

**GENERATIONS**  
**LEARNING CENTER**

**Parent Handbook**

**2024-2025**

# Table of Contents

Mission Statement .....	Pg. 3
Philosophy .....	Pg. 3
Teaching Philosophy .....	Pg. 3
Admission Policy .....	Pg. 4
Enrollments .....	Pg. 4
Waitlist .....	Pg. 4
Requirements for Enrollments .....	Pg. 4
Arrival/Dismissal .....	Pg. 5
Late Pick-Up Policy .....	Pg. 5
Safety & Security .....	Pg. 5
Pick-Up/Drop-Off .....	Pg. 5
Safety Plan .....	Pg. 5
Behavior Management .....	Pg. 6
Parent Communication .....	Pg. 6
Parent Portal .....	Pg. 6
Written Plan of Transitions .....	Pg. 6
Monthly Tuition .....	Pg. 6
Tuition Cost .....	Pg. 7
Lunch & Snacks .....	Pg. 7
Meal Plan Cost .....	Pg. 7
Daily Needs .....	Pg. 8
Health & Safety .....	Pg. 8
Medications .....	Pg. 9
Potty Training .....	Pg. 9
Disenrollment Policy .....	Pg. 9
Child Abuse Prevention .....	Pg.12
Gold Sneaker Program .....	Pg.12
Thank You Message .....	Pg.13

# Generations Learning Center

*Train up your child in the way he should go and when he is old,  
he will not depart from it. Proverbs 22:6*

## **Mission Statement**

Generations Learning Center is dedicated to providing a Christ-centered environment where children are cared for the way Christ cares for the Church. We aim to nurture the “whole child” by providing organic as well as teacher directed learning experiences in the areas of spiritual, physical, social, emotional and intellectual development. Children are encouraged to be independent thinkers and lifelong learners. Generations Learning Center delivers experiences that enhance self-esteem which is essential in the adjusting, exploring, and growing of child development.

## **Philosophy**

At Generations Learning Center, we believe that children learn best by being in a loving environment. We believe that if the basic needs of a child are not being met, the child cannot learn. That is why we are dedicated to all aspects of the child’s growth. Through developmentally appropriate practices, all children will be engaged in their own learning. Teachers at GLC are facilitators of exploration and discovery starting with the infant class. Each child will be loved and nurtured no matter where they are on their journey of growth.

## **Teaching Philosophy**

Our teaching philosophy at Generations Learning Center is to establish a safe, warm, nurturing environment that stimulates a child’s natural interests and helps children develop autonomy, self-esteem, self-discipline, self-regulation, communication skills, and a passion for learning that stretches into adulthood. At GLC, we incorporate the philosophies of Maria Montessori, Jean Piaget, and Reggio-Emilia. We believe that children are more likely to be engaged in environments that are set up in such a way that are powered by the children. This type of environment originates from the interests of the child and is framed by the teacher. We believe that children can reach their full developmental capacity by constructing their own knowledge through inquiry play in both large and small group settings as well as through one-on-one teacher directed activities. We also believe that children learn best through repetition, routine, and saturation. We strongly encourage children to communicate their individual interests to us and from there, we can set up an environment, task, project, or center that is specific to their interests. We want each child to be constantly involved in structured, hands-on, natural indoor and outdoor environments that are set up specifically for different social, emotional, physical, and academic skills. We believe children should be given choices each day to engage in both indoor and outdoor activities using different educational manipulatives that stimulate different senses and meet each child's learning needs.

## Generations Learning Center

### **Admission Policy**

All parents seeking to enroll their child in Generations Learning Center must complete an online application found on our website at [www.generationslearningcenter.com](http://www.generationslearningcenter.com) and then submit a non-refundable, one-time registration fee of \$100 for every child enrolling. Registration fee can be paid by either check or credit card. If you would like to pay with a credit card, go online to our website and click on the INFO tab. Scroll down to TUITION/PRICING and at the bottom of the page, under TUITION PAYMENTS, click on PARENT LOGIN. That will transfer you to a new page where you will REGISTER with YOUR name and choose "GIVE NOW". Once you do that, make sure you "GIVE TO..." GENERATIONS LEARNING CENTER under REGISTRATION FEE.

