food or drinks that come into the classroom will be thrown in the trash.

Breakfast: 8:00 am – 8:30 am (to receive breakfast please bring your child before 8:00 am.)

Morning Snack: 9:30 am – 9:45 am

Lunch: 11:30 am – 12:00 pm

Afternoon Snack: 2:30 pm – 3:00 pm

All meals are freshly prepared. Hawthorne provides meal service according to the requirements of the Bureau of Child Development, the Indiana State Board of Health, and the USDA. Our menus are based on their guidelines and reviewed by these sources for nutritional content and compliance. Hawthorne Community Center cannot allow any food that is not prepared by a licensed facility into the building due to State Board of Health Regulations unless noted otherwise. We do allow birthday parties, but all cakes and other goodies must be store-bought, in the original packages and unopened. Such parties must be arranged with the staff.

You will be asked to fill out a family information form to register your child in the Federal Food Program. Hawthorne Community Center receives reimbursements, regardless of family income. Your help with this enrollment procedure is greatly appreciated.

Nap Time

A rest period is scheduled from 12:00 pm to 2:30 pm. During naptime children must stay on their cots even if he or she does not fall asleep. If any child is awake after 30 minutes, staff will give non nappers quiet items to use on their cots. Children will have access to books, dry erase markers and boards, and other quiet materials to use during nap time. If you need to pick up your child during that period, please inform the teacher in advance of your arrival time so we can ensure your child will be ready to leave.

Items to Bring Specifically for Early Childhood

- A zipped bag or a large bag to place all belongings in (blanket, pillow, jacket, coat, etc.)
- Change of Clothing (seasonally appropriate). On the first day, send along one each (labeled with your child's name): outer shirt, pair of long pants, pair of socks, under pants. Please replace soiled items as needed so that a complete change of clothing is always on hand at the center. Hawthorne Community Center will place wet or soiled clothing into a plastic bag for you to take home and wash.
- A blanket marked with the child's name (take home weekly for laundering).
- **No Diapers.** If your child is not fully potty trained, they must be in a pull up and you will need to send extras in case of accidents.

Parent-Teacher Conference

Parent-teacher conferences are scheduled so that you and your child's teacher can discuss your child's progress, including the development of physical, social, emotional and intellectual skills. These conferences are usually scheduled in the fall and spring. Added conferences may be arranged as needed. Hawthorne Community Center management and staff respect the confidentiality of assessments and all forms of communication. We will always strive to be sensitive to each family's value, culture, identity, and home language.

Individual Child Assessments

At Hawthorne Community Center we believe that ongoing assessments of the children enrolled in our program are the key to planning appropriate learning experiences that respond to the child's interest, learning styles and abilities. This documentation tool allows teachers to use the Foundation to the Indiana Academic Standards for Young Children to develop appropriate experiences that align with the State Standards of Kindergarten. Thus, ensuring your child is prepared for success in Indiana's schools. Having a solid picture of the individual child's process make it easier to focus the observation obtained through this assessment process in formally shared with parents three times per year, twice during the scheduled parent/teacher conferences and once in a written report.

Parent Survey

Annually, Hawthorne Community Center asks you to complete a short, confidential survey telling how we are doing in caring for your child. Results are compiled, shared and used to enhance our program and services.

Monthly Newsletter / Calendar

A monthly newsletter and calendar will highlight special events and classroom activities, important news about center procedures, and provide child development information.

Hawthorne School Age Program

Hawthorne School Age Program Goals and Promises

The Hawthorne Community Center's purpose is to provide quality childcare for children throughout the school year and during school recesses. The program provides developmentally appropriate activities for children. Monthly calendars are written and available for parents/guardians to review. You may find a copy on the parent board in the youth hallway.

Our goals:

- To give parents the opportunity to be gainfully employed and/or attend school.
- To provide a safe and pleasant environment with age appropriate structured activities, free interaction and positive experience for each child.
- To give each child the opportunity to participate to his/her potential.
- To make the programs and activities available to all children.

We promise to:

- Serve families of all economic levels.
- Ensure dedicated and highly trained professional staff; provide community and public policy leadership.
- Provide corporate and community support.
- Foster relationships with families in their child's education.
- To give parents the opportunity to be gainfully employed and/or attend school.
- To provide a safe and pleasant environment with age appropriate structured activities, free interaction and positive experiences for each child; and
- To give each child the opportunity to participate to his/her potential.

Commitment to Quality

Hawthorne Community Center provides:

- A safe environment which meets all Indiana Board of Health and Fire Marshall requirements;
- A stimulating environment that promotes intellectual skills and healthy physical growth;
- Meals that meet United States Department of Agricultural requirements;
- The opportunity for children to grow in social skills through positive interaction with other children and adults;
- An environment that helps children recognize their value as individuals

Mealtime

When children are on school recess during the school year, Hawthorne Community Center provides our school age program with breakfast and a pm snack. Parents/guardians are responsible to bring child's lunch.

Breakfast: 9:00 am

Lunch: 12:00 pm

PM Snack: 3:30 pm

When children are in school, Hawthorne Community Center provides our school age program with pm snack. Snack times range from 3:30 pm to 5:00 pm (depending on when your child gets off the bus)

Attendance

School Age children are not allowed to remain at Hawthorne Community Center during days school is in session. This includes days children are ill, suspended from school, or virtual learning days. If your child misses two consecutive weeks and no communication, they may be removed from the program.