



Wellspring Early Learning Center Parent Handbook

Vision: Every childhood overflowing with fun, discovery, and love.

Mission: We recognize the family as the best environment to cultivate the life of a child. Therefore, it is the mission of Wellspring to replicate a nurturing home setting that supports the wholistic development of every child. We invite you to come grow with us!

Wellspring Early Learning Center
531 Vanosdale Rd
Knoxville, TN 37909
865-357-8275 (main center phone number)
865-214-7290 (after-hours; text or call)

Classes, Schedule & Attendance

Wellspring is a full-time, DHS-Licensed, smoke free, Child Care Center. Our operating hours are Monday-Friday 7:30 am – 5:30 pm. During the school year, Wellspring is open for afterschool care from 2:40 pm – 5:30 pm.

Regular attendance is important for children to receive the most benefit from our program. It is also our goal to provide stability and consistency as much as possible for each individual child. We aim to always maintain positive relationships with the children and families of our center. Children are expected to attend regularly.

Arriving at approximately the same time every day helps your child know what to expect and makes drop-offs much easier. **We strongly recommend and encourage parents to have all preschool children at our center by 9:00 am each day they are scheduled to attend.** This ensures your child receives the full range of activities we have planned and helps keep all children on a consistent schedule. Children who are signed-in by 8:00 am will be served breakfast. Bringing your child in too close to lunchtime or nap time can be disruptive and difficult for the child, teacher, and the rest of the class. Children need to be fed lunch if they arrive after our scheduled lunch time, due to a late morning appointment, family event, etc.

*If your child will be arriving later than 9:00 am, please inform the Director or Teacher before 9 am. Children **may not** be checked in during rest time, as this is disruptive to the rest of the class.

It is at the Director's discretion to arrange a meeting with the parents/guardians and discuss alternate options if a child is consistently brought in late to our program or at times when it is disruptive to the child or rest of the class. As much as possible, please be sure that your child is well rested and ready for a busy day at school. If your child “sleeps in” at home, and arrives later, it is often difficult for him/her to nap when the rest of the class is napping. This disturbs the children in the nap room. Keeping your child on as consistent a schedule as possible – even on the weekends – makes it easier for your child to participate fully in the activities at Wellspring.

Arrival, Departure & Security

- Our center is open from 7:30 am- 5:30 pm Monday through Friday. Please do not bring your child into the school prior to 7:30 am. Teachers arrive a few minutes early to prepare the school for the children. They are unable to supervise any children until 7:30 am.
- Wellspring does not assume responsibility or liability for any activities of the children while they are with parents/guardians on the premises.
- Children will only be released to persons who are authorized to pick up the child. The list of authorized individuals is found on the ProCare parent portal and can be updated there. We encourage you to add photos of anyone authorized to pick up your child so that our staff can easily identify them. Please instruct anyone who is permitted to pick up your child to always have their ID on them, as staff will verify them until they are familiar.
- The safety of the children is always our primary concern. We will not release a child to someone who appears incapable of safely caring for the child (intoxicated, under influence, erratic behavior etc.). In the instance that this occurs, we will call someone else from the pickup list to come pick up the child.
- Proper transportation is expected, based on compliance with car seat laws in the state of TN.
- Children must be signed in and out by an authorized pick-up contact. Signatures must include the first and last name. Requiring a legal signature is a DHS regulation that Wellspring is required to uphold, or be penalized.
- Children may not enter the school unaccompanied. All guardians must sign their child in/out upon arrival and pick up. A parent/guardian/adult over the age of 18 must sign the child in or out; younger siblings, cousins, friends, etc., are not permitted to enter the building and facilities unaccompanied.

Late Pick Up Fees

- Children should be picked up no later than 5:30. A late pickup charge of \$5.00 plus \$2.00 per minute per child will be charged for each late pickup. (Example: Pickup at 5:32 pm results in a charge of \$9.00; \$5 late pickup charge plus \$2.00 for each minute.) Consistent late pickup may result in services being terminated, at the discretion of the Director & Ownership. Once a parent or approved pickup person is 60 minutes late and has not contacted Wellspring management, we will be obligated to call the Tennessee Department of Child Services hotline to report the incident and request their assistance.

If early pickup is requested, late pickup charges will also be assessed if a parent is more than an hour late.

