

**Ethel's Educational Express
Child Development Center, LLC**

PARENT HANDBOOK

Revised August 1, 2023

213 N Bailey Blvd
Jacksonville, AR 72076
501-457-7030

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I. ETHEL'S EDUCATIONALEXPRESS CHILD DEVELOPMENT CENTER, LLC (EEECDC)

Welcome! We appreciate your decision to trust us with the care of your child. We take this responsibility seriously and strive to provide quality care to meet the unique needs of each child.

Our goal is to provide each child the opportunity to develop intellectually, socially, emotionally, and physically. We strive to create a setting in which children find warmth, comfort, and gentleness as well as an abundance of opportunities for exploration and self-discovery. We believe children learn primarily through active exploration and interaction with their environment, and we strive to provide enjoyable and stimulating experiences to help them excel! Our goal is to help children achieve self-confidence and an enthusiasm for learning.

Hours of Operation: Monday thru Friday 7:00am to 5:00pm

Director: Ethel Knight

Daycare: 501-457-7030

Owner: Ethel Knight

II. LICENSING & STAFF

EEECDC is licensed by the Arkansas Department of Human Services (DHS), and meets or exceeds the standards set by the Division of Childcare and Early Childhood Education. The center is routinely inspected by Arkansas DHS, Arkansas Department of Health, and the Jacksonville Fire Department.

Teachers and staff members of EEECDC have varying levels of early childhood education and previous child care experience. Some may have Early Childhood Education degrees and Child Development Associate (CDA) credentials. All staff members meet DHS licensing requirements and receive a minimum of 15 hours of continuing early childhood education annually.

III. CURRICULUM

The curriculum is planned so that each child is challenged at his/her own level. Adventures in Learning (3-5-year old) and its companion piece, Adventures for Toddlers (18-36-month old) are the framework of the EEECDC curriculum. They are professionally developed, age-appropriate, complete monthly preschool curriculums that include experiences for all of the Arkansas Early Childhood Education Developmental Learning Strands and Benchmarks--self-concept, emotional, social, language, physical, and cognitive. Curriculum overview can be found at the following links: <http://www.arkansas.gov/childcare/adventures/index.html>
<http://www.arkansas.gov/childcare/advfortoddlers/>

The program is designed to allow children adequate time to explore and have a balance of active and quiet activities, both indoors and outdoors. The routine of the schedule allows children to know and prepare for what is coming next and gives them a feeling of security. Plenty of time is allowed for routines such as toileting and clean-up so that the children are not rushed, and stress levels are reduced.

During the course of each day, children will be involved in active exploration and play. Many kinds of materials and equipment will be available. The type of clothing that a child wears is important to the success or degree of enjoyment that they will experience. When choosing clothes for a child, the following guidelines should be kept in mind:

1. Children get dirty during active exploration. Aprons and shirts are provided for painting, water play, and other such activities, but these do not always prevent accidental stains.
2. Clothing should be comfortable and easy for children to put on and take off. Large buttons and front openings allow the child to be successful in dressing him/herself.
3. Secure fitting, closed-toe shoes help protect from rocks on the playground, as well as minimize tripping/falling accidents while playing indoors and outdoors.

IV. ADMISSION POLICIES

ELIGIBILITY— EEECDC enrollment is offered without regard to race, color, sex, religion, or national origin. Our program is available to individuals with disabilities as long as this can be provided without fundamentally altering the nature of the program or causing undue financial or administrative burden.

IMMUNIZATIONS—Arkansas DHS requires that all children enrolled in EEECDC maintain an up-to-date immunization record. A copy must be kept on file at EEECDC. Please provide a new copy of the immunization record when your child receives additional immunizations.

AGE REQUIREMENTS—Infants must be 6 weeks old to enroll. Children will be placed in classrooms depending on their age as of August 1st each year. Children will be accepted through the 6th grade.

REGISTRATION & OPENINGS—Registration will be held daily due to our availability. Registration fees must be paid in order to secure a position for an upcoming term. Registration fees are non-refundable.

Children already enrolled in EEECDC will have the first opportunity for registration for upcoming summer and fall terms, positions will then be opened to those on the waiting list. Special consideration may be given to parents who already have children enrolled. EEECDC reserves the right to enroll or disenroll any child without warning if the situation warrants.

When contacted about an opening, the registration fee must be paid to accept and hold a position. Since enrollment is on a first come basis, we cannot guarantee to hold a spot for a child who does not need immediate care or care within one week.

V. PAYMENT & FEES

WEEKLY FEES--Fees must be paid in advance invoices are sent out to every parent email given at enrollment and are due on Monday. A \$15.00 late fee is added to accounts that have not been paid by 5:00 pm on Monday. Make checks payable to Ethel's Educational Express Child Development Center, LLC (EEECDC). Cash payments must be made in the office. Payment Can also be paid through your weekly invoice by way of Debit/Credit Card or Bank Account. Money Orders are welcome.

The EEECDC budget is based on the regular weekly tuition of each child enrolled. Weekly fees remain the same regardless of absences, holidays, inclement weather and/or school closings. These weekly fees are revenue to pay the center's monthly expenses, including payroll. This includes voucher clients through DHS and other programs. Parents are responsible for payments of missed days once DHS has covered their agreed absentee days per authorization. Please contact your caseworker to know how many days of absentee they cover. We regret that we cannot offer vacation weeks.

