

# YOUR CONCERNS OUR CONCERNS

## PARENT HANDBOOK

**Poko Loko**  
EARLY LEARNING CENTER

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GLENVIEW



# WELCOME

Welcome to our Poko Loko family. We believe you have made a wonderful choice for your child. Poko Loko Day Nursery, Inc. ("Poko Loko") is a family-owned and operated childcare center that has been caring for children since 1965. We have a loving staff of teachers that truly enjoy working with children, and our curriculum is designed to encourage self-expression and thought. It is our goal to make sure that your child is safe and happy while having many creative and stimulating experiences from which to learn.

We at Poko Loko understand how important your child is to you, and we are honored that you have entrusted us with his or her care. Poko Loko wants to establish a partnership with our parents in order to safely and effectively work together. This handbook outlines the terms of Poko Loko's services along with our expectations from the families which enroll in our program.



Poko Loko is a 3rd generation, family-run business which started in 1965.  
Poko Loko is a fully licensed and insured corporation.

## Persons Who Have Immediate Responsibility for the Daily Conduct of the Program



### **Bonnie Clatch**

Founder 1965  
Owner / Operator / Director  
Works at the Glenview Location  
847-729-4433 (Glenview)



### **David Clatch**

Owner / Operator — 2nd generation / Director  
Works at both the Glenview and Morton Grove locations  
dave@pokolokochildcare.com  
847-729-4433 (Glenview)  
847-966-8131 (Morton Grove)



### **Karen Clatch**

Owner / Operator / Director  
Works at both the Glenview and Morton Grove locations  
karen@pokolokochildcare.com  
847-729-4433 (Glenview)  
847-966-8131 (Morton Grove)



### **David Clatch Jr. Danny Clatch Madison Clatch**

3rd generation

# LET'S WORK TOGETHER!

## Things Poko Loko Wants Parents To Know

### Treat us like a friend.

When your child sees that we have a close relationship, it will make them feel more comfortable. Feel free to talk to us about our lives and even take a picture of us together to have at home!

### Dress your child in play clothes.

We love to paint and make a *MESSTERPIECE!* Be sure to dress your kids in clothes that can be easily cleaned.

### Relax.

We want your child to be happy, and we'll do whatever we can to make them feel as if this is a second home.

### Leave toys at home.

We have lots of age appropriate toys in our classrooms and sometimes toys from home can get mixed up with them and be dangerous to younger children.

### Smile when you say goodbye to your child.

It's normal to have mixed feelings about being apart from them all day, but don't let your sad emotions show. If you look like you're about to cry when you leave, they'll have more trouble separating.

### Keep an eye on the clock.

We close at 6:00 p.m. Please don't arrive at 5:50 p.m. and hang around for 20 minutes. We want to get home to our families and friends too.

### Make the rules at home consistent with the ones here.

It will confuse your child if they're allowed to throw toys at home, but not at Poko Loko. Be sure to enforce rules at home such as: no hitting, no biting, no screaming, etc.

### Leave us little reminders of you.

When your child is feeling lonely, we can comfort them with a family photo or other memento of you!

### Make time for morning and afternoon transitions.

If you are rushed, your child will feel that stress too. It is always good to leave a little extra time in the morning to get the child settled in before you leave.

### Tell us about changes in your life

If you're separating from your spouse or there's an illness in the family, or even if one parent is traveling, keep us in the loop. That way, we'll understand any unusual behavior. If something big is going on at home, don't tell your child to keep it a secret. They spend a lot of time here and need to feel that they can be honest and open.

### Label everything you bring from home.

In order to keep everything in order and organized, we ask that you label anything that you are bringing from home.

### Read the notes we send you.

We take a lot of time and effort to write about your child's day so be sure to read it and talk to your child about what they learned in class. I'm sure they will be eager to tell you!

### Your child won't be happy all the time.

They have bad moods and bad days at home, and they'll have them here too. As long as they're usually content, don't overreact to minor incidents. And if your child seems grumpy one morning don't drag out the goodbyes. Give them a big hug and let them know that their teachers will take care of them.

### You are your child's most important teacher.

It is your responsibility to work collaboratively with us and also teach your children at home. Don't get mad at us if they are not potty trained yet, you should be working on these skills at home too.

### Please, don't ask us to bend rules.

If your child needs care at an unscheduled time but we're full, don't ask us to take him anyway. Daycares have many rules that we must follow and unannounced inspections that we must always be ready for.

### Pay on time.

If you're having financial trouble and need to make special arrangements, let us know in advance. We may be able to work with you.

### If you're unhappy about something, talk to us.

Talk to one of the directors at the front desk or the teacher directly so we can fix the issue.

### Follow our sick policy.

If your child is sick, please do not bring them in. We do not want to put other children or staff at risk.

### Don't blame us every time your child gets sick or hurt.

If your child is sick, it's always possible your child was exposed to an illness away from school. Also, please understand that children tend to be clumsy and may fall and hurt themselves occasionally. Just like at home, some accidents are unavoidable and we ask that you are understanding.

### Stay on top of supplies.

Please be sure to check in with your child's teacher and make sure that they have enough diapers and wipes for the week. It isn't fair to the other children if we have to borrow from their stash if you let your supplies run out. Also, keep track of whether the spare outfit you've left for your child is still the right fit and in season.

### Say thank you and be kind :)

We like being appreciated for the things we do for your child. We also love to hear the nice things that your child tells you about us.

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## GENERAL INFORMATION

### Open Door Policy

At many schools you must notify them if you wish to see your child at an unscheduled time. At Poko Loko you as a parent are always welcome to visit your child at any time.

### Hours of Operation

Poko Loko opens at 6:40 a.m. and closes promptly at 6:00 p.m. Any parent picking up after 6:00 p.m. will be charged \$1/minute payable to the staff member watching your child. **Please read and sign our Late Pick Up Policy in the Enrollment Forms booklet.**

### Holidays

Poko Loko will be closed one business day in observance of each of the following holidays:

- New Year's
- Memorial Day
- The 4th of July
- Labor Day
- Thanksgiving
- Christmas

Poko Loko will close at 5:00 p.m. on New Year's Eve and will close at 12:00 p.m. on Christmas Eve if these days fall on weekdays. If New Year's Day, the 4th of July, or Christmas fall on a weekend, we will be closed on the closest weekday.

**Normal weekly payment is due in full regardless of time missed for these holidays.**

# FINANCIAL INFORMATION

## Tuition and Fees

Please see a current Tuition and Fees schedule for exact up-to-date pricing.

## Registration Fee

In order to register your child at Poko Loko, you must submit a completed registration form and pay a registration fee (please see current tuition schedule). The registration fee is per family and needs to be renewed yearly by September 1st. The registration fee is non-refundable. Registration fees guarantee your child's placement into Poko Loko and will only be accepted if space is available for your child.