Registration, Tuition and Fees

- Registration and all forms must be completed before your child attends.
- An annual supply enrollment and facility fee will be assessed at \$125 per child with a max amount \$250 per family. This will occur at the time of registration and every June.
- A preliminary visit to Wellspring is required by at least one parent/guardian. ** Due to COVID and health/safety protocol, a virtual tour and session with the Director may be considered the necessary preliminary visit for registration requirements. **
- For every child older than 15 months, there may be a "Discovery Period" at the beginning of enrollment. This is a no commitment, introductory period to determine if things are a good mutual fit for Wellspring and the newly enrolled child/family. This discovery period is a minimum of two weeks, and no longer than the second billing cycle. Wellspring or the family can decide to part ways during the discovery period without notice. Any billing will not be prorated or reimbursed, and no further payments or advanced notice will be required from the family.
- A ten (\$10) dollar fee will be assessed to parents every time a sign in/out signature is not completed or correctly completed. Both first and last name reflecting the legal signature found on their license are needed.
- Not properly signing-in or -out a child will result in a \$10 fee per incident.

Tuition

Tuition for the program will be set up as an automatic ACH withdrawal on the 1st and the 15th of each month via ProCare. Rates are reflected on a weekly basis and are subject to change. Tuition pricing is based on the classroom the child is assigned to. Children are typically grouped into classes based on the year the child will go to kindergarten. Children attend kindergarten the year they turn 5 on or before August 15th. For example, a child born on 9/30/2021 will normally start Kindergarten in August of 2027. Please see the website for current prices.

- \$360/week – Infant/Young Toddler – Little Peeps
 - \$330/week - Toddlers – Bear Cubs & Squirrels
 - \$310/week - Older Toddlers/Preschool – Chipmunks & Raccoons
 - \$280/week –Preschool – Beavers & Otters
 - \$270/week – Pre-K – Eagles
 - \$85/week - After School care
 - K-5th Grade (rising 1st-6th) Summer Care TBD.
- Billing statements are accessible via the ProCare parent portal. (Parent Portal Directions: Go to WellspringKids.com and click *Login* on the site menu. This will direct you to enter your credentials. After logging on, you'll be able to run statement reports by clicking the 'Report' Tab).
 - Procure Parent Portal statements will summarize monthly charges and adjustments that will be automatically charged on the 1st and 15th using an ACH withdrawal or credit card. Each bimonthly withdrawal is calculated by taking the weekly tuition rate, multiplying it by 52 (weeks) and then dividing by 24 (withdrawal periods). For example, the ACH withdrawal for a preschooler is \$245 x 52, divided by 24, which equals \$530.83 (plus any other fees or charges). If using a credit card, a 3% fee will be assessed.
 - A \$25 fee will be added if an ACH tuition payment is rejected by the parent's/guardian's bank. If this occurs a second time, the fee will be increased to \$50. Chronically overdue payments can result in a child being dismissed from the center's care and outstanding balances turned over to a collection agency.
 - In the event that an ACH is rejected by the parent's/guardian's bank, the credit card on file will be charged.
 - Credit is not given for days missed due to illness, vacation, or for days that Wellspring is closed due to holidays, in-service days, inclement weather, or sickness.
 - Billing occurs on the 1st and 15th of the month. In the case that the 1st or 15th falls on a holiday or weekend, the effective billing date will be the next banking day. If there is an unpaid balance on the account after the effective billing date, there will be a grace period of 3 business days to pay and thus resolve the outstanding balance. If, by the 4th business day, the account balance is still unresolved or not paid, the child will be refused care until the balance is made current and paid. The parent is still responsible for paying the tuition even for the days that the child was not able to attend due to their outstanding balance.
 - Please do not bring your child to school if you have not paid his/her tuition. If a balance is overdue by more than nine (9) business days, services will be discontinued, and the child's spot will be made available to families on our waitlist. Switching or makeup days are prohibited. Refunds are not given for tuition or registration fees once paid.
 - A 10% discount is given on tuition for second and each additional child of the same family. This discount is only applicable for potty trained children older than 2. Discount is taken from lower tuition rate(s).

Holiday and Closing Schedule

Wellspring will be closed on the following days each calendar year: Labor Day, Thanksgiving and the following Friday, Christmas Eve, Christmas Day, New Year's Day, Good Friday, Memorial Day, and Independence Day. New Years, Independence Day, and Christmas holidays may have additional adjoining days when Wellspring is closed. If a holiday falls on a weekend, a weekday will be chosen for observance of the holiday by the owners. No reduction in tuition fees is given for days Wellspring is closed. These dates are subject to change. The exact dates

will be reflected in the school calendar (on our website Wellspringkids.com) which will be released every year for the upcoming school year (August – August). This calendar will include holiday and in-service closing dates.

Emergency Conditions and Inclement Weather

Emergency conditions, such as severe weather, power outages, or fire, can disrupt operations and interfere with school schedules, as well as endanger children and employees. These extreme circumstances may require closure of the facility. In the event of an emergency or severe weather event, a director or owner will notify you of any closures or changes to operations.