DELINQUENT ACCOUNTS—\$15.00 late fee is added to accounts that have not been paid by 6:00 pm Monday each week. If your account has not been paid by Wednesday and you have not coordinated with the director and received written approval of alternate payment arrangements, your child may be dropped from enrollment and his/her position offered to the next person on the waiting list.

LATE PICK-UP FEES—A late fee of \$15.00 within every hour will be added when your child is being picked up late. This must be paid at pick-up, or before your child can be brought to the center the next day. If you are running behind, please call the EEECDC office to notify staff of your expected arrival time. After 6:00 pm, if we have not heard from a parent, EEECDC staff will attempt to contact parents or emergency contacts listed on the registration form. If a parent or authorized pick-up is not reached by 7:00 pm, EEECDC will call local authorities.

RETURNED CHECK FEE--\$35.00 will be charged for any returned check. This fee, plus the amount of the check, will need to be paid by cash or money order. If more than one check has been returned to EEECDC, your account will be required to be paid by cash only.

WITHDRAWAL—Written 2-week notice is required for your child's withdrawal from EEECDC. Payment is required for the notice period whether the child is in attendance.

EXTENDED ABSENCES—Payment adjustments may be made in the event of extended absence due to the child's illness or hospitalization. A 50% payment of weekly fees will hold their spot for a maximum of 2 weeks with a physician's statement provided. In extreme cases, payment arrangements may be coordinated with the director.

SUPPLIES—There will be an additional charge (store price, plus a \$10.00 fee) when the following supplies are not provided by the parents: disposable diapers, wipes, baby food, formula, change of clothing, sheets and blankets.

AFTER-SCHOOL PICKUP CANCELLATION—There will be a \$5.00 fee for failure to notify EEECDC of after school pickup cancellation. Parents must notify the office by 1:30 pm on regular school days, and 1 hour prior to dismissal on early dismissal days. We cannot assume your child will not be picked up after school. ***We must be notified of the after-school cancellation.*** Failure 3 times to notify EEECDC may result in the child being dropped from the program for the remainder of the school.

An Extended Day Commitment form will be issued prior to each scheduled school closure and must be returned by the designated date in order to ensure availability for your child and allow EEECDC adequate time to plan and arrange staffing. Your account will be charged for reserved days in the week in which they occur.

EEECDC FEE SUMMARY
(see Parent Handbook for further detail)

ANNUAL REGISTRATION FEE: \$50.00 per child

WEEKLY FEE: Based on the child's age as of August 1st.

FULL WEEK

Under Age 2	\$180.00
2-3 years	\$175.00
3-5 years	\$170.00
School Age	\$165.00

LATE PAYMENT: \$15.00 late fee is added to accounts that have not been paid by 6:00 pm on Monday each week.

LATE PICK-UP: \$15.00 within every hour. Must be paid at pickup, or before child can be brought to EEECDC next day.

FAILURE TO NOTIFY OF AFTER SCHOOL CANCELLATION: \$5.00

RETURNED CHECK: \$35.00

SUPPLIES

INFANTS—Parents will provide:

1. Infant formula, baby cereal and food until your child is ready to eat table food.
2. A labeled bag that closes securely and contains disposable diapers, wipes, diaper cream, bottles for each feeding/sippy cups, formula, and adequate changes of clothes, including socks. ***Please label all items.***
3. Infants may bring special blankets for rest time. Please ensure these items are washed at least weekly, more often if needed.

TODDLERS (18-36 mo) & AGES 3-5—Parents will provide:

1. A labeled bag that closes securely and contains diapers/pull-ups, wipes, and diaper cream (as required).
2. A full change of seasonal clothes, including underwear and socks. We request that these remain at the center. ***Please label all items.***
3. A standard-size crib sheet and cover blanket for rest time. A small pillow or favorite sleep item may also be brought, but all blankets/personal items must fit in the child's bag. Blankets should be taken home weekly to be washed and returned.
4. Please, no other personal items or toys.

REQUIREMENTS FOR ENROLLMENT

1. Payment of non-refundable registration fee
2. Completed and signed Child Care Enrollment form
3. Current immunization record (not required for school-age children)
4. Annually, parents must sign to acknowledge EEECDC Policy/Fee Changes

Informing EEECDC in writing of any change pertinent to your child (address, contact phone numbers, emergency contacts, allergies, medical information, authorized pick-ups, etc.) is the continuing responsibility of the parents/guardians.

VI. SCHEDULES & PROCEDURES

EEECDC school year will approximately match the Jacksonville Public School schedule--beginning mid-August and ending at the end of May. Dates will vary slightly year to year. Typically, children will not promote to a new classroom until the new fall term. Each child's specific needs will be considered, and classes may be regrouped as necessary to accommodate those needs as well as appropriate teacher-to-child ratios.

ARRIVAL & DEPARTURE—When children arrive at the center, they must be checked in by an adult and presented to the appropriate EEECDC classroom teacher. Parents may visit or pick up their child at any time during the day. A child will only be released to a parent, legal guardian, or adult listed as an authorized pick-up.