## Security Deposit

A security deposit is required to ensure your child's placement in one of our programs. **Security deposits are refundable upon withdrawal from the program provided two weeks written notice is given informing Poko Loko of your child's withdrawal.**

It will be refunded either by a direct payment to you or a credit to your account of the deposit amount.

Please refer to a Tuition and Fees schedule for a current security deposit rate.



## Payments

Poko Loko's preferred method of payment is automated weekly debits from a checking account set up upon registration. Credit cards are also accepted with an additional service fee of 3%. Payments are always due in full regardless of days missed for sickness, vacation, or holiday.



## Extended Leave Policies

### Vacation

1st week off – full payment is due

2nd consecutive week off – 1/2 payment is due

3rd consecutive week off, etc. – 1/3 payment is due

### Summer Break

Families wishing to leave over summer break and return in the fall must retain their security deposit with Poko Loko to save their place.

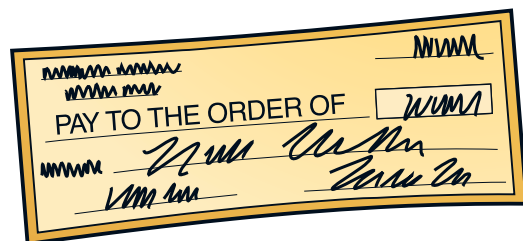


## Late Payments

If a tuition payment is not made within the week of service, Poko Loko will charge a \$25.00 late payment fee for each late payment. In the event a program participant fails to pay tuition for two (2) weeks or more of service, such participant may be dismissed from the program and the security deposit shall be retained by Poko Loko. Poko Loko reserves the right to take any and all necessary legal action to collect outstanding tuition due to Poko Loko. Please keep your account up to date.

## Returned Check Fee

Poko Loko will charge a fee for each check returned for any reason. Poko Loko reserves the right to require program participants to pay tuition in cash in the event a check is returned.





### Field Trip Fees

Field trip fees are required for admission to various educational programs and for professional bus transportation to the event.

### Discounts

A family with two children enrolled full-time will receive a 10% discount off their total weekly tuition. A family with three children enrolled full-time will receive a 15% discount off their total weekly tuition.

### Refunds

Registration fees are non-refundable. Security deposits are refundable upon withdrawal from the program provided two weeks written notice is given informing Poko Loko of your child's withdrawal.

### Tax Deductions/Statements

Tuition payments are fully tax-deductible for many families and partially tax deductible for others. Please contact your accountant for details and feel free to ask us for a year-end receipt showing your total tuition payments. Year-end statements are available upon request.



### Financial Aid

Poko Loko is happy to accept financial aid on a child's behalf from any authorized agency willing to help out a family in need. Poko Loko does require that the parent of such child pay any remaining balance that is not covered. DHS, or the State of Illinois Department of Human Services, is one of the major contributors to families in need. They can be reached at the following location:

#### All Illinois Residents:

Action for Children  
Child Care Assistance Program  
1340 S. Damen Ave., 3rd Floor  
Chicago, IL 60608  
312-823-1100

Poko Loko also has application forms if you desire to submit one. Parents are responsible for filing these forms.

### Fundraisers

Poko Loko occasionally holds fundraisers. All proceeds benefit the specific charity involved or are used to buy special equipment for our school.



# SCHOOL & CURRICULUM

## Education of Teachers

There are various levels of educational background and experience among our staff. Teacher's Assistants are required to have a minimum of a high school diploma. Teachers are required to have a minimum of two years of college courses, including early childhood education. Director qualifications include more extensive early childhood education. Most of our staff exceed the requirements for their positions. Poko Loko prides itself in having an educated and experienced staff with great diversity and low turnover.



## Staff Training

All Poko Loko employees are fingerprinted and undergo a background check by the state of Illinois and the FBI. Poko Loko staff also conduct monthly in-service training to reinforce skills needed to be a quality teacher and caregiver. Required training includes: ANSI approved Food Handler, Mandated Reporter, SIDS—Sudden Infant Death Syndrome, SUID—Sudden Unexpected Infant Death, AAP Safe Sleep, SBS—Shaken Baby Syndrome, CPR, First Aid, Behavior & Discipline, etc. Directors must complete additional training including: Lead in Water and Welcoming Each and Every Child.

## Diversity

Poko Loko is honored by our ethnically diverse children. We openly accept families from all racial, ethnic, and religious backgrounds and strongly believe that this creates a better social and educational environment for your child.



## Religious Policies

Poko Loko has no religious affiliations, and we do not discriminate against any religion. However, we observe and celebrate various holidays through school closings, parties, and school decorations. We try to offer our children fun and happy things from the world's many religions, races, and customs while being respectful of a variety of religious beliefs and practices.

## Classroom Curriculum

All classrooms, from Toddlers through Kindergarten, follow a theme-based curriculum. This curriculum includes specific songs, daily projects, special stories, amazing guests, and fun-filled field trips.

DAILY CURRICULUM: TODDLERS			
Early Morning—Student Arrival 6:40 a.m.—9:00 a.m.			
<b>SHOWER/CHANGING</b> A teacher will assist with showering and changing of the children and provide a clean diaper.	<b>WELCOME SONG</b> A special song that greets the children and sets the tone for the day.	<b>FREE PLAY</b> A time for children to explore and play with toys.	<b>SNACK TIME</b> A time for children to enjoy a healthy snack.
Morning—Structured Learning 9:00 a.m.—11:30 a.m.			
<b>OPEN TIME</b> A time for children to explore and play with toys.	<b>SHARED ART</b> A time for children to create art together.	<b>STORY TIME</b> A time for children to listen to a story.	<b>SNACK TIME</b> A time for children to enjoy a healthy snack.
Afternoon 11:30 a.m.—2:30 p.m.			
<b>SNACK</b> A healthy snack prepared in our kitchen.	<b>REST</b> A time for children to rest and relax.	<b>TOY TIME</b> A time for children to play with toys.	<b>SNACK TIME</b> A time for children to enjoy a healthy snack.
Late Afternoon—Parent Pick Up 2:30 p.m.—6:00 p.m.			
<b>SNACK</b> A healthy snack & drink in our kitchen.	<b>SHOWER/CHANGING</b> A time for children to shower and change.	<b>FREE PLAY</b> A time for children to explore and play with toys.	<b>SNACK TIME</b> A time for children to enjoy a healthy snack.

## Field Trips

As part of our theme-based curriculum, children in our 4-Year-Old Preschool, Junior Kindergarten, and Kindergarten programs will have the opportunity of attending special field trips throughout the year. These field trips are always greatly enjoyed and sure to be educational as well. An extra fee and a signed permission slip will be required, and parent chaperones are welcome. If a child is not potty trained, a parent is required to accompany her on the field trip.



The safety and protection of our students is a critical concern to us. Off-site trips create potential hazards that require us to take special precautions. Poko Loko reserves the right to omit a child when past behavior patterns have demonstrated an inability to follow directions and basic rules. If we are concerned about the safety of a child based on observed behavior and/or maturity, Poko Loko may require a parent or guardian of the child to take sole responsibility for their well-being during the trip.