Wellspring will consult Knox County Schools in decisions for closing, early or delayed opening and dismissal for inclement weather, bad driving conditions, or other emergency/safety concerns. Even if Knox County Schools are closed, this does not necessarily mean Wellspring is closed. Our top priority is always the safety of our families and staff. There will be no reimbursements or reductions in fees given for inclement weather closings or delays. Any time an early dismissal is necessary, parents will be notified and expected to pick up their child(ren) within an hour.

Curriculum & Classroom Management

We believe in a hands-on, experiential method of learning for preschool children. We follow the *Experience Curriculum*, which is research based and supports the development of the whole child.

Our teachers will utilize this curriculum to present lessons and activities that allow your children to learn using his/her senses and participation. Calendars listing daily activities may be sent home via the newsletter or app at the beginning of each month.

Supplemental material may be used alongside the *Experience Curriculum* such as Nursery rhymes and songs, prayers of gratitude, the pledge of allegiance or other patriotic materials, age-appropriate Bible stories and all media found at: [Youtube.com/@wellspringkids/playlists](https://www.youtube.com/@wellspringkids/playlists).

Wellspring offers enrichment activities for each student. Examples may include: Math Enrichment, Reading Enrichment, Science Enrichment, Art, Spanish Enrichment, Music and Movement, Story Time, Personal Safety, and Exercise Class! These classes give students some additional reinforcement of information being taught in the classroom, as well as opportunities to receive some “special attention” as they work in small groups with a teacher learning important skills.

Discipline

Our goal is to model and teach children to evaluate situations, understand and be able to express their emotions, and make good choices. We recognize our role in this by offering a supportive and positive environment, where we cultivate mutual respect and care, establish strong relationships with all children, and exhibit positive attitudes and proactive, problem-solving responses. We believe this approach helps children learn coping methods and how to express themselves faster and prevents many behavior problems.

Techniques we use for behavior guidance and management are: setting clear and age-appropriate expectations, positive reinforcement, redirection, fair and realistic consequences, conflict resolution, time away/time out to cool down (for preschool age) and give time to process and determine what they are feeling. Shaming, yelling, negative reinforcement, or physical discipline of any kind is prohibited at our center. The safety and best interest of the children and class is always a priority.

Persistent Aggressive Behavior Policy

(Biting, pushing, hitting and persistent inappropriate behavior)

At Wellspring, aggressive behavior in a child includes biting, pushing, hitting, belligerent disrespect of staff, and anger tantrums that may include throwing objects, spitting, running away from staff, and inappropriate language. This policy addresses procedures to follow when these types of behaviors persist. Biting, pushing, hitting and exhibiting strong emotions are developmentally appropriate among older infants, toddlers and two-year-olds and

are considered a normal phase that many children experience and will eventually outgrow. Some children and many toddlers communicate through these behaviors. Children will regularly test boundaries with staff/authorities while not intending to be disrespectful. However, persistent aggressive behaviors and belligerent disrespect can be harmful to other children and to staff, not to mention unhealthy for the child. This policy, therefore, has been developed to account for both age-appropriate and inappropriate behaviors.

At Wellspring, we understand that aggressive behavior, unfortunately, is a part of a preschool setting. Our goal is to help identify what is causing these issues to persist and work with parents and staff to bring resolution. If the issue cannot be resolved, this policy serves to protect the children that are subjected to aggressive behavior(s). If such an incident occurs, state regulations require that both the parent of the child that demonstrated the behavior and the parent of the affected child be contacted. Names of the children and families are to be kept confidential.

When an incident occurs involving persistent aggressive behavior, our staff's job is to keep the children safe and help the child that bites learn different, more appropriate behavior. We strongly disapprove of any aggressive behavior, but will demonstrate patience, care and understanding while interacting with all children. When addressing these issues, we do not use techniques to alarm, hurt or frighten children. After all children are properly cared for, the child that will be shadowed to help prevent any such incidents. The child will be observed by the teacher(s) to determine what is causing the aggressive behavior (teething, communication, frustration, unresolved conflicts, etc.). The child will be given positive attention and approval for positive behavior.

When aggressive behavior and/or belligerent disrespect persists:

1. If a child inflicts 3 Persistent Aggressive Behavior (PAB) incidents in a one-week period (5 days of school attendance) – where each incident warrants a formal report by Wellspring staff – the child's parents will be called, and the child must be picked up from the Center **immediately**. This is to prevent further incidences and to calm all children involved. A conference will be held with the parents to discuss the child's behavior and how the behavior may be modified.

Important safety concern: If a child defies staff and attempts to exit a classroom or outside gate without permission, or if they attempt to leave their group during a transition, the parent will be called immediately and may be asked to pick up the child for the rest of the day. If this behavior persists, Wellspring management will escalate the response to Step 3 of this section, which includes possible disenrollment.