### **Enrollments**

Admission to the school is open to all children regardless of race, color, national origin, or religion. We use a first come, first serve policy when admitting students. However, priority is given to current GLC families when enrolling siblings. A waitlist will be formed when full enrollment has been reached in the daycare and/or a specific classroom. \*Spaces available in each classroom are based off of the Tennessee Department of Human Services Licensing Rules.

### **Waitlist**

In order to officially add your child to our waitlist, parents/guardians must schedule and complete a tour of GLC and complete an online application found on our website at [www.generationslearningcenter.com](http://www.generationslearningcenter.com). When a space becomes available in a specific classroom, the family at the top of that specific classroom will be contacted and invited to accept a child care spot. If the family accepts the offer, we move to the next step of the enrollment process and your \$150 registration fee is due. If the family, for any reason, declines the spot then we will offer the spot to the next family on the list. Any family that declines a spot will remain on the list in the same sequences unless they request to be removed from the waiting list. At times, we may call a number of families in one day to offer one spot. In this case, the spot will go to whoever accepts the offer first. Your child's first month's tuition will be due 14 days prior to your official start date.

### **Requirements for Enrollments**

All parents/guardians must present a health certificate signed by a licensed physician or health care provider along with their TN Immunization Record before admittance to the school. All parents/guardians must also attend an on-site tour of the facility before their child is enrolled. A signed document will remain on file to be in compliance with the Department of Human Services (DHS).

*Throughout your child's enrollment, please be sure to update all emergency information as needed, including your address, home and work phone numbers, cell phone numbers, email address, any changes in your child's medical information, and any changes to the list of individuals authorized to pick up your child.*

## Generations Learning Center

### **Arrival/Dismissal**

Generations Learning Center's doors will be open from 7:30 a.m. - 5:30 p.m. Monday through Friday. Adults will drop off children in their assigned classroom unless otherwise instructed. Classes may be combined in age appropriate groupings until approximately 8:30 a.m. when each age group will go to their specific classroom. Children can be picked up at the end of the day in their classrooms until approximately 4:00 p.m. where they may combine once more in age appropriate groupings.

### **Late Pick-Up Policy**

*If a student is not picked up by 5:30 p.m. parent/guardians will be charged a late fee of \$5.00 per minute, per child with no cap. Invoice will be billed to the parent/guardian the following business day.*

For those participating in our Shortened Pre-K Program, children will be dropped off in their classroom at 8:30 a.m. and picked up by 3:30 p.m. The same late fee policy mentioned above will apply for any Shortened Pre-K Program student not picked up by 3:30 p.m.

### **Safety & Security**

To secure the safety of your child, the GLC hallway door to the classrooms will only be accessible by a private security code. Private security codes are not to be shared with anybody. Any person on the pick-up list will be required to be assigned their own code in order to gain access to the secured hallway and facilities. There will be no unauthorized access into the GLC hallway. Any "visitor or approved person to pick-up" who does not have a code, will be escorted down the hallway by a staff member.

### **Pick-Up/Drop-Off**

Anyone that is on your approved pick-up list and is NOT listed as the primary guardian will need to be registered as a "Contact" in the "BrightWheel Parent Portal" with a copy of their driver's license attached in the "Child Info Section." Please notify the GLC admin office (by email) with any changes in the transportation of your child. Only authorized persons with a valid ID will be able to pick-up your child. *\*Tennessee state law requires that all children under the age of 9 years, and under the height of 5 feet be placed in a car seat or booster.*

## **Safety Plan**

Generations Learning Center will not, at any point, transport your child unless there is an extreme emergency where an Emergency Service Personnel gives notification to vacate the premises immediately. In the unlikely event evacuation of the site is warranted, the following two locations should be utilized. *\*Location is chosen based on the emergency.*

1. Fourth Avenue Church of Christ
2. At Home retail store - Shopping Center Parking Lot

## Generations Learning Center

Parents/guardians will be contacted by the Director once all children have reached the evacuation site and are safe. They will be notified of the evacuation site and plans for reunification. Staff will remain with children until picked up.