Additional *written* permission from the parent or legal guardian is required to authorize another adult to check out the child. A security password may be established in the event a parent must call to authorize an additional adult for one-time pick up. Photo identification will be required to be presented to EEECDC staff before checking a child out.

In cases where parents are divorced, please keep in mind: EEECDC cannot refuse to release a child to the child's parent or legal guardian who shares legal custody of the child and is able to verify such right. In the event that a court order is issued stating or changing the custody status or other legal issues concerning a child, the director must be furnished a copy of the court order.

REST TIME—A rest time of 90 minutes will be given each day. Children who fall asleep may sleep longer than 90 minutes. Rest time will begin at approximately 12:00 pm for children under 3 years old, 12:30 pm for 3 to 5-year-old children. Rest times will vary to accommodate the needs of the children and our daily schedule. If parents want to assure rest time is not disturbed, you may want to plan to pick your child up after 2:30 pm.

NUTRITION—Breakfast, lunch, and afternoon snacks meet current US Department of Agriculture guidelines, including portion size. If your child has a food allergy, you must provide a doctor's statement. In case of special diet/restrictions, parents may be asked to supplement meals being provided by EEECDC.

HOLIDAY CLOSINGS—The following holidays will be observed: New Year's Day, MLK Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving (Thurs & Fri), Christmas Eve, and Christmas Day. Depending on which day a holiday falls, EEECDC may be closed 2 days. If a holiday falls on Saturday, we will be closed on Friday. If a holiday falls on Sunday, we will be closed Monday. Advance notice will always be posted. No reduction of weekly rates will apply.

HOLIDAYS & BIRTHDAY PARTIES—We have class parties on traditional holidays and some other special occasions. There will be sign-up sheets by each room to indicate how parents may help or provide treats, favors, etc.

If your child is enrolled part time and does not attend on a day a party is scheduled, your child may attend the party if accompanied by you or another adult chaperone. If teacher-to-child ratio allows, your child may drop-in for the day; a drop-in fee will apply.

Children enjoy sharing their birthday with classmates. If you would like, you may provide birthday treats for your child's class, but please give the classroom teacher advance notice. As you consider treats and favors, please keep in mind the items should be age-appropriate--no items that could be choking hazards; no latex balloons; no toy weapons or scary items, please. Refreshments must be store-bought; no home-made food or drinks are permitted (per AR Dept of Health Code).

FIELD TRIPS—A signed permission form is required for each outing. Parents are welcomed and encouraged to participate in field trips.

If your child is enrolled part time and does not attend on a day a field trip is scheduled, he/she may come with you or another adult chaperone. You may need to provide personal transportation if space is not available. If teacher-to-child ratio allows, your child may drop-in for the day; a drop-in fee will apply.

INCLEMENT WEATHER—If Jacksonville School District close for inclement weather, EEECDC will close also. Please check the local news or Jacksonville School District website for current closure/early dismissal information. Details will also be recorded on the EEECDC office answering service, Facebook, and on our website as soon as possible.

If there is hazardous weather forecast for the day, EEECDC will make every attempt to stay open. Upon the child's arrival, parents will be asked to provide their best contact number in the event of early closing. If hazardous weather does occur during the day, we would appreciate you picking your child up as soon as possible so that our staff may also get home safely.

CONFERENCES—Teachers must supervise their classroom at all times. Please make arrangements with the director if you would like to have a conference with your child's teacher and time will be arranged.

INCIDENT/ACCIDENT REPORTS—Written reports of accidents and incidents will be prepared for the parent's notification, and the original kept on file in the EEECDC office.

First aid is administered to all minor injuries. In the event of more serious injury, parents will be notified, and immediate steps taken to obtain medical care. ***It is the parent's responsibility to maintain accurate emergency contact numbers at EEECDC.*** When medical treatment is required, parents should contact their health insurance provider for reimbursement of medical costs. The parents/guardians are solely responsible for paying for medical treatment.

VII. SICK CHILD POLICY

Many contagious illnesses begin like the common cold. Parents should keep their child at home if he/she shows signs of cold or illness. This is for the protection of your child as well as the protection of other children and teachers.

Keep your child at home if he/she is sick, has a fever, severe cold with runny nose and/or cough, irritated eyes with discharge, nausea, vomiting, diarrhea, sore throat, swollen glands, rash, mouth sores with drooling, is listless or drowsy, consistently complains of headaches, or has head lice, ring worm, or impetigo. ***If a child displays any of these symptoms, parents will be called to pick up their child immediately.***

If your child has a communicable disease such as chicken pox, pink eye, influenza, head lice, ring worm, or any diagnosed virus, ***please notify the teacher and office.*** Notes can then be posted to make other parents aware and watchful for symptoms in their children. Our facility takes contagious illness very seriously. Keep in mind that our classes run small in groups, so it is easy to spread throughout a class because they have grown so close and even greeting each other with hugs. The facility may dismiss any students who may have been possibly exposed to the contagious illness.