2. If the child again (a second time) inflicts 3 PAB incidents in a consecutive one-week period (5 weekdays), the child may be asked to take a two-day break from attendance. Furthermore, the Director may develop a behavior management plan in conjunction with parents.
3. If the child again (a third time) inflicts 3 PAB incidents in a consecutive one-week period (5 days of school attendance) the child may be asked to take a one-week break from attendance. However, if it is determined that behavior has become especially excessive or hazardous to the children and/or staff, the parents may be asked to make other day care arrangements, and the child would be disenrolled. Tuition refunds will not be provided if this occurs in the middle of a billing cycle.

If a child, who has been through step 1 and 2 and then goes 3 weeks (15 days of school attendance) without incident, we will go back to step one if the child demonstrates PAB again.

Our goal is to provide an environment that addresses the needs of all children in a safe, loving, and supportive manner, while being mindful of developmental milestones. We understand that these are upsetting behaviors, but we believe that with education, cooperation and patience we can all be supportive of our children as they work through this challenging phase.

Rest Time

The State of Tennessee Department of Education regulations are that a child must have an opportunity to nap in any program open for more than 5 hours. Quality rest and sleep are crucial to the healthy development of all children. All preschool children will have the opportunity to nap at least 1-2 hours each day. Infants sleep more often, as necessary, due to their individual needs; they are allowed to use approved sleep-sacks. (We do not

encourage the use of sleep-sacks once a child has transitioned out of a crib.) Each child is encouraged to sleep during this nap time, however infants and children will be provided sleep on demand. Children who do not nap or take shorter naps may do quiet activities after a state-required period of at least 30 minutes (ideally 60 minutes) of reclining rest time.

It is important that your child is not continually disruptive during rest time. We encourage parents to have a similar schedule when the child is at home, to allow for more consistency for rest/nap time.

Diapers/Toilet Training

- All diapering, potty training, or toileting times are managed in a clean, safe, and appropriate way.
- Parents will discuss diapering or potty training their child with the child's teachers.
- Parents will supply diapers and wipes for all children until they are potty trained and no longer need those items. Teachers will communicate when diapers or wipe supplies for the child are low and need to be replenished.
- A positive, relaxed environment and approach will be used by all staff at Wellspring for diapering and potty training. Punishments, shame, or any other negative treatment are not part of our care.

Mealtimes

If your child has any food allergies, please make sure that the Director and staff are aware of them.

- Our goal at Wellspring is to provide a healthy and balanced offering of foods daily. Breakfast, lunch, and an afternoon snack will be provided for all preschool children. An afternoon snack will be provided for afterschool children.
- A weekly or monthly meal and snack calendar will be posted and accessible to all parents.
- No outside food shall be brought into Wellspring. Parents may work with the Director to get approval to send in a packed lunch for their child due to allergy or health needs. Please provide a religious exemption form or a doctor's note. Please send in food that can be kept in a lunchbox in class and conforms to CACFP standards. (Ask a director if you're unfamiliar with this regulatory requirement)
- All eating opportunities at Wellspring should encourage and promote a *positive attitude* towards food and nourishment. Family style dining will be used to offer language opportunities and social interactions.
- Milk or water is offered at each meal as per our food program guidelines. If your child is allergic to milk or will not drink dairy milk, please get in touch with the Director and bring a doctor's note so accommodation can be made.

Items from Home

- Parents should provide a small nap blanket for children, to be taken home and washed at the end of every week or more frequently as needed. Your child may bring one **small** stuffed animal to sleep with while at Wellspring.
- Please always make sure your child has a spare set of clean clothes at Wellspring. The younger children may need two sets of clothing. Keep in mind that these outfits will probably need to be checked every couple of weeks to make sure they still fit your child. Please label items with the child's name.
- Please do not send anything of value to Wellspring. We do not assume responsibility for items sent in or lost while at our facility or in our care.
- Please do not send or allow your child to bring anything such as toys or gadgets to Wellspring.
- Jewelry such as necklaces, bracelets, rings are prohibited as they can become safety issues.

Outdoor Play and Dress Attire

- Outside exploration, play and nature time are crucial elements to our program. Children will experience multiple outdoor play opportunities daily if the temperature is above 32 and below 95

degrees with wind chill and heat index factored in.