*A detailed **Safety Plan** is given to every parent during the “on-site tour” of our facility. Please reach out to your child's teacher and/or Director for any questions regarding Generations Learning Center’s Safety Plan or to request an additional copy.*

## **Behavior Management**

Positive reinforcement is our main goal in behavior management. Redirection, self motivation, calm-down kits, self-regulation, setting development-appropriate expectations, and leading by example will be our focus. The older classes (ages 3-5 years) will have a specific class behavior system that will be communicated to the parent/guardian by your child’s teacher. Changes will be made depending on children’s interest and needs. Aggressive and/or inappropriate behavior will not be tolerated, and parents/guardians will be notified immediately if an incident occurs.

## **Parent Communication**

Parent-teacher communication is a vital part of your child’s school experience. GLC offers many forms of communication such as an online daily resource called BrightWheel. Parent/teacher conferences will be scheduled at least once a year for students ages 3 and up. Pictures will be taken throughout the day to capture your child’s learning experiences. During operating hours, parents are permitted immediate access to their child. We welcome birthday celebrations, guest readers, and other ways for parents to be involved.

## **Parent Portal**

An email invite will be sent out to every parent/guardian with our BrightWheel Registration once your child officially enrolls. For any questions regarding our BrightWheel Parent Portal, reach out to GLC Administration.

## Monthly Tuition

Monthly tuition is due on the first of each month and is considered late by the morning of the 6th. A 10% late fee is charged on the 6th day of the month if your tuition payment is past due. If payment is not received by the 10th, daycare services will be suspended and disenrollment may be necessary. The child will not be able to attend until payment is made in full. *\*Monthly tuition is non-refundable.*

## Generations Learning Center

All payments can be paid by either check or credit card through ACH draft on QuickSchools. Checks are to be written out to Generations Church with your child's name and tuition month written in the memo line. All checks should be dropped off in the lockbox located in the GLC foyer to the right of the iPad check in station.

Online payments will be made through each student's QuickSchools account. Invoices will be updated on QuickSchools by the 25th of each month. Prior to your enrollment, you will receive an invitation to QuickSchools and directions on how to set up your ACH tuition payment account.

## Tuition Cost

<b>6 Weeks - 2 Years</b>	<b>3 Years &amp; Up</b>	<b>Shortened Pre-Kindergarten Ages 4-5 7:30 a.m. - 3:30pm</b>
5 Days/Week \$1400.	5 Days/Week \$1400.	5 Days/Week \$1,020
3 Days/Week \$ 1080.	3 Days/Week \$ 1080.	
2 Days/Week \$ 890.	2 Days/Week \$ 890.	

\*In order to reserve your enrolled position, your monthly payment will be due and payable even if your child is absent due to sickness or vacation.

***In the event you must withdraw from GLC, we require a minimum of 30 day's notice, in writing, to determine a "withdrawal date" which becomes the official End Of Enrollment. You will be responsible for your PRORATED tuition for any partial month your child is enrolled. This also applies for full time students seeking part time enrollment.***

## Lunch & Snacks

We offer a custom, nutritious lunch program option. This is invoiced at the beginning of the month. GLC prepares meals with as many “clean” and organic ingredients as possible. Meal plan is offered to all students 12 months and older. Gluten Free options are available upon request.

## Meal Plan Cost

5 Days/Week \$100	3 Days/Week \$75	2 Days/Week \$60
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Students 12 months and older will receive an AM and PM snack that is included in the tuition cost. All snacks are nutritious, organic and/or are made with “clean” ingredients.

## Generations Learning Center

### Daily Needs:

**Change of Clothes** - Please send 1-3 complete changes of clothes from head to toe (this includes socks and underwear) suitable for the current season of the year to be used in case of an accident. All items should be labeled and placed in your child’s cubby.

**Lunch** - If not enrolled in our lunch program, parents must provide a healthy lunch each day. Please label all lunch boxes and provide an ice pack if needed. \*Home canned food and raw milk are prohibited in order to comply with Tennessee regulations. Please do not send candy of any kind. We are a peanut and tree nut FREE facility. Please do not send any nut products, sunbutter is an exception.