Most field trips utilize privately contracted bussing or van services. Upon giving permission for a student to participate in a field trip, the parent understands that accidents and injuries do occur in the natural course of participation in a field trip and that Poko Loko is not liable for any harm or damages that may occur as a result of any accidents or injuries.

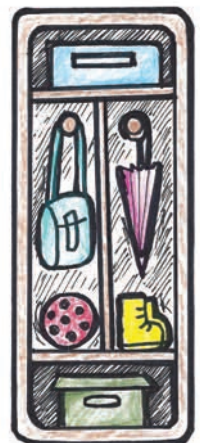
## Special Guests

Poko Loko periodically invites special guests to come visit our center and perform special shows for our children ages 3 to 5. In the past, these guests have included "The Little Mermaid," a funny magician, a small animal petting zoo, special musicians, and many more. Any special guests will be indicated on our monthly calendars.



## Lockers/Cubbies

Each child has his own locker or cubby in which to keep his belongings. Poko Loko is not responsible for any damage or theft to personal property of a student. Please provide us with a change of clothes for your child; we may need to change your child because of potty accidents or if he gets wet from our water tables. Please remember to update these clothes based on the season and your child's size.



## Nap Time

Every day at approximately noon, all classrooms from Toddlers to Kindergarten will have nap time. Depending upon their age, children are expected to rest quietly on their individual cot or to engage in quiet activities, allowing those who need to sleep the opportunity to do so. If a child wakes up before his friends, we will give him a book or let him color at a table until more classmates wake up. Infants will sleep in their individual crib whenever they are tired; we do not set a sleep schedule for them. Kindergartners will have opportunities for extra recess time and less rest time whenever the weather permits.



## Clothing For Play

We urge parents to consider simple, comfortable, and washable play clothes for their child. Because the children will spend a part of each day outdoors, they also need to be dressed according to weather conditions. In winter, mittens and a hat are necessary, as are comfortable large boots. In summer, please send a swimsuit and towel for our outdoor water play. Please remember to clearly label your child's clothing to help prevent mix-ups and lost items.



## Extra Clothing For Accidents

We request that each family enrolling a child at Poko Loko bring one complete set of extra clothing marked clearly with the child's name. Please remember to keep this clothing updated to seasonal conditions.



## Outdoor Play

Weather permitting, children will play outdoors on a daily basis. We will not play outdoors in any extreme weather. Our Infants and Toddlers will be taken on buggy rides on neighborhood sidewalks and our Preschoolers and Kindergartners will occasionally frequent nearby neighborhood parks. Once a permission slip is on file for offsite park visits and/or buggy rides, it shall be on file until the student is no longer enrolled. A distance greater than six blocks shall require a separate field trip permission slip. It is the parents' responsibility to ensure their child has appropriate clothing for outdoor play. All outdoor play clothing must be labeled, weather appropriate, and easy to take on and off.



## Toys & Other Items From Home

While children often request to bring a favorite item or possession from home to school, toys from home are not allowed without permission from Poko Loko as toys and items from home can be distracting to other students and hazardous as many are choking hazards.

### Common Choking Hazards

- Latex Balloons
- Coins
- Marbles
- Small balls
- Pen or marker caps
- Toys with small parts
- Toys that can be compressed to fit in a child's mouth
- Button batteries
- Hair barrettes and beads



## Toilet Training

Poko Loko believes that children are ready to potty train at different times. Where appropriate we will seek to reinforce your method of training. Most children become toilet trained between 2½ and 3 years of age. Any child 3 years of age or older who is not trained will be charged tuition at 2-year-old rates. Poko Loko considers a child toilet trained after ten consecutive school days in underwear with no accidents.

## Birthdays & Parties

We love to celebrate birthdays and special occasions at Poko Loko! When these special days arrive, please feel free to bring store-bought, nut-free treats in their original packaging to share with your child's class.

Poko Loko is happy to hand out any birthday invitations that you bring in. However, because of privacy issues, we cannot give out our families' addresses. If you need to mail something to one of our families, please give it to a director and we will address it and mail it for you.



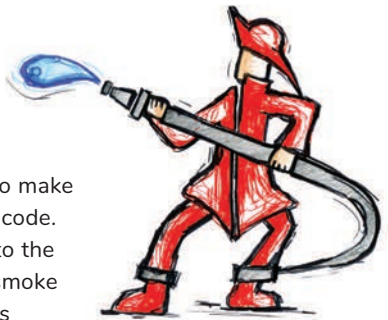
# SAFETY & SECURITY

## Safety

Poko Loko goes to great lengths to create an environment for your child that is very safe with equipment specifically designed for children. Safety inspections are a constant and important part to our process. Repairs are made quickly and professionally. Staff training, as well as emergency drills, are periodically conducted on a routine basis. Poko Loko has also employed certain security measures, such as coded entry doors, to further create a safe environment for your child. No guns and no smoking/vaping are allowed on Poko Loko property.

## Fire Safety

Poko Loko practices and implements fire safety. Besides having monthly fire drills, our school is inspected regularly by state and local fire departments to make sure everything is safe and up to code. Our center is also directly linked to the fire department, so if one of our smoke detectors goes off or if an alarm is pulled, the fire department is immediately alerted. Fire extinguishers and fire alarm pull stations are located throughout the center. Poko Loko also performs tornado drills twice a year.



## Forces Beyond Control

In the event of natural catastrophe, extreme weather, utility outage, or other unforeseen emergency, Poko Loko may need to temporarily close. Poko Loko will report emergency information via direct phone call, text message, and/or email. If Poko Loko is closed due to extreme weather, full tuition is still due.



## Security

Our entrance doors are keycoded and our school is equipped with closed circuit cameras for added security. Door alarms alert us when people are exiting the building through unauthorized exits. Unauthorized people are never allowed to visit or pick up your child. In the event that someone forces their way into our school, we will immediately notify the police and go into lockdown.

## Confidentiality/Privacy

All personal information given to Poko Loko in reference to your child and family will be handled with appropriate confidentiality. Poko Loko does not share this information with any unauthorized agencies or individuals without your consent.