Children who have been ill may not return to the center until they are no longer contagious and are ready to participate in the full program, including outdoor play. Children should be symptom free for a full 24-hour period before returning to school. This includes being fever-free a full 24 hours without the use of fever-reducing medication. A statement from the child's physician may be required stating that they are free of the contagious illness. When schools are closed due to the spread/outbreak of contagious diseases or illnesses at attended school, enrolled students cannot attend the daycare during those closed days of their listed schools until they are allowed to go back to school or cleared by a physician.

VIII. MEDICATION

Medication may only be administered with a completed and signed Medication Permission Form. Prescription medications will only be administered if they are in the original container with the child's name, date, dosage, and expiration clearly indicated.

Sunscreens, diaper creams and ointments will only be administered with this written permission.

If a child has asthma, severe allergies or any diagnosed medical condition that requires medication to be on EEECDC premises for quick administration, it is the parent's responsibility to assure a current, serviceable prescription is available to the child.

Medications can not be kept in a child's bag during the day. If medications need to be brought between home and EEECDC daily, give the medication to the director upon arrival. It will be stored in a secure location, out of reach of children. Parents will need to request the medication when checking the child out for the day.

**Division of Child Care and Early Childhood Education (DCCECE)
PANDEMIC PROCEDURES FOR CHILD CARE PROVIDERS**

Administrative Procedures

1. If the facility chooses to close for any reason related to the current pandemic, notification shall be made in writing to the Child Care Licensing Unit stating dates of the closure.
2. The facility shall notify the Child Care Licensing Unit prior to reopening.

Group Size

1. The group size shall be limited to 10 people, including staff and children. This applies to preschool age and school age children as younger children are in smaller group sizes per minimum licensing regulations.
2. To the extent possible, children should remain in the same assigned group each day to reduce the likelihood of potential exposure.

General Health Requirements

1. Pick up and drop off shall take place outside of the facility, when possible, to reduce the number of individuals entering the facility.
2. Facilities shall prohibit individuals from entering the facility with the exception of the following:
 - a. Facility Staff including transportation staff
 - b. Persons with the legal authority to enter including law enforcement, child care licensing staff, and DHS protective services staff
 - c. Professionals providing services to children, including therapists
 - d. Children enrolled at the facility
 - e. Parents and legal guardians who have children enrolled and present at the facility
 - f. Other professionals who are there for services that cannot be done after hours, for example a plumber, if there is an emergency situation that needs immediate attention
3. Before allowing entry, the individuals listed above shall be screened. Do not allow anyone to enter the facility if they meet any of the following criteria:
 - a. A temperature of 100.4°F or above
 - b. Signs or symptoms of COVID-19 (fever, cough, shortness of breath, difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell)
 - c. In the previous 14 days has had contact with someone who has a confirmed diagnosis of the current pandemic
 - d. In the previous 14 days has travelled outside of the United States or to areas within the United States with widespread transmission
4. Staff shall wear face masks to reduce the risk of potential spread from people who may be asymptomatic or pre-symptomatic including transportation staff. Masks may be made of cloth. Cloth masks shall be laundered daily.
5. Children shall be served individual snacks and meals. Family style meals shall not be served.

DCCECE 5.15.20

6. Sick children shall not be cared for at the facility. If a child becomes sick while at the facility, the parents shall immediately be contacted to pick the child up. The child shall be separated, with appropriate supervision, until the parents arrive to pick the child up.

Please follow Section 1100 regarding health and hand washing in the minimum child care licensing regulations.

7. The facility shall follow all specific directives given by the Arkansas Department of Health and/or Department of Human Services related to the current pandemic.

IX. TRANSPORTATION

Screening of staff must occur prior to transporting children-see above screening requirements.

1. All vehicles used for transporting children during the current pandemic must be sanitized prior to transporting children and sanitized between each transportation time.
2. The capacity will be half of the normal capacity for vehicle to allow for social distancing. Place a seat between children. Sanitizing between helping each child.
3. Social distancing must be practiced allowing for the maximum amount of space possible between the children.
4. Each child's temperature must be taken at pick up, prior to boarding the vehicle.

X. OUTDOOR PLAY

DHS requires at least 1 hour of outdoor play per day in suitable weather. In extreme hot or cold weather, outdoor play may be shortened, or the daily schedule altered to allow for it. Children should be dressed appropriately for outdoor play each season.

Infants and toddlers will be taken outside for a period of time every day, unless prevented by weather or special medical conditions.

XI. TOILET TRAINING

When your child is ready, the teacher will work with parents to help achieve successful potty training, based on each child's unique needs. ***Consistency between home and school schedules is very important.*** Inform the teacher about your personal methods, the frequency of bathroom visits, and any other information that will facilitate successful potty training.

You will need to supply training pants/pull-ups/underwear and several changes of clothes, including socks and an extra pair of shoes. Soiled clothing will be placed in a plastic bag and sent home to launder. DHS policy does not allow us to rinse soiled clothing.

XII. CHILD MALTREATMENT REPORTING

EEECDC staff are required by law to report allegations or incidents of suspected child abuse or neglect to the proper authorities. In the event of a complaint concerning the welfare of a child, all children enrolled at EEECDC are subject to interview by the Child Care Licensing Unit, child maltreatment investigators and/or law enforcement officials for investigative purposes and/or determining compliance with licensing requirements. (Child interviews do not require parental notice or consent.)