- You will need to provide sunscreen for your child if needed. Please ensure bottles are clearly labeled with your child's name and date of expiration. Sunscreen is considered toxic and must be kept locked up and inaccessible to children in our classrooms. Please don't send spray-on sunscreen, but cream.
- Please make sure your child is prepared to play outside in the appropriate weather conditions. Gloves, hats, and a coat are necessary during colder weather. If a child is dropped off without adequate or appropriate clothing, a parent or guardian will be called and expected to bring clothing by in a timely manner.
- Your child should be dressed in clothing that is comfortable each day. Keep in mind that we are very hands-on, and children may often come home with remnants of play and activities on their clothing. Tennis shoes are recommended for daily wear. Closed-toe, closed-back shoes are a requirement with DHS licensing. Children cannot wear sandals while at school.
- Please bring a complete change of clothing (including socks) to be left at school for your child in a zip lock bag labeled with his/her name. During toilet training for younger children, a second extra outfit may be needed. If a soiled clothing item is sent home with your child, please send a replacement outfit the following day. If your child needs extra clothing and we do not have it on hand at Wellspring, a parent/guardian will be called and asked to bring it or to pick up the child.

Disenrollment & Withdrawal Policies

We provide care designed to support children's growth and to challenge them to learn, as individuals with unique personalities and learning styles, and collectively to be able to succeed in a diverse and ever-changing world. We serve a diverse community and recognize that each family is different and holds their own standards and expectations for what a program should look like. Most families will view their child's enrollment at our facility as a privilege, adhere to and uphold our policies, and contribute in the partnership to support a positive experience for all. Most children will adjust to the new environment and begin to feel "at home" over time.

Our goal is to always work toward a positive solution when possible. Acting in a timely, thoughtful, and well-communicated manner is especially important to us. Open and honest discussion between the parents, teachers, Director, and child are necessary to frankly discuss the issue, come up with a positive and proactive plan, adjust expectations if needed, and move forward. Continued communication and progress check-ins will be a priority. Wellspring may recommend professional guidance and help if needed or provide professional literature for assistance.

We recognize that in some cases, continued enrollment is not in the best interest of the child, family, or Wellspring. Wellspring will try to give plenty of notice and time for the family to make other childcare arrangements. The following situations may justify a child and the family's dismissal from our center:

- Child is unable to adjust or thrive in the program after a reasonable amount of time and effort by parents and staff
- Exhibiting threatening or humiliating treatment of -- or abuse of any kind -- staff, children, or others in the center setting
- Continuous disruptive behavior that is not modified by attempts made to help the child adjust and respond in an appropriate manner
- A parent/guardian fails to abide by licensing or center policies or requirements
- Non-payment of tuition or overdue balance
- Consistent late pick-ups or too early drop-offs
- Failure to complete required forms in allotted amount of time
- Loss of trust, communication or disintegrated relationship between family and the school

Please understand that threatening, abusive, intimidating, dangerous, or humiliating behavior by a child or

parent/guardian may necessitate immediate dismissal and termination of services.

Expulsion Policy

Step 1 - Parent/Director Meeting – A behavior plan will be discussed and signed. Communication will continue between parents and director about how the plan is working. Revisions will be made based on how the child responds. Our goal is to partner with parents to help children learn acceptable ways of behaving while at school. At this step, an outside referral may be made to outside agencies to support the child. Step 1 is typically initiated within two days of the incident and should conclude within two weeks of being on the behavior plan with the child showing improvement. An outside referral may extend this timeframe.

Step 2 - Suspension from school – If the child's behavior is not improving and/or a second similar incident occurs, Wellspring may suspend the child from school for 1-2 days. If the child's behavior is severe or poses a risk to themselves or others, Step 1 may be skipped and the parent meeting and suspension may occur concurrently. Step 2 is typically initiated within one day of the incident with necessary revisions to be made to the behavior plan at the parent meeting. Once the child returns from suspension, a one- to two-week evaluation period will be observed to ensure the child is demonstrating proper behavior. If this does not occur, the process will move to Step 3.

Step 3 - Disenrollment from school – If the child's behavior is not improving after following Step 1 & 2, the child may be disenrolled from the school. The timeframe for this to take place is anticipated to be one to three weeks.

Teamwork for Change and a Positive Solution

Our goal is to work as a team with families to address any issues that may occur. If concern arises about a child's behavior or other circumstances, our staff or Director will work to discretely inform the parent/guardian immediately. A conference time may be set to discuss an action plan together and establish clear communication and rapport. The staff will problem-solve in a proactive way and utilize a variety of options to help the child. Some potential avenues are as follows :

- Ideas for environment, daily structure, or transition and routine changes that may be needed
- Behavioral redirection
- May include input from Child Care Resource & Referral (CCR&R) personnel or DHS licensing agents
- Literature or other support resources for the teacher and family to discuss together
- Professional consultant or assessment

Withdrawal Procedure

When you are planning on withdrawing your child from our center, please send an email with a subject of "Notice of Withdrawal" to Director@wellspringkids.com. The director will then acknowledge your request and work to identify the exact date that will be the last day of enrollment. Once notice is given, a full billing period must elapse before the child can withdraw. Billing is broken down into two monthly billing periods. The first billing period is the 1st – 14th and the second billing period is the 15th – last day in the month. If notice is given during the first billing period of the month, then the child's last day will be the last day of the month. If notice is given during the latter billing period, the child's last day will be at the end of next month's first billing period (i.e. the 14th). For example, if notice is given on the 28th, then the child's last day will be the 14th of the next month. Or if notice is given on the 8th, then the child's last day will be the last day of the same month. In summary, once notice is given, a full billing period must pass before the child can withdraw. By enrolling your child and signing required documents, you have agreed to our payment and withdrawal policies.