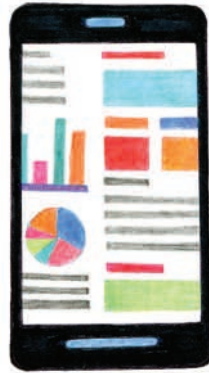


# FAMILY MANAGEMENT/ COMMUNICATION

## ProCare System

Poko Loko's family management program is convenient, easy, and secure. Currently it is used for the following:

- Student check in and check out by QR code
- Easily message Poko Loko
- Receive alerts or announcements
- View calendars, menus, and newsletters
- See photos and videos of your child at Poko Loko



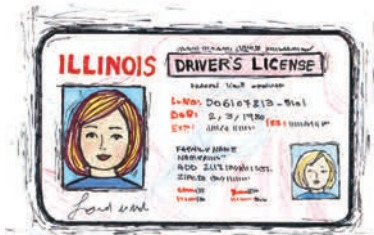
## Student Check In/Check Out

Upon drop off and pick up, parents or guardians will be required to check students in or out. This is done using their mobile device to scan the QR code. This can be accessed by selecting the barcode icon at the top of the screen when on the Procare App. Once this icon has been selected, the parent's device will then activate the parent's camera. The parent will then be able to scan the QR Code by focusing the device's camera on the QR Code. After the parent has successfully scanned the QR Code, they will be prompted with the same steps as if they had signed their children out on the mobile device (Selecting children, signature, etc.) except they will be able to answer directly on their own device. Once parents have answered the questions asked when signing their child in/out, the school can pull the Daily Student Attendance Report to track and save these responses.



## Authorized Persons Picking Up Your Child

The child's parent or guardian must authorize any person picking up your child. Please notify us in person when someone different will be picking up your child. Even with your notification, we will require proof of identification (driver's license or photo I.D.) for the person picking up your child. Please make sure all authorized persons are documented on your registration form.



## Late Pick Up Policy

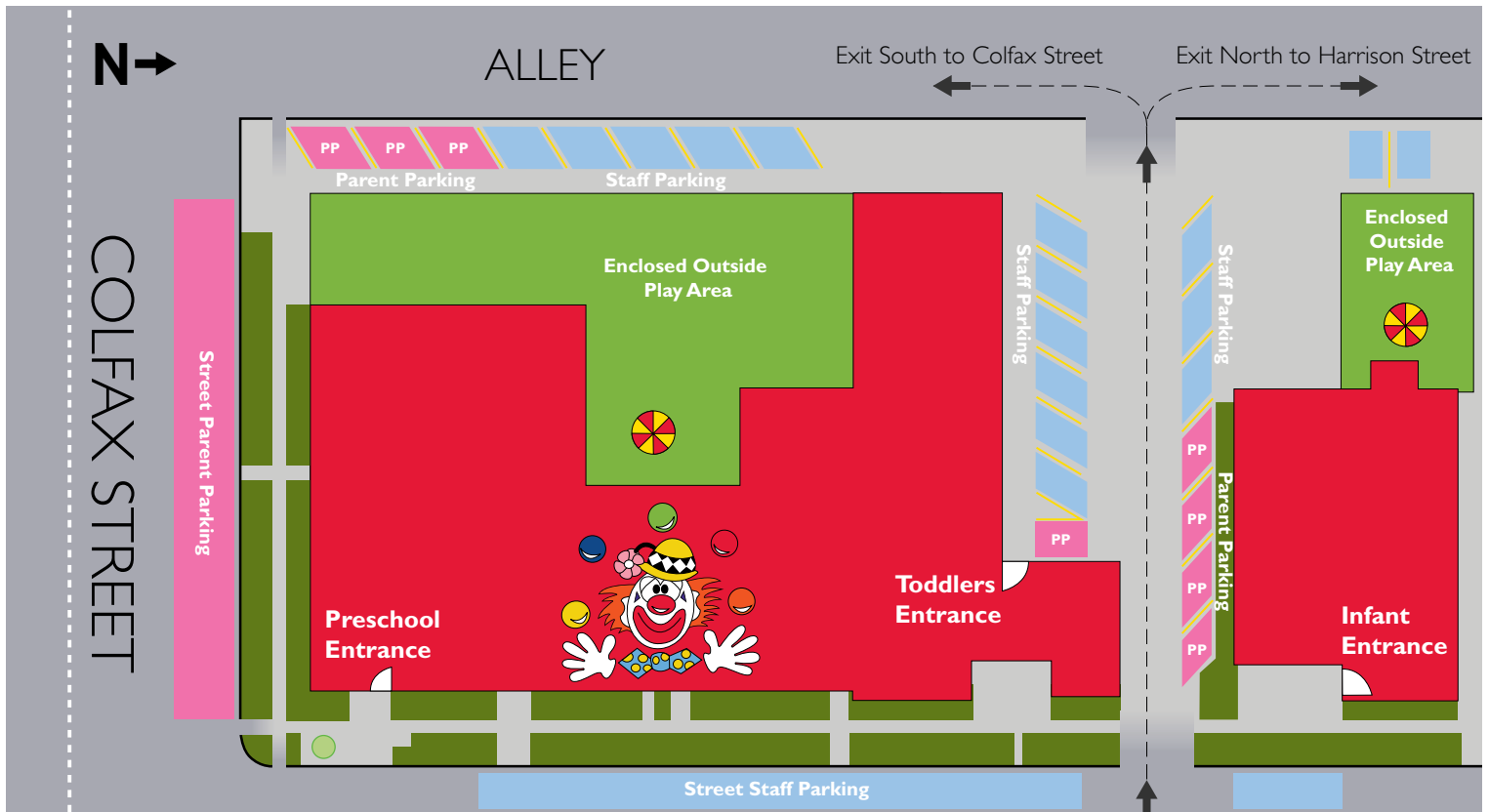
Poko Loko opens at 6:40 a.m. and closes promptly at 6:00 p.m. Teachers work long days, do not get paid past 6:00 p.m., and are always anxious to get home to their families. Therefore, parents need to arrive in plenty of time to pick up their child and gather his belongings. If you want to talk to a teacher, please arrive in plenty of time before 6:00 p.m. to do so.

If for some reason you must pick your child up late, you must contact Poko Loko and inform the staff as to when they can expect you. After 6:00 p.m. a \$1 per minute late fee will be assessed. This late fee is to be paid directly to the staff member who stayed with your child. If a parent is late to pick up a child, Poko Loko reserves the right to dismiss the family from our enrollment.

If a parent or guardian does not pick up or arrange to have someone pick up his child by 6:00 p.m., Poko Loko staff will adhere to the following policy:

- Starting at 6:00 p.m. we will try to reach the parents by phone.
- If unsuccessful, we will try the emergency contacts listed on the child's registration form.
- At 7:00 p.m., if we have been unsuccessful at contacting parents or emergency contacts, we will contact the police department and follow their instructions.
- Poko Loko will remain responsible for any child until a parent, an authorized pick up person, or a government entity picks up the child.
- Please make sure to keep phone numbers for parents and other emergency contacts up to date. It is extremely important that Poko Loko can contact someone on your child's behalf in case of any type of emergency.





## Student Drop Off and Pick Up Procedures:

### Outside Poko Loko

- Drive slowly and be cautious around Poko Loko.
- Park ONLY in designated locations as shown on the adjacent map.
  - DO NOT park on Waukegan Road. Even though it is legal to park on Waukegan Road, the process of loading and unloading small children, makes this extremely dangerous. Poko Loko has adequate parking in other locations as indicated on the above map. Any parent or guardian who elects to violate this requirement does so against the wishes and procedures of Poko Loko and does so at their own risk and further agrees to release, discharge, covenant not to sue and hold Poko Loko harmless from any legal claim or cause of action of any kind which arises in any manner from a parent or legal guardian parking on Waukegan Road or making use of Waukegan Road to drop off or pick up any child.
  - DO NOT park illegally. DO NOT park facing the wrong direction. DO NOT park in NO PARKING zones.