XIII. BEHAVIOR GUIDANCE

EEECDC policy is to positively reinforce appropriate behavior; redirect inappropriate behavior through verbal interaction. Our goal is to teach children acceptable behavior and encourage internal control and patience.

Inappropriate behaviors include:

1. Actions that could cause harm to the child, other children, or staff.
2. Non-conformity to classroom or playground rules.
3. Actions that disrupt the group or interfere with classroom activities.
4. Actions that show disrespect to adults, classmates, or surroundings.
5. Inappropriate language, to include swearing and racial slurs.

If a child does not respond to verbal instruction as to how he/she is supposed to behave, a child that is at least 2 years old may be removed from an activity or given “time out” from the group for a number of minutes up to their age. (Example: Not more than 2 minutes for a 2-year-old; 3 minutes for a 3-year-old, etc.) For children under 2 years of age, brief separation from the group will be used if the child’s behavior places the child or others at risk of harm.

Ongoing misbehavior will be discussed with parents and documented on an incident report for the parent’s signature. The original report is kept in the EEECD office. If misbehavior continues, an intervention plan will be developed by the teacher(s), director, and the child’s parents to eliminate the behavior.

XIV. BITING POLICY

Unfortunately, biting is a developmental milestone that many children explore during the toddler years; it is not unexpected when toddlers are in group care. We recognize how upsetting a biting incident is for children and their parents. Biting is never the right thing to do, yet children bite for a variety of reasons to include: teething, limited verbal skills, frustration, and imitation.

When biting occurs, our response is:

1. Attend to the child who has been bitten; clean the area with soap and water and apply ice if necessary. If there is a puncture wound, parents will be notified immediately.
2. Briefly express our strong disapproval of biting, then redirect the child who bit
3. Try to identify the reason for the child’s biting and minimize future biting attempts.

Parents will be informed personally and privately the same day. An incident report will be prepared by the EEECD teacher for the parent’s signature. The original report is kept in the EEECD office. The names of children involved are kept confidential to avoid labeling a child unfairly.

If a child bites twice in one day, punctures the skin with a bite, or repeatedly attempts to bite, the parent will be called to pick up the child. If this happens twice in one week, an intervention plan will be developed by the teacher(s), director, and the child’s parents to eliminate the behavior. We will not use any response that harms a child or is known to be ineffective. Parents and staff must work together to improve and eliminate the child’s biting behavior.

As children grow and develop verbal skills, we expect biting to stop. If a child age 3 years or older bites, parents will be called to pick up the child immediately and an intervention plan will be set up at that time.

XV. GUIDELINES FOR BEHAVIOR

The following are basic rules for EEECDC. If your child is old enough, please review and discuss these expectations with them.

INDOORS—

1. Treat yourself and others with kindness and respect.
2. Treat your surroundings with care.
3. Listen and respond appropriately to all staff.
4. Follow classroom and safety rules at all times.

OUTDOORS—

1. Stay in the fenced area with your teacher; **do not** climb the fence.
2. Leave the playground as a group after your teacher has announced it is time.
3. Do not throw rocks on the playground—they are for protection from falls.
4. Follow the safety rules of each piece of play equipment at all times.

XVI. ADJUSTING TO EEECDC

First experiences away from parents can be frightening for some children. If your child has separation difficulties, we suggest you bring him/her into the room and stay just a few minutes. Try to interest your child in a toy or activity. Give kisses and hugs and assure your child *you will be back*, then say goodbye and leave. We will make every effort to console your child and make them feel comfortable. If your child continues to be unhappy, we will notify you.

Teachers and parents must work together to meet each child's unique needs. If something at home, the center, or school is upsetting your child, please let us know. We want to address all concerns immediately. Open communication will help us provide the best care possible for your child.

Please feel free to visit at any time and thank you for sharing your child with us!

Ethel's Educational Express
Child Development
Child Care
Emergency
Plan

In compliance with Minimum Licensing Requirements Section 1200 Safety 1201.1
and 1201.2

Quick Reference

The list below provides direction in particular situations. Refer to the section(s) indicated for specific procedures.

IMMEDIATE EVACUATION

- Smoke in the building
- Fire (or explosion)
- Gas Leak
- Bomb Threat

EVACUATION AND RELOCATION

- Hazardous Spill may require relocation
- Brush or Forest Fire may require relocation
- Radiological Emergencies may require relocation

SHELTER IN PLACE

- Tornado
- Earthquake
- Hazardous Chemical Spill may require Shelter in Place until advised to relocate.
- Armed Intruder
- Hostage Situation
- Radiological Emergency until evacuation order is received.

The emergency evacuation pack is located near the front door on the exit door.

Always take the evacuation pack with you to include emergency contact information for children's parents or guardians and emergency services contact information.

Children with special needs will be attended by Ethel Knight and staff to include insuring any medications that are on site for a child will be taken with the child in the event of the emergency relocation of the facility staff and children.