- **Parents are responsible for paying the full month of tuition (even if child is not attending) if a notice is not given.**

Illness Policy

A clean, healthy environment is extremely important to us. Please be considerate of the health of the staff and other children in the program and do not send your child to our center while ill. Often a parent may use a fever reducing medication then drop off their child for a day. This often masks the fever which becomes apparent later

in the day requiring the parent to come pick up the child. The staff and children at Wellspring appreciate and benefit from your child staying home until the illness has passed. Parents should also keep siblings that attend Wellspring at home until all children recover or are cleared by a medical provider with note. This will help to ensure that illnesses remain contained within your household. Thanks for your help with this. No reduction in fees will be given for sick days. It is important to have back-up care on hand for days when your child is sick and cannot attend Wellspring.

Please keep your child and any siblings at home if they are experiencing any of the following:

- A fever of 100 degrees or higher
- Excessive nasal or sinus drainage
- Respiratory distress
- Vomiting or diarrhea
- Unable to participate in normal daily activities due to not feeling well (unusually tired, pale, lacking appetite, disoriented, etc.)
- Face or body rash
- Lice and/or nits
- Eye drainage
- Sore throat, swollen glands nits
- General appearance or behavior of being sick

Please keep your child(ren) home until they have been free of symptoms for 24 hours without any sort of fever or symptom management medication. Directors may send your child home if the included (but not limited to) above items are observed.

A doctor's note will always be required before returning to Wellspring for lice, internal or external parasites, contagious rashes, or other chronic or extremely contagious symptoms or illnesses. A doctor's note may be required for other illnesses or symptoms besides the above listed before allowing your child to come back to Wellspring at the Director, or Assistant Director's, discretion. As mentioned above, this also applies to siblings that attend Wellspring.

Please keep children home and under close supervision for at least 24 hours after receiving vaccines or shots.

If your child's classroom is closed down, the time while the classroom is closed will not be refunded from tuition. A classroom may be closed as a result of children or staff being exposed to some illness requiring a significant number of them to be out sick or out on quarantine. During covid and times in recent past, staffing has become an issue for much of the childcare industry. A classroom may also be closed if there aren't enough staff to maintain proper ratios. Wellspring will work hard to avoid closing down classrooms whenever and however possible.

Injuries

Even in a safe environment, children will at times sustain injuries during play and normal daily activities. An incident report will be filled out by the child's teacher, signed by a parent/guardian, and kept in the child's file for all accidents and injuries discovered by the staff while in our care. If your child is injured and requires more care than we can administer with minor first aid, a parent/guardian will be called.

Allergies

In the case of **severe** allergic reactions, parents/guardians will be notified as soon as possible. The doctor on file would be contacted immediately, and if warranted, the child would go to the hospital. In most cases the allergy would have already been diagnosed with the director and parent already having established a plan in the case of a severe reaction. In the case that it is an unknown allergic reaction, the child's doctor would be called immediately and depending on severity may go directly to the hospital.

Medication

Wellspring does not administer medication. Although sick children are not allowed in care, we understand that administering a medication may be required for other reasons. If your child is under a doctor's care and requires daily prescribed medication during school hours a legal guardian/parent will need to come and administer the medication at the necessary times.

Staff

Wellspring places high priority on employing quality teachers and staff who go above and beyond. We believe a quality center starts with exemplary staff! Rest assured that we will have high expectations and support our staff to success.

All of our staff and teachers will:

- Pass a criminal background check
- Receive training in First Aid and CPR (many are certified)
- Be trained on DHS and center policies and regulations
- Receive all state-required training courses for individual age groups, safety, health, curriculum development, communication and more.
- Be observed and monitored for developmentally appropriate best practices and good rapport with children.

We expect and encourage our staff to obtain additional trainings beyond what is required to help support their growth and ensure they are superbly equipped.

Parent Involvement and Communication

We believe that parental involvement and contribution is incredibly important! We strive for and value a healthy, open, and professional relationship with each family through respectful, two-way communication. We offer many avenues and resources for staying up to date and involved, including daily conversations, notes sent home, conferences, newsletters, ProCare reminders, classroom postings, calendars and more.