**Clothing** - Children should be dressed in comfortable clothing suitable for play and appropriate for all weather conditions. Students will go outside every day the weather is 32-92 degrees with considerations for wind chill and heat index as stated by Tennessee State regulations. GLC strongly recommends comfortable rubber-soled shoes to prevent slipping and injuries. All coats and jackets should be labeled. Costumes, Capes, Masks, Floor-length dresses and any clothing item that is deemed distracting by the teacher is against dress code policy unless it is a published school dress up day. Students may not wear pajamas unless it is a designated dress up day.

**Diapers** - Parents/guardians need to bring in an ample supply of diapers and wipes each week. Teachers will notify parents/guardians when your child’s supply is getting low. If a teacher has notified a parent their child is out of diapers or wipes, these must be replenished before the child is allowed to be dropped off for the school day.

**Napping** - All students ages 12 months and older will need to bring in a standard crib size sheet and blanket for nap time. Sheet and blanket needs to be brought in at the beginning of each week and taken **home at the end of every week to be washed.**



**Infants** - All bottles, food jars, and snacks shall be brought in every day and be clearly labeled with your child's name. All formula and breast milk remaining in bottles after feeding shall be discarded. Previously opened baby food jars, home canned food and raw milk are prohibited in order to comply with Tennessee regulations. *\*Frozen breast milk shall be dated when expressed.*

### **Health & Safety**

**Illness** - Parent/guardian must present a certificate to GLC, signed by your child's physician, stating that your child has had a physical examination within three months prior to the admission and is currently on their immunizations. This immunization form is due the first day of school and must be printed on the official "TN Immunization Form". GLC is required to always have your child's latest immunization record on file.

**PLEASE PROVIDE YOUR CHILD'S UPDATED IMMUNIZATION RECORD EVERY TIME THEY RECEIVE NEW IMMUNIZATIONS. GLC's fax number is 615-599-1560.**

**\*We do accept a religious exemption form for vaccinations.**

### **GLC Sick Policy**

Parents will be notified immediately if their child is showing any symptoms of a communicable illness (please refer to the list below). If you feel like your child is not well enough to play outside with his/her class, we advise you keep him/her home for the day. **Please do not send them to school within 24 hours of school opening time (7:30am) If your child has had any of the following:**

1. Fever or vomiting
2. A green runny nose or eyes
3. Persistent cough
4. Any sign of a communicable illness such as a rash, etc.
5. Head lice - you must show proof of treatment and be lice/nit free for a full 24 hours before you return to school. We will require a note to return to school from a pediatrician, licensed lice removal/treatment facility or a student may be cleared by our school nurse, if available.

## Generations Learning Center

We cannot, due to state regulations, allow any child to remain in their classrooms if any of the above conditions persist.

### **Medications**

Tennessee Department of Human Services requires that prescribed and non prescribed, internal or external medication shall not be administered to a child by learning center staff except under the direction of a physician or with a parent's written authorization. Emergency medications or drugs shall be labeled with the child's name and specific instructions for administering the medication. This medication will be placed in a box in the director's office. The Generations Learning Center staff cannot be responsible for the administration of medications required for a child on a daily basis. We will only

administer medications required in emergency situations for which a parent has completed a written consent form.

### **Potty Training**

When you feel your child is ready for potty training, we ask that you begin teaching at home during a weekend or vacation. Please note: we will only assist your child in potty training if you have successfully begun training at home for one week prior. We will follow through and encourage your child while in care. Potty training will be done in a relaxed manner with the cooperation of the family. We require that the child be at least 2 years of age and must also show signs of readiness. Positive reinforcements and consistency must be continued at home.

Your child **MUST** be kept in pull-ups at all times (**MUST** be the pull-ups with velcro sides). Please keep in mind that the activity level at school can distract your child from responding to an urge to use the potty, more so than at your home. Therefore, we will use pull-ups and take your child to the potty every 30 to 45 minutes until they start recognizing that they have to go. After they start getting used to it, we then will take them to the potty every hour. Once we see that they are making progress and their pull-ups stay dry throughout the day, we will start underwear. Only with permission from the parent/guardian, we will give one gummy, piece of candy or sticker every time they use the potty. Please provide an ample amount of underwear and sets of clothing during and after potty training. Students must be working towards being fully potty trained by the 3's class and **MUST** be fully potty trained in order to enter the 4's class.