EVACUATION

There are several hazardous situations that could call for an evacuation. The most common would be a fire in or near the facility, rising flood waters, or an evacuation order issued by the local police, fire, or other governmental authority. A fire within the building will be announced by the sounding of the fire alarms/smoke detectors as well as a whistle. A verbal order to evacuate for any other reason will be given by the person in charge of the facility at the time.

If the emergency is limited to the facility only, staff and children will be moved to the empty lot across the street.

If the entire area has to be evacuated due to a hazard announced by Emergency Personnel (law enforcement, fire department, emergency services personnel, national guard), staff and children will be moved to 1400 Marshall Road (the Jacksonville Police Department). The person in charge will ensure a notice of the relocation is posted on the entry to the facility which includes contact information. On arrival at 1400 Marshall Road, the person in charge will direct selected staff to notify parents or guardians to come get their children at 1400 Marshall Road (the Jacksonville Police Department).

In any evacuation all children will be accounted for at the start, and again, at the completion. During any evacuation a quick assessment of the situation will be made and any minor injuries to staff or children will be noted. These will be cared for as soon as time permits.

IMMEDIATE EVACUATION

This is an evacuation of the facility building(s) to a safe area a minimum of 50 feet from the facility building(s), and out of the way of emergency responders.

In case of smoke, a fire, or gas leak an immediate evacuation to empty lot across the street, in the 200 block of North Bailey Blvd will be necessary. Any Staff becoming aware of smoke, fire or gas leak will immediately cause the alarm to be sounded for immediate evacuation. All staff and children will exit the building and assemble in the empty lot across the street, in the 200 block of North Bailey Blvd. No one will remain in or near the building.

The following responsibilities are to be assumed by facility staff when the alarm is sounded:

- The lead Staff in each care area will quickly survey the care area and any adjacent bathrooms, closets, vacant rooms, and hallways to insure everyone is evacuating when the alarm is sounded.
- Each lead Staff will be responsible for accounting for the children in their immediate care and all other staff working with them.
- The person in charge will be responsible for picking up the emergency pack and taking it to the assembly area.
- The person in charge at the time of the alarm will notify 9-1-1 from a telephone outside the building. **If the evacuation is for a gas leak**, the person in charge will also contact the gas company, CenterPoint Energy at 800-992-7552.
- When safely in the assembly area each lead staff person from each care area will notify the person in charge of the status of other staff and the children in their immediate care. If anyone did not evacuate the building the person in charge will be made aware of the name and the last known location of that individual inside the building.
- The person in charge will brief emergency services, upon their arrival, on the emergency

causing the evacuation and the identity of anyone suspected as not having evacuated the building along with their last known location.

- Everyone will stay clear of the building until the all clear is given by emergency services to return to the building.

Bomb Threat

A bomb threat usually comes by phone. A copy of a Bomb Treat Checklist will be kept near the phone. The checklist is used to get the details from the caller that might help find the device, determine when the device is supposed to explode, and possibly figure out who the caller is. The When the caller is finished, immediately call *the Jacksonville Police Department at 501-982-3191.*

The staff will follow the **IMMEDIATE EVACUATION** steps above in evacuating the children to safety.

EVACUATION AND RELOCATION

In the event of a situation requiring relocation outside the local area of the facility such as notification by emergency services personnel of a hazardous spill requiring relocation, brush or forest fire, or other danger threatening the safety of occupants of the immediate area of the facility, all staff and children will relocate as a group to *1400 Marshall Road (the Jacksonville Police Department)* unless otherwise directed by emergency services personnel.

Children identified with special needs will be attended during the evacuation and relocation by a specified staff or group of staff to include insuring any medications that are on site for a child will be taken with the child in the event of the emergency relocation of the facility staff and children.

The following responsibilities are to be assumed by facility staff during the relocation:

- The lead Staff in each care area will insure all children in their care attending at the time are present and accounted for. Any child absent from the normal care area for other services such as therapy will be identified and *the person in charge* notified.
- Each lead Staff will be responsible for accounting for the children in their immediate care and all other staff working with them.
- The *person in charge* will be responsible for picking up the emergency pack for transport to *1400 Marshall Road.*
- The *person in charge* will immediately notify *the predetermined method of transport* of the need for relocation and ensure the attendance roster for the facility is with the vehicle(s).
- The *person in charge* will ensure the notification poster is attached to the facility entrance providing the relocation site and contact information.
- When safely at *1400 Marshall Road* each lead staff person from each care area will verify all children have arrived safely and notify the person in charge of the status of other staff and the children in their immediate care. Any medical needs or injuries will be brought to the attention of the *person in charge* and first aid or medical attention provided as necessary.
- Children will not be released except to an identified authorized pick up person.

SHELTER IN PLACE

Sheltering in place will be used in emergencies such as severe storms, hazardous spills, earthquake, or other situations listed below unless evacuation is directed by emergency services personnel. When the decision is made to take shelter inside the facility, the staff and children will remain in the building until the person in charge directs otherwise. Any children or staff outside the facility will be brought in, accounted for.

During severe weather, if windows are not felt to be secure, staff and children will be moved to interior rooms and hallways.