If you need uninterrupted time with your child's teacher or the Director, please schedule a short conference or meeting time. Staff must always have their attention on the children and activities in the class and cannot divert attention for an in-depth discussion during this time. Your ideas, feedback, and concerns matter to us, and we do want to speak with you on these things. Due to confidentiality laws, we cannot discuss any situation involving a child with anyone other than their parents/guardians.

Specialized Services

We utilize various activities, interactions, and curriculum to stimulate and enhance the learning process of children. When faced with developmental challenges, parents may arrange for professional, non-childcare agency staff to provide specialized services (e.g., speech therapy, occupational therapy, behavioral therapy) to help observe, identify, and address learning challenges. The provision of specialized services shall be conducted only by individuals who hold the appropriate license or certification and with written permission by the parent/guardian and shall be documented in the child's record. Parents are to be aware that specialized service professionals may be in their child's classroom observing or assisting another child and give permission for this to occur.

Technology and Social Media

Your child's privacy is important to us. We will never use images or media of any kind for public usage without permission. Part of our efforts to communicate with parents will include pictures from time to time via the Procare App. This is a great way for you to see things your child and their classmates are doing during the day and feel more connected.

Privacy Regarding Photographs, Video & Audio Tapes

- In consideration for being allowed to photograph, videotape or audio record your child on company property, you shall only use such recording for lawful and private home use, and will not publish, publicly display, or sell such recordings. Written permission must be obtained before capturing any image of the other children in the school or staff.
- Wellspring staff will not publish, publicly display, sell, or distribute any photos, videos, audio tapes, of children taken while on our premises during our operating hours to any person, media, group, or outlet.

Television and Media

All media used at Wellspring will be age appropriate. If movies are shown for holidays or special celebrations, they will be rated “G”. We believe in hands-on instruction and play, and media will not be overused while at our facility.

Stay Connected

- Follow our Facebook page “Wellspring Early Learning Center” (<https://www.facebook.com/WellspringEarlyLearningCenter>)
- Email is: Director@wellspringkids.com
- Primary communication through the Procure app
- Wellspring Parent Calendar – Found at the bottom of Wellspringkids.com

Wellspring Baby-sitting Policy

To maintain the professional status of Wellspring staff and prevent any potential conflict of interest, our employment policy dictates that staff will not baby sit Wellspring affiliated children. As a parent we ask you to respect this policy by not asking for baby-sitting services from staff.

Birthdays at Wellspring

Wellspring looks forward to celebrating and acknowledging holidays and your child’s special day! Please remember that we only allow parents to distribute birthday or other party invitations at Wellspring if **ALL** children in the class receive one.

If you want to send in something special for the teacher to distribute to the class to celebrate your child, please check with the Director first. If you’d like to bring in a food item, it will need to be store bought and sealed. Mini cupcakes or something similar will be served during afternoon snack. Please keep in mind that there may be allergies in the class and to purchase something accordingly. Please reach out if you have any questions.

Record Changes/Immunization Records

Please put any changes to your child’s records in writing and submit it to the Director. Be sure that phone numbers and emergency contacts are correct and updated as needed. A current and updated official copy of Immunization Records must always be on file.

Parents are responsible for giving the Director the updated copies every time the child has any shots. When immunization records are not up-to-date, parents will be given 2 weeks to provide the updated form. Discontinuation of care will occur if this form is not on file within that time period.

Emergency Guidelines

As a childcare provider, we are required by the Department of Human Services to prepare a written Disaster Preparedness Plan. In the event of a disaster such as fire, flood, earthquake, severe storm, tornado, utility failure, nuclear accident or war, this plan would help to minimize injury or loss of life to staff and children.

*If at any time we need to evacuate our building for safety, we will go to the neighboring facility, West Hills Presbyterian Church located at 7600 Bennington Dr NW, Knoxville, TN 37909.

A copy of our Emergency Plan will be provided to you upon request. If you would like to look at the Emergency Plan at any time, it is available in the office. Each classroom will have a posted emergency exit plan and route.

The Tennessee Emergency Management Agency suggests having supplies on hand to provide care for at least 24 hours following a disaster. We have an Emergency Supply Box which contains the following items:

Bottled water/First Aid Kit	Non-perishable food/Diapers
Plastic bags for disposal	Paper supplies/Gloves
Flashlight/batteries	Blankets

Child Abuse/Personal Safety Curriculum

Wellspring Early Learning Center will not tolerate child abuse in any form: physical, verbal or sexual. We are a mandated reporter of any suspected child abuse. All employees and parents are required to immediately report any suspicions of child abuse or neglect to the DCS Child Abuse Hotline (877-237-0004).