- Turn off and lock your car! Keep purses and valuables out of sight!
- Keep your child in sight at all times! Walk your child to the appropriate entrance door. Hold your child's hand while walking! DO NOT let your child run ahead of you!
- Never leave a child unattended in your vehicle while picking up another child! This is illegal.

### Inside Poko Loko

Poko Loko encourages parents to walk to their child's room to drop off and pick up their child. We believe that it is important that you are involved in your child's classroom experience. Always feel free to talk to your child's teacher about any concerns you may have, but please remember to also ask about the day to day activities. The more you know about your child's day, the more comfortable both you and your child will feel.

When you come to pick up your child, please make sure to gather any projects and papers your child has created during the day. Your children work hard on their projects; please remember that they are very proud to show them off to you.

## Newsletters/Calendars

Newsletters, Theme Calendars, and School Event Calendars will keep you apprised of school happenings throughout the year.

**Poko Loko**  
Early Learning Centers

**Poko PRESS**  
THE OFFICIAL POKO LOKO NEWSLETTER  
DECEMBER

**COOKIE DOUGH TOTALS**  
Thank you to all of the parents who helped us raise money through our cookie dough fundraiser. This year you helped us to raise \$1500! We used it to buy cool new toys for all of the rooms! Thank you so much! We hoped that you enjoyed your cookies and your popcorn, too!

**SANTA CLAUS AND MRS. CLAUS ARE COMING TO POKO LOKO**  
That's Right! Santa will be coming to Poko Loko on Wednesday, December 17th! We are all so excited! We are also having our Holiday Party on this day! All of the children are looking forward to a great party!

**HOLIDAY HOURS**  
Christmas Eve  
6:40 AM to 12:00 AM  
Christmas Day  
Closed  
New Year's Eve  
6:40 AM to 12:00 AM  
New Year's Day  
Closed

300 Waukegan Road • Glenview, Illinois 60025 • Telephone 847-729-4433 • Fax 847-729-4434

## Newsletters

## Theme Calendar

**May**  
Basic Preschool  
3 Year Olds

**THEMES**

- Mothers
- Animals
- Flowers

**Songs**

- Milk and the Animals Day
- I Love Mommy
- The Elephant Goes

**Stories**

- Mother, May I?
- Did Pigs Have Stripes? From Head to Toe

**Projects**

- Mother's Day Cards
- Watercolor Butterflies
- Puffed Rice Pussy Willows

**Special Days**

- Cinco De Mayo May 5th
- Mother's Day May 9th
- Special Guest Petting Zoo May 15th
- Song Performance May 18th
- Music with Me, Holly Every Tuesday May 21st
- Spanish Lessons Every Tuesday May 27th

**November**  
SCHOOL EVENT CALENDAR

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Frank's Mommy's Birthday!	2 Eric's Birthday	3 Finger Painting!	4 Field Trip Hiking Broc. Crown	5	6
7 Daylight Savings!	8 Health Project	9	10 Cookie Order Pick Up Day 10:00-10:30	11 Easel Painting!	12 Easel Painting!	13 Fitzie's Birthday
14	15 Trevor's Birthday	16 Cooking Day "Gobble Me Up" Turkey	17 Play Dough Day!	18 Mickey Mouse's Birthday!	19 Song Performance Day!	20
21 Maggie's Birthday	22 Finger Painting!	23 Hearing & Vision Screenings for 3 year olds & older	24	25 Happy Thanksgiving! School Closed	26	27
28	29 A B C	30				

## School Event Calendar

**INFANT INFORMATION**

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

SLEEP TIME: \_\_\_\_\_

FEEDER CHANGES: \_\_\_\_\_

DIAPER CHANGES: \_\_\_\_\_

SOMETHING TO MAKE YOU SMILE: \_\_\_\_\_

**ABOUT MY DAY**

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

TODAY MY CLASS: \_\_\_\_\_

MEALS: \_\_\_\_\_

TODAY I: \_\_\_\_\_

FEELINGS: \_\_\_\_\_

SOMETHING YOU WOULD LIKE TO KNOW: \_\_\_\_\_

## Daily Information Sheets

Daily information sheets are kept for infants, toddlers and two-year-olds. Parents will find these very informative when picking up their child from Poko Loko. The sheets will include notes regarding feeding, diaper changes, naps, and behavior. They may also document childhood achievements and special comments a teacher may have.

## Custody Orders

Poko Loko must have current and clear court orders if we are to deny visitation or pick up by a child's registered parent. Please make sure to discuss any concerns you may have with your child's teacher and the school directors. If any issues arise with a non-custodial parent, the director will call 911.

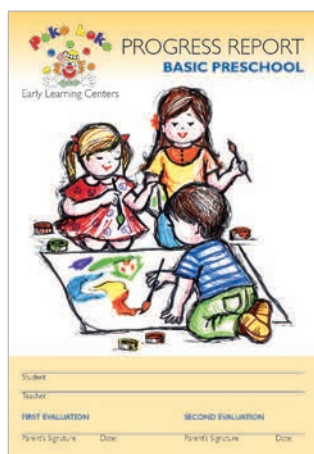
## Communication/Parent Involvement

Communication is the backbone to our success. Without it we cannot improve and constantly make our school better. We encourage and expect our parents to be open and honest with their comments. If we can achieve a friendly means of daily communication, we will solve most issues long before they become problems. Teachers are readily available for discussion as are the center's directors.

## Conferences/Progress Reports/Report Cards

Conferences between teachers and parents will be held twice a year for children in Poko Loko's Preschool through Kindergarten Programs. Fall conferences cover program curriculum, daily routines, and initial student evaluations. Spring conferences will be a more formal review of your child's progress throughout the school year.

Progress reports are completed twice during the school year for Preschool through Junior Kindergarten Programs. Report cards are completed three times a school year for kindergarten students. Both progress reports and report cards use age specific guidelines and help parents and teachers identify students' strengths and weaknesses.



## Room Transitions

Periodically throughout the year children will move up to an older room. The children are usually eager for this move because they are going to a new room that is stimulating and exciting. Their curriculum will become more challenging, and they will be encouraged to learn new skills. To help with this move, Poko Loko will let the child visit the new room before the move. Parents will also be informed of this move and will be asked to read and sign a transition packet.



## Schedule Changes

As your scheduling needs change, we will try our best to make accommodations. **Schedule changes require two weeks advance notice and are subject to availability. Days missed cannot be substituted for other days unless we have availability and special arrangements are made with a director.**

## Notice of Withdrawal

Poko Loko requires two weeks written notice of your intent to withdraw your child. This is necessary for your security deposit refund.