The facility will monitor National Oceanographic and Atmospheric Administration (NOAA) weather radio or a local radio/TV station for public warnings when weather conditions indicate. Outside sirens **ARE NOT** sounded unless there is a danger of a tornado. The National Weather Service (NWS) issues the following advisories:

- a) Severe Thunderstorm Watch: Indicates that weather conditions are such that a thunderstorm may develop.
- b) Severe Thunderstorm Warning: Indicates that a severe thunderstorm has developed and will probably affect those areas stated in the bulletin.
- c) Tornado Watch: Means that weather conditions are such that a tornado may develop.
- d) Tornado warning: Means that a tornado has been sighted or indicated on RADAR and protective measures should be taken immediately.

In the event of a tornado warning,

- Staff and children will move to the interior hallway.
- Have everyone sit facing the wall, protecting their head and face with their arms against the wall.
- All windows and doors will be firmly closed and locked.
- The person in charge will ensure the evacuation pack is with the staff and children in shelter.
- The person in charge will verify all staff and children are accounted for.

In the event of a hazardous chemical spill,

- Remain inside the building unless directed to evacuate by emergency services personnel.
- Windows and doors will be shut,
- All fans, air conditioners and ventilators will be turned off,
- Plastic sheeting and duct tape will be utilized to seal off gaps around windows and doors
- The person in charge will verify all staff and children are accounted for.
- Any children outside for play will be immediately brought into their classroom and roll taken to insure all are accounted for.
- Staff and children will stay in the facility until the authorities give an all clear.

In the event of an earthquake,

Earthquakes generally occur without warning. Seismologists can identify areas where earthquakes are most likely to occur but cannot yet predict the exact time and place.

During the shaking the staff will keep calm and will not leave the location. All children in the staff's care will be immediately accounted for. Staff will ensure the safety of children during, and after, the earthquake.

- If indoors - stay, there.
 - Children will be directed to take cover under desks, tables or other heavy furniture.
 - If furniture for shelter is not available in the area, the children will be moved to the hallways.
 - Staff and children will stay away from windows, unsecured bookcases, or other heavy items that could fall.
- If outdoors - stay in the open.
 - Staff will move the children away from the building as a group into an open area, and away from utility poles or over wires.
 - Staff will insure they and the children do not come in contact with downed utility poles and overhead wires.

After the shaking stops, staff will move children that are in the building to an open area outside the building. Any staff and children outside the building will not re-enter the building.

- The *person in charge* will verify with each lead staff person that all of the children in their care are accounted for.
- Any children requiring medical attention will be identified and emergency medical services contacted. (Minor scrapes will be handled with first aid by staff).

Armed Intruder - Call 9-1-1.

Staff will try to move the children to safety, either in a room inside behind locked door or quickly taken outside the building.

- DO NOT try to confront the intruder
- If the intruder does confront you, try to remain calm and to calm down the intruder.

Hostage Situation - Call 9-1-1.

Don't endanger yourself or any of the children by trying some sort of rescue. Pay attention to the captor(s), try to get details of what they want and accommodate them. Provide as much information as possible to the police when they arrive.

If allowed, staff should follow the **IMMEDIATE EVACUATION** section steps in exiting the building.

Radiological Emergencies due to Nuclear Power Plant Incidents

If you are within ten miles of a nuclear power plant (or if you THINK you are) contact your EMA office to ensure that your plans fit into the larger plans that are maintained for the entire Emergency Planning Zone around the plant.

Facility staff and children will

- Remain inside the building until directions are received from emergency services personnel on evacuation routes.
- Windows and doors will be shut,
- All fans, air conditioners and ventilators will be turned off,
- The *person in charge* will verify all staff and children are accounted for.
- Plastic sheeting and duct tape will be utilized to seal off gaps around windows and doors, if the staff and children are sheltering in place.
- Any children outside for play will be immediately brought into their classroom and roll taken to insure all are accounted for.
- Staff and children will stay in the facility until *the person in charge* gives other directions.

MISSING CHILD

In the event a staff person identifies a child as missing, that staff person will immediately notify *the person in charge*.

The *person in charge* will immediately verify the child is not in any of the care areas, bathrooms, closets, utility rooms, playground, etc.

If the child is not found in the facility, *the person in charge* will

- Call Jacksonville Police Department at 501-982-3191.
- Call the child's parent or guardian. If the parent or guardian is not reached the emergency contact persons on the child's enrollment form will be called. Attempts will be made to contact the child's parent or guardian; or emergency contact, until one of them has been contacted.
- Ensure that all other children, who are supposed to be there, are verified to be in the facility.
- Staff will insure each child in their care is in the indoor care area with them pending further direction.
- Cooperate with law enforcement in the search for the missing child.

The person in charge will call Child Care Licensing to be notified at 1-800-445-3316, after the safety and accountability of the other children has been insured and the parent and law enforcement notifications have been made.

Memorandum of Understanding
Between
(Ethel's Educational Express Child Development Center, LLC)
And
(1400 Marshall Road)
Calendar Year 2020
January 1, 2020 to December 31, 2020

I. Parties

This constitutes an agreement between **(Ethel's Educational Express Child Development Center, LLC)** hereafter known as Party A and **(1400 Marshall Road)** hereinafter known as Party B and collectively referred to as the Parties, for the purpose of temporary shelter.