### **Disenrollment Policy**

Generations Learning Center child care programs are centered on the children for whom we care. We seek to provide programs designed to support children's growth and to challenge them to learn, each as an individual with a unique learning style and way of responding to the world. Given the diversity of the families and communities that we serve, it is incumbent upon us to recognize and appreciate the characteristics and behaviors that each child and family brings to our program.

Generations Learning Center seeks a solid partnership with our families as a basis for their children's success within our program. Generations Learning Center has a child centered family approach, seeking to accommodate a wide range of individual differences. It is only on rare occasions that a child/family's behavior may warrant the need to find a more suitable setting for either a short term or permanent basis. We will do everything possible to work with you to avoid a child's disenrollment.

GLC reserves the unconditional right to dismiss any student whose progress, conduct or whose parent's/guardian's conduct is considered by GLC, in its sole and absolute discretion, unsatisfactory and/or in violation of the GLC handbook and procedures. Tuition is non-refundable if a child is disenrolled.

## **Generations Learning Center**

The following are some reasons why we would have to disenroll a child or family from

our Center.

### **Child's Actions:**

- Child unable to adjust to the program after a reasonable amount of time. A 30 day probationary period will apply in order to evaluate the child's progress.
- Ongoing physical or verbal abuse to staff or other children.
- Ongoing uncontrollable tantrums/angry outbursts.
- Excessive biting, hitting, and kicking staff and/or children will be cause of immediate dismissal.

### **Parental Actions:**

- A parent/guardian fails to abide by Center policies or requirements imposed by the appropriate licensing agency.
- Non-payment of tuition.
- A parent/guardian demands special services that are not provided to other children and cannot reasonably be delivered by the program. This includes requests that depart from the philosophy of Generations Learning Center program.

### **Immediate Causes for Disenrollment:**

- A Parent/guardian is physically or verbally abusive or intimidating to Center staff, children, or anyone else at the Center.
- Potentially dangerous behavior by a parent or child; including kicking, biting, slapping staff or other children in the center.

### **Working Towards a Positive Solution**

- The decision to disenroll a child from Generations Learning Center is a difficult one for both the Center and the family. In all cases, Generations Learning Center's goal is to act quickly, thoughtfully and thoroughly to communicate, address and resolve concerns relating to the children in our care. Center personnel will attempt to work with a family to take constructive steps to finding a solution that resolves the problem(s) before disenrollment occurs.

When a child's teacher or an administrator has concerns about a child's behavior or other circumstances, he or she will document such concerns as soon as they arise. The Center will inform and involve the child's parent/guardian by notes, phone calls, and meetings, as necessary, to establish a collaborative environment.

**As the Center develops strategies to address a child's particular problem, a variety of options should be considered, including:**

- Changes to the physical environment, if able provided room in an age appropriate classroom.
- The daily structure of activities.
- Consistency.
- Transition times.

- Redirection.

## Generations Learning Center

- Home base management skills and intervention techniques should be evaluated and changed to adapt to the particular circumstances. Whenever possible and appropriate, efforts will be made to help a family understand how they can support the plan at home or encourage a resolution by adjusting their interactions or expectations for a child.
- Lines of communication with parents will be established, and parent conferences will be conducted to review the problematic behaviors.

### **Disenrollment Process**

If the behavior has not been resolved after all remedial actions have been exhausted, a conference will be held with the child's parent/guardian to communicate the Center's decision to disenroll. A follow-up letter will be provided which will include, if applicable:

- The reasons for the disenrollment or suspension.
  - The date of the disenrollment or length of the suspension.
  - Time to seek alternative care (up to two weeks, depending on safety risks presented).
  - The expected behavioral changes required in order for the child or parent to return, resume or continue enrollment at the Center.
  - The avenue for appealing the decision to disenroll within Generations Learning Center management.