## Photographs/Videos

Photographs and videos of your child will be taken throughout our school year. Some examples include without limitation:

- ProCare—family management computer system
- Professional fall portraits for sale to parents
- Professional spring portraits (novelty dress up) for sale to parents
- Safety child identification cards for sale to parents
- Security and closed-circuit cameras located in the school
- Classroom child tote boxes
- Field trips
- Special events
- School flyers and newsletters

By enrolling in Poko Loko, parents give permission for photographs of their children to be used for decorating, promotional, advertising and such other purposes as may be described herein or in any photographic or video consent form that is signed.



# HEALTH & MEDICAL

## Medical Forms

State regulations require us to maintain a medical record for each child. Your child must have a physical examination within six months prior to admission to Poko Loko. The medical record is to be filled out by you and your family's physician and returned to us when your child begins attending Poko Loko. Every child's form must be kept updated and needs to be newly completed every two years. Therefore, whenever your child goes to the doctor for an immunization, test, or check-up, please ask the doctor to fill out a new form.

### Medical Alert Form:

If your child has any specific medical concerns Poko Loko should be aware of, a special Medical Alert form should be filled out and returned to a director.

## Immunizations

The Health Department has given us a schedule of immunizations and tests, and it requires us to ask you for a note from the doctor if your child's schedule varies from it for any reason (ie: religious reasons, child was sick at last appointment, etc.). Please help us to keep your child and our other children healthy and help us to keep all of our records up to date.

### FARE Form:

If your child has an allergy, a Food Allergy & Anaphylaxis Emergency Care Plan must be completed and the appropriate medications provided to Poko Loko. Poko Loko requires 2 up to date epinephrine injectors in original unopened prescription boxes with legible prescription labels for all children with allergies.

## Hearing and Vision Screening

All children ages three and above must be screened annually for vision and hearing. Each fall Poko Loko will provide a nurse who is professionally trained to administer hearing and vision screenings. There is a small fee for this service.

All results will be provided to parents after the screening process. Any children referred to the child's pediatrician or an eye doctor will receive the appropriate paperwork from the evaluator.

All findings are reported to the State of Illinois in an annual report.

If you choose not to have these tests done at Poko Loko, you can have them done privately and forward the results to us.



## Therapist Policy

Poko Loko advocates early intervention and welcomes professional therapists to evaluate and treat your child while at Poko Loko as long as it is not disruptive to the classroom. If space is available, Poko Loko will offer an empty room for quiet therapy outside the classroom environment. Only one therapist is allowed at a time per classroom and parents are not allowed to observe their child while with a therapist.



## Absences

Please let us know if your child will be absent from school. You may call 847-729-4433 during normal business hours. If your child is absent due to an illness or anything we should be aware of, please let us know so we can take any necessary precautions.

## Prescription & Non-Prescription Medications

Prescription and non-prescription medications will only be accepted in their original containers. Parents must complete a medicine form for us to administer any medications.



## Emergency Contacts

Please make sure to keep phone numbers for parents and at least two other emergency contacts up to date. It is extremely important that Poko Loko can contact someone on your child's behalf in case of any type of emergency.

## Emergency Care

In case of an emergency, Poko Loko will promptly call 911 while our staff tries its best to remedy the situation. It is crucial that all parents keep the emergency contact information current. Parents agree to hold Poko Loko harmless from the nature, performance and outcome of any emergency medical treatment and that the determination of whether an emergency has arisen shall be left to the sole discretion of Poko Loko. Parents are responsible for keeping up to date health insurance for their child and paying for any medical expenses incurred.



## Allergies

Many children have allergies, some of which can be very severe. If your child has an allergy, please make us aware and fill out a Medical Alert form. Your child's caregivers and the school directors must know in order to take the necessary precautions. Information regarding your child and his allergy will be posted in the classroom.

### Nut/Peanut Allergies

Since there are students who have severe nut, peanut, and peanut oil allergies, Poko Loko does not serve any food or drink containing these ingredients. Parents and students shall not bring in any snacks or treats for the class that may contain nuts, peanuts, or peanut oil. Peanut allergies are very serious, and some children can have reactions just by touching another child who has touched peanuts or nuts recently. This is one reason that we ask our parents to make sure their children wash their hands upon entering the school.



## School Nurse

Poko Loko hires a registered nurse to make monthly inspections of the school. Our nurse makes sure we maintain a safe environment, take measures to prevent communicable and infectious disease, and provide an atmosphere conducive to nurturing. She also provides guidance for our teachers when needed.

## Hand Washing

Poko Loko promotes frequent hand washing to help keep our school healthy and promote good personal hygiene. Every morning as you drop your child off at Poko Loko, please encourage your child to wash her hands. We will reinforce this and also require frequent hand washing throughout our daily routine. For example: before and after meals, after potty, after wiping or blowing noses, and after outdoor play. Also, parents are encouraged to use anti-bacterial hand gel provided at the school's entrance.



## School Cleanliness

Poko Loko works very hard to be a clean and healthy center. The school is routinely cleaned by professionals during off hours and spot cleaned in house during school hours. We have policies for toy washing, hand washing, diaper changing, and food service to ensure cleanliness and safety.



### Laundry

Poko Loko provides and launders its crib sheets as well as cot sheets and blankets. Crib linens are washed twice a week and cot linens once a week. Any soiled linens are washed immediately.

## Shoes Off Policy

Poko Loko has a shoes off policy for cleanliness reasons.

### Upon entering the Infant Center or Toddler Center

We ask that all parents and children remove their shoes. Blue booties are available for parents who find it difficult to remove shoes. Infants and Toddlers should be carried to their appropriate classrooms by the parent. The parents should change their child's shoes to clean indoor-only shoes.

### Upon entering the Preschool Building

We ask that all parents and children remove their shoes if they are wet, snowy, or muddy. Blue booties are available for parents who find it difficult to remove shoes. Parents should help their child change their shoes before the child enters their classroom. Children may keep an indoor-only pair of shoes at the center for these instances.



## SIDS (Sudden Infant Death Syndrome)

The current position statement from the American Academy of Pediatrics recommends that to help reduce the risk of Sudden Infant Death Syndrome, all infants are to be placed on their backs to sleep. Therefore, all infants in our care will be placed on their backs to sleep. Only under the written instructions of both a licensed physician and the child's parents will we act otherwise.

Poko Loko also adopts the policy that a safe crib for all babies has only a mattress, fitted sheet, and the baby in it.

Poko Loko uses HALO SleepSack wearable blankets instead of traditional loose blankets.

For more information please contact SIDS of Illinois: 800-432-SIDS or [www.sidsillinois.org](http://www.sidsillinois.org)

All Poko Loko staff are required to complete a class on SIDS and SBS (Shaken Baby Syndrome).