II. Purpose

Pursuant to this agreement, the Parties will cooperate to provide temporary shelter for children and staff of Party A in the event of a disaster/emergency situation in which Party A would need to evacuate their facility.

III. Responsibilities of Parties

Ethel's Educational Express Child Development Center, LLC:

- (a) It is the responsibility of Party A to notify Party B in the event the need for shelter should arise.
- (b) Update the agreement on an annual basis.
- (c) Keep Party B informed of any changes to Party A's evacuation plan.
- (d) Notify Party B if enrollment should increase.

1400 Marshall Road:

- (a) Party B agrees to have a person available for contact to allow access to the building to be used as shelter by Party A during the hours of 6:00 AM to 5:00 PM Monday through Friday.
- (b) It is the responsibility of Party B to notify Party A should they no longer have control of the relocation building, or other circumstances arise which prohibit use of the building by Party A.
- (c) Should Party B choose to cancel agreement, a thirty-day written notice is required.

IV. Contacts:

The contacts of each party to this agreement are:

(Ethel's Educational Express Child Development Center, LLC)

Point of Contact Ethel Knight/LaKindra Boyd
Title Owner/Director
Telephone 501-747-8713/501-241-1172
Fax 501-214-7838
Email ethelseducationalexpress@mail.com

(1400 Marshall Road)

Jacksonville Police Department
1400 Marshall Road
501-982-3191

Dear Parent:

This letter is to make you of our concern for the safety and welfare of children attending *Ethel's Educational Express Child Development, LLC*. Our Emergency Plan provides for response to all types of emergencies. Depending on the circumstance of the emergency, we will use one of the following protective actions:

- *Immediate evacuation* - Students are evacuated to a safe area on the grounds of the facility in the event of a fire, etc.
- *In-place sheltering* - Sudden occurrences, weather or hazardous materials related, may dictate that taking cover inside the building is the best immediate response.
- *Evacuation* - Total evacuation of the facility may become necessary if there is a danger in the area. In this case, children will be taken to the relocation facility at *1400 Marshall Road (the Jacksonville Police Department)*. There will also be a notice posted on the entrance to *(Ethel's Educational Express Child Development Center, LLC)* providing information on the relocation site.
- *Modified Operation*, May include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems (such as utility disruptions) that make it unsafe for children but may be necessary in a variety of situations.

Please listen to *(KDJE 100.3FM, KSSN 96 95.7 FM, KABF 88.3 FM, KDIS 99.5 FM, and WBGO JAZZ RADIO 88.3 FM)* for announcements relating any of the emergency actions listed above. Communications via daycare software should be received as a notification/alert to your mobile device.

We ask that you not call our main number during the emergency. Our staff will contact you, or other emergency contacts identified by you, in the event the children and staff are relocated or if there are injuries. The contact with you, or the other emergency contact, will be at the numbers provided by you. We encourage you to periodically update the contact information to insure we have you listed correctly.

You may call 501-747-8713 to reach a member of our staff. We ask for your patience in that effort since we will be ensuring the safety of all the children and will take any calls as they are received.

I specifically urge you **not** to attempt to make different arrangements during an emergency. This will only create additional confusion and divert staff from their assigned emergency duties.

A copy of our Emergency operating procedures may be viewed at any time at our facility. It is located near our front door. This plan is updated on an annual basis, as is required by our licensing agency.

Sincerely,
Mrs. Ethel Knight

**ETHEL'S EDUCATIONAL EXPRESS
CHILD DEVELOPMENT CENTER,
LLC**

CHILDREN AND STAFF

HAVE

RELOCATED TO

**JACKSONVILLE POLICE
DEPARTMENT**

**1400 MARSHALL ROAD
JACKSONVILLE, AR 72076**

BOMB THREAT CHECKLIST

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb?
7. Why?
8. What is your Address?
9. What is your name?

EXACT WORDING OF BOMB THREAT:

Sex of caller: ____ Race: ____

Age: ____ Length of call: ____

Telephone number at which call received: _____

Time call received: _____

Date call received: _____

CALLER'S VOICE

- | | |
|--|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Angry |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Loud |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Slow |
| <input type="checkbox"/> Rasp | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Distinct |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Whispered |
| <input type="checkbox"/> Ragged | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Clearing Throat | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Deep Breathing | <input type="checkbox"/> Cracking Voice |
- Familiar (If voice is familiar, who did it sound like?)

BACKGROUND SOUNDS

- | | |
|--|---|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Crockery |
| <input type="checkbox"/> Clear | <input type="checkbox"/> Animal Noises |
| <input type="checkbox"/> Static | <input type="checkbox"/> PA System |
| <input type="checkbox"/> Music | <input type="checkbox"/> House noises |
| <input type="checkbox"/> Local | <input type="checkbox"/> Long Distance |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Office Machines |
| <input type="checkbox"/> Booth | <input type="checkbox"/> Other (Please Specify) |

BOMB THREAT LANGUAGE

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> Well Spoken | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Message read by threat maker |
| <input type="checkbox"/> Taped | <input type="checkbox"/> Irrational |

REMARKS: _____

Your name: _____

Your Position: _____

Your telephone number: _____

Date checklist completed: _____