**The Center will not disenroll a child based solely on any of the following:** • Making a complaint to the Office of Licensing regarding a center's alleged violations of the licensing requirements.

- Reporting abuse or neglect occurring at the center.
- Questioning the center regarding policies and procedures.

If the Center elects to disenroll a child, the Center will maintain on file a record of the circumstances, parental notification, and corrective action taken.

### **The Appeal Process**

- A parent/guardian may appeal the Center's decision to remove a child from the Center, even when the removal is immediate. The parent/guardian should submit the appeal in writing to the Director. The appeal must be submitted within ten (10) days of the Center's notice to the family of the decision to disenroll. The parent/ the guardian should describe the basis for his/her disagreement with the decision and to provide any supporting documents in this written appeal, so his/her position can be fully considered.
- Upon receipt of the appeal, the Director will review the appeal and will provide a response to the family within thirty (30) days. That decision will be final.

## Generations Learning Center

### Child Abuse Prevention

If you have any concern about any child's safety, you must report the situation. All calls are confidential and available 7 days a week, 24 hours a day. DCS reporting number is 877-237-0004.

Guidelines for Responding to Disclosure or Suspicion of Sexual Abuse of a Child

1. When in doubt, REPORT!

2. Suspicion:

- a. Be available - providing a safe environment for disclosure.
- b. Ask if a child has a problem-would like to talk, etc. but do not say that you think she/he has been sexually abused.
- c. Make an opportunity to talk about okay secrets and not okay secrets.
- d. Utilize personal safety or touching lessons.

3. Disclosure:

- a. ALWAYS REPORT
- b. Accept the child's statements-communicate calm, not shock- it is not your job to determine the facts or the truth, but it is important to let the child know he/she is right to tell and that you believe.
- c. Let the child know you are safe and willing to listen.
- d. Be very straight forward with the child about your need to tell someone who can help.

### Gold Sneaker Program

We are a part of the Gold Sneaker Program therefore their policies are included in our Center's.

### Physical Activity Policies:

**Policy 1.1** Children ages 12 months or older attending a full day program shall be offered at least 60 minutes of physical activity per day, either indoors or outdoors. Children attending less than a full day program shall be offered a proportional amount of such activities. For children ages three and older, this physical activity must be a balance of free play, teacher-directed activities, music and movement.

**Policy 1.2** Viewing of television, videos and other visual recordings shall be limited to no more than 60 minutes per day of educational programs or programs that actively engage child movement. Children attending less than a full day program shall be limited to a proportionate amount of such viewing.

**Policy 1.3** Children shall not be allowed to remain sedentary or to sit passively for more than 60 minutes continuously, except for scheduled rest or nap-time. **Policy**

**1.4** Child care facilities must ensure physical activity is a positive experience for children and is never used negatively or to control behavior.

### Nutrition Policies:

**Policy 1.5** Ensure appropriate infant and child feeding patterns, including breastfeeding. Staff will be sensitive to breastfeeding mothers and infants, and

## Generations Learning Center

their eating patterns. Each infant will have a feeding plan on file, which is completed by the parent/parents and facility as a team to address their unique feeding patterns.

**Policy 1.6** Ensure appropriate infant and child feeding patterns, including adequate time for meal consumption. Adequate time for meals and snacks will be allowed for all children, and will be included in classroom schedules.

**Policy 1.7** Ensure appropriate infant and child feeding patterns, including appropriate portion sizes. Appropriate portion sizes will be assured through staff training and adherence to portion sizes as found in child care licensing regulations.

**Policy 1.8** All eating opportunities should consist of a respect for the child and promoting a positive attitude toward food. Food shall never be used as rewards for children.

### **Tobacco Policy:**

**Policy 1.9** Child care facility campus shall be tobacco free.

*Thank you for being a part of the Generations Learning Center Family! Please feel free to speak with the Director or your child's teacher about any concerns you may have. We want this learning experience to be positive not only for your child, but for the entire family.*

*God Bless,  
The Generations Learning Center Team*

*Please feel free to contact the Generations Learning Administration at any time!*

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