## Staff Health

Before starting, Poko Loko staff must complete a physical including a TB test. All caregivers must also show proof of having received: (i) one dose of the Tdap (Tetanus, Diphtheria, and Pertussis) vaccine; and (ii) 2 doses of the MMR (Measles, Mumps, and Rubella) vaccine or show proof of immunity to MMR. Biennial physicals are required for continued employment.

## Lead in Water & Radon Testing

### Lead

All drinking water sources at Poko Loko undergo testing to ensure that there are no detectable amounts of lead. Samples are tested by an IEPA approved lab and results are posted on Poko Loko's Parent Board.

- Directors of Poko Loko are required to complete Lead in Water safety training.

### Radon

Every three years, Poko Loko has a licensed professional test to ensure its Radon levels are safe. Results are posted on Poko Loko's Parent Board.



## Pest Control/Pesticides

Poko Loko has created an Integrated Pest Management Program. Poko Loko contracts with professional exterminators to control unwanted pests. Routine maintenance is done monthly and is performed after school hours. Please reference the monthly School Events Calendar for specific dates.

## Lawn Care/Fertilizers/Herbicides/Pesticides

Poko Loko contracts with a professional landscape company to care for areas outside our school. Occasionally trees are sprayed or the grass parkway is treated with chemicals such as fertilizers, herbicides, and pesticides. Please reference the monthly School Events Calendar for specific dates as well as signs posted in the outdoor parkway. As a precaution, it is always a best practice to use the sidewalks at Poko Loko when walking outside.



# IMMUNIZATIONS & REQUIREMENTS FOR CHILDREN

Immunization Type & Comments	2 Months	4 Months	6 Months	12 Months	15 Months	18 Months	6 Years
<b>DTaP</b> Diphtheria, Tetanus, & acellular Pertussis 4th dose at 15–18 months. DTaP may be given as early as 12 months, if 6 months have elapsed since the previous dose, and if the child might not return by 18 months of age 5th dose at 4–6 years	✿	✿	✿			✿	✿
<b>Hep B</b> Hepatitis B 2nd dose at least 28 days after 1st 3rd dose at 6–18 months	✿	✿				✿	
<b>HIB</b> Haemophilus influenza type b HIB at 6 months may not be needed depending on the brand of HIB used for the 1st and 2nd doses 4th dose at 12–15 months	✿	✿	✿		✿		
<b>Influenza (6–18 months)</b> Flu Not required by the State of Illinois. Check with your child's physician for recommendations						✿	
<b>IPV</b> Polio 3rd dose at 6–18 months 4th dose at 4–6 years	✿	✿				✿	✿
<b>Lead Screening</b>			✿				
<b>MMR (12–15 months)</b> Measles, Mumps, & Rubella 2nd dose at 4–6 years					✿		✿
<b>Physicals</b>	Needed within 6 months of admission and every two years afterwards.						
<b>Vision &amp; Hearing</b>	Needed after turning 3 years of age.						
<b>PCV*</b> PCV Pneumococcal conjugate 4th dose at 12–15 months <b>PCV* or PPV (2–18 years)</b> PPV Pneumococcal Polysaccharide Vaccine *PCV is not required by State of Illinois. Check with child's physician for recommendation.	✿	✿	✿		✿		
<b>TB Skin Test</b> Tuberculosis				✿			
<b>Varicella (12–18 months)</b> Chicken Pox <b>Varicella** (6 years)</b> **Varicella vaccine for children who have not been given a shot for chicken pox and who have not had chicken pox						✿	✿

# ILLNESS

- ▶ **Temperature over 100° under the arm or 101° orally**
  - child may return when fever free for 24 hours without medication
- ▶ **Diarrhea**
  - child may return after first normal bowel movement
- ▶ **Vomiting 2 or more times within 24 hours**
  - child may return 24 hours after last vomiting incident
- ▶ **Purulent Conjunctivitis (Pink Eye)**
  - child may return 24 hours after first treatment
- ▶ **Any undiagnosed rash**
  - child may return when rash is gone or with a note from the doctor
- ▶ **Chicken Pox— Varicella**
  - child may return six days after onset of rash
- ▶ **Head Lice**
  - child may return the morning after first treatment and when the hair is egg free
- ▶ **Strep Throat**
  - child may return when on antibiotics for 24 hours and fever free
- ▶ **RSV (Respiratory Syncytial Virus)**
  - child may return when fever free for 24 hours without medication and is comfortable enough to return to school
- ▶ **Impetigo**
  - child may return 24 hours after first treatment
- ▶ **Whooping Cough—Pertussis**
  - child may return after 5 days of antibiotic treatment
- ▶ **Scabies**
  - child may return after completion of treatment
- ▶ **Mouth Sores**
  - child may return with physician's note stating that the child is noninfectious
- ▶ **Hand Foot and Mouth Disease**
  - child may return when fever free for 24 hours without medication and is comfortable enough to return to school
- ▶ **Ringworm**
  - child may return if lesion(s) can be covered; otherwise, child may return 24 hours after treatment begins
- ▶ **Anything that may be contagious**
  - child may return with physician's note stating that the child is noninfectious

Poko Loko is very cautious when dealing with communicable illnesses. For the protection of children and staff at Poko Loko, your child must be kept home if he has any of the following symptoms or illnesses.



# FOOD & NUTRITION

## Our Menu

### Infants:

#### Bottles:

Parents are to provide prepared bottles of formula or breast milk every day; these bottles should be labeled with the baby's name and the date prepared. An extra container of ready-made formula or a frozen bottle of breast milk can be left in case of an emergency. All bottles will be properly refrigerated in each child's room. When needed, bottles will be warmed to the appropriate temperature using a Crock-Pot. Microwaves are never used to warm bottles. Mothers are always welcome to breast feed their babies at Poko Loko.



We ask that parents label bottles with their child's name.

#### Cereals & Jarred Foods:

Poko Loko provides Gerber brand baby foods including cereals, fruits, vegetables, and meat dinners. We also provide table food that is prepared daily by our chef or caterer. Parents of infants should let us know when we may start baby food and then table food with their infant.

### Toddlers through Kindergarten

#### Breakfast (8:00 a.m.)

- healthy cereal and milk
- fruit

#### Snacks (10:30 a.m. and 3:00 p.m.)

all served with milk

- fruit, yogurt, cheese, eggs, turkey, hummus, pudding, bagels, muffins, pretzels, etc.
- Toppings include cream cheese, jelly, butter, etc.
- Special treats like lemonade, juice, ice cream, cake, and cookies may be served on occasion.







#### Lunch (11:30 a.m.-Noon)

- Lunch is prepared fresh daily by our chef or caterer.
- healthy main course
- daily fruit
- daily vegetable
- milk



Current menus are always available at our parent boards. Every month, as part of our themed curriculum, our preschool students will also participate in preparing and sampling various foods. Please watch your theme calendar for these special food projects.