Tennessee Law (TCA 37-1-603) mandates that every licensed or approved childcare facility in Tennessee provide annually a Personal Safety Curriculum for enrolled children. This program must be presented to 3-, 4- & 5-year-old children. The curriculum that we use is available at the front desk. The purpose of this program is to assist young children in developing the following competencies:

- *self-awareness, self-esteem, and self-assertiveness
- *communication skills
- *problem-solving and conflict-resolution skills
- *knowledge of safety rules
- *knowledge of adult friends who can assist them in dealing with feelings, problems, and situations which may be dangerous to them

This curriculum is **not** sex education. It is a curriculum designed to give your child information and skills to prevent or handle a potentially dangerous or abusive situation. The curriculum taught (either Growing Up Safe and Strong used in Keeping Kids Safe curriculum, or another state approved equivalent) is available at Wellspring for review at any time. Ownership will work to ensure these topics are modeled and taught professionally.

Security System and Cameras

Our facility may use a security system to monitor the premises through several means such as motion detection and cameras to record audio/visual in various locations. This is for the safety of your child and our teachers.

End of Handbook

(Revised June 2025)

Please sign each line below:

_____ I have received a copy of the Wellspring ELC Handbook. I have thoroughly read through all policies and agree to abide by them. See Wellspringkids.com for the latest download of the parent handbook.

_____ I agree to Wellspring ELC's tuition, fee, and payment plan. I understand failure to pay on time may result in discontinuation of services. The latest prices can be found on Wellspringkids.com.

_____ I understand that a written director acknowledged notice is required for withdrawal, and that I will be responsible for payment of the following full billing cycle even if my child does not attend during that time.

_____ I give permission to Wellspring ELC to apply moisturizing lotion, diaper ointment/cream, bug spray, and sunscreen to my child/children & I understand I am responsible to keep unexpired sunscreen stocked for my child's use.

_____ I have completed a pre-enrollment tour. (May be virtual)

_____ I am giving my permission for my child to learn additional supplemental materials outside the main curriculum. Nursery rhymes, prayers of gratitude before meals, the pledge of allegiance or other patriotic materials, age-appropriate Bible stories, and media found on the Wellspring YouTube channel may be incorporated into daily life and curriculum. ([YouTube.com/@wellspringkids/playlists](https://www.youtube.com/@wellspringkids/playlists))

_____ I am aware that Wellspring ELC will be teaching the personal safety curriculums (required by DHS) to my child/children. I give Wellspring ELC permission to do so & agree that I have been provided the opportunity to review the curriculum kept on site at Wellspring ELC's front desk.

_____ I have read and understand Wellspring's expulsion policy.

_____ I understand that my child will not be released to anyone whose behavior is considered to be "at risk" by staff. My emergency contacts and/or 911 (in extreme situations), will be called if necessary, to prevent transportation of my child with any person who appears to be intoxicated, under the influence of drugs, or otherwise deemed unable to safely transport child.

_____ I have received the summary of licensing requirements for childcare agencies and can find them at Wellspringkids.com.

_____ I hereby authorize the transfer of my child's health record to the hospital listed on record in the event of an emergency.

_____ I grant Wellspring ELC permission to transport my child(ren) to the hospital in case of a medical emergency.

_____ I authorize the emergency contacts, physician and hospital as specified on my ProCare parent portal, and/or Wellspring ELC staff to provide any emergency care necessary for my child.

_____ I recognize I am responsible for keeping up to date information on ProCare regarding emergency and pickup contacts. I authorize anyone listed as a pickup contact to be able to check out my child from Wellspring ELC.

_____ I respect and support the illness policy at Wellspring ELC and will not bring my child to school until they have been symptom-free for 24 hours prior to returning.

_____ I understand that I am responsible for providing up to date information about any medical accommodations that may be needed for my child's care.

_____ I understand that no parent handbook can anticipate every circumstance or question about policies. As Wellspring Early Learning Center changes, the need may arise to change policies described in this handbook. I understand that Wellspring reserves the right to revise, supplement, or rescind any policies or portions of the handbook from time to time as it deems appropriate in its sole and absolute discretion. As soon as practical, Wellspring will notify all customers of such changes. This Parent Handbook supersedes any previous Employee Handbook.

_____ I authorize and understand that while at Wellspring ELC, photographs or video/audio of my child and/or classmates will be taken. I understand that my child may appear in photos sent to their classmate's parents. Wellspring maintains a security system onsite and additionally shares regular communications with me and parents via the ProCare App. This is a way for parents to stay informed and feel a part of their child's day.

_____ I understand the Wellspring ELC privacy policy in regard to photos, videos, audio, or any other type of media in regard to my child and other children at the center. 'In consideration for being allowed to photograph, videotape or audio record your child on company property, you shall only use such recording for lawful and private home use, and will not publish, publicly display or sell such recordings.'

Printed Name of Legal Guardian and Today's Date

Signature of Legal Guardian