 <b>SPRING - lunch menu</b> 				
Monday	Tuesday	Wednesday	Thursday	Friday
<b>Milk</b> 1% milk is served with all lunches and most snacks.		<b>Breakfast</b> 8:00-8:30am fruit, with a healthy cereal and milk		<b>Snacks</b> 10:30am / 2:30pm fruit, cheese, yogurt, egg, turkey, hummus, muffin, bagel, etc.
Scrambled Eggs Sausage Green Beans Mandarin Oranges	Chicken Tenders Mac & Cheese Peas Diced Peas	Diced Ham Rice Vegetarian Beans Applesauce	Sloppy Joe Sliced Bread Diced Carrots Fresh Seasonal Fruit	Sliced Turkey & Cheese on Wheat Tortilla Green Beans Sliced Oranges
Ground Beef Rice Corn Diced Peaches	Diced Chicken Fettuccine Alfredo Diced Carrots Pineapple Tidbits	Fish Sticks Mashed Potatoes Broccoli w/ Cheddar Diced Peas	Swedish Meatballs Buttered Noodles Peas Mandarin Oranges	Cheese Sandwich Chicken Soup Vegetarian Beans Sliced Apples
Beef Ravioli Cornbread Green Beans Applesauce	Diced Ham Rice Corn Diced Peaches	Scrambled Eggs Tater Tots Vegetarian Beans Mandarin Oranges	Tuna Pasta Diced Carrots Fresh Seasonal Fruit	Cheese Pizza Peas Diced Peas
Chicken Tenders Pasta w/ Marinara Diced Carrots Sliced Apples	Taco Salad Ground Beef Cheddar Corn Chips Vegetarian Beans Pineapple Tidbits	Spaghetti Meatballs Green Beans Diced Peaches	Fish Stacks Mashed Potatoes Broccoli w/ Cheddar Sliced Oranges	Sausage Rice Tomato Soup Fresh Seasonal Fruit

Poko Loko is a PEANUT and NUT FREE school. We do not serve anything with peanut or nut products. For the safety of others, please do not bring anything with peanut or nut products into Poko Loko.

### Food Safety

Poko Loko employs an onsite cook who is certified in Food Service Sanitation. Due to state regulations, we cannot distribute homemade treats to our program participants. If you are sending food to school with your child to be distributed on a special occasion, all food must be store-bought and in its original container with an ingredients label.



### Food Allergies

Any food allergies your child may have must be made known to the center director and classroom staff. A Medical Alert form and FARE form must be completed and kept on file at Poko Loko. Food may be supplemented by parents as long as a doctor's note is provided. Poko Loko can also make substitutions as available.



### Holiday Treats

During the holidays Poko Loko will offer special treats to your child as we celebrate these happy times. Our Valentine's Day, Halloween, and December holiday parties give your child a special chance to participate by bringing in store-bought, peanut free treats and handing them out during circle time. Each child will be thrilled with their little goody bag filled with lots of joy.



### Dietary Restrictions and Supplements

Any food restriction (i.e. dietary, religious, etc.) should be made known to your child's teacher and the center director. Parents may provide or supplement their child's meals at Poko Loko; however, they must have a note from home explaining the reason. All dietary restrictions are posted in your child's classroom for easy reference. Food brought into our school must never contain the following due to allergic and choking hazards:



- nuts, seeds, peanut butter or peanut oil
- raw carrots, raw peas, or corn kernels
- berries, raisins, or grapes
- hot dogs
- popcorn
- hard candies
- marshmallows
- gum

### Nutritional Information

Nutritional and ingredient information is available for the food we serve. Please see a center director for this information if desired.



# BEHAVIOR & DISCIPLINE

## A Guidance Approach to Behavior and Discipline

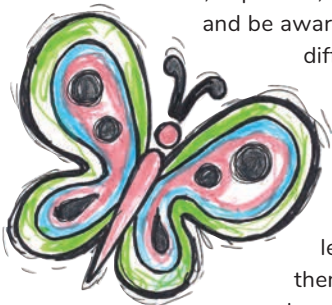
Our goal is to help children incorporate positive behavioral skills into their lives inside the classroom and out. Our staff members value the importance of working with very young and impressionable children. That's why we seek to discover the causes behind misbehavior, rather than merely suppressing it. We want our approach to discipline to always be tempered with love and support. Instead of using punishment and reward in the classroom, we believe that the most effective way to help children grow and learn is to use a guidance approach.

A guidance approach to behavior is not surrounded by the idea of punishment. Instead, we see children as impressionable young novices who are growing up and learning to be self-sufficient; therefore, we must teach them skills and lessons that will benefit them throughout adolescence and into adulthood. In this approach, we act as coaches who support our children in their development and their emerging abilities to make thoughtful choices and take responsibility for their own actions. The end goal is for the children to develop into independent and democratic citizens of society.

Although we try to avoid them, time outs may be used for children 24 months or older in order to separate them from the group and to help gain self-control. Removal from the group shall not exceed one minute per year of age. If your child becomes overly-aggressive towards themselves, the teacher, or other children in the classroom, a meeting between the director, the child's teacher, and the child's parents may be required. Every effort will be made to resolve the issues.

Parent involvement in the guidance and discipline process is essential. Parents are encouraged to discuss their child's home behavior and discipline procedures with the child's teacher in order to gain a level of consistency. On the other hand, teachers are encouraged to discuss the child's school behavior and discipline procedures with the child's parents to further this level of consistency. The consistent reinforcement of appropriate behavior and discouragement of inappropriate behavior both at home and at the day care is imperative. Communication between the parents and the teacher is the key to this consistency.

Also, important, teachers and parents must have patience and be aware that the children are learning new and difficult skills. As caregivers, it is our job to get to know each and every one of our students so we can truly understand who they are and why they act out. By building a supportive relationship between adult and child, we are able to learn more about our students and guide them to become a well-rounded, confident, and responsible citizen of society.



### Some examples of positive guidance include:

**Tell the child specifically what to do, rather than what not to do.**

The words, "Put your crayons in the box and put the paper in the drawer," are much more helpful than, "Don't make a mess with the art supplies."

**Point out positive behavior.**

Let the child know when he gets it right. "You put your shoes in the closet and hung up your backpack. You're a hard worker." Clear, descriptive encouragement rather than praise helps your child understand your expectations and builds confidence.

**Try the "when/then" strategy.**

"When we put away the books, then we can go outside."

**Redirect the child away from a behavioral issue by offering two choices that are both okay with you.**

For example, perhaps your child runs away from you at the playground. You could say, "You can walk next to me or I can hold your hand. Which one would you like to choose?" This way the child is following your rules but still feels as if they have a choice in the situation. If the child refuses to comply, you gently but firmly make the choice. "Okay, I will help you. I am going to hold your hand."

**Encourage the child to use words to solve problems.**

Give verbal prompts such as "If you don't like it when she takes your toys, tell Susie how you feel."

**Use natural and logical consequences when appropriate to guide learning.**

For example, when a child spills her milk, she should clean it up. By giving a direct consequence to the problematic behavior, the child will learn responsibility and learn from her mistakes.

**Use nonverbal techniques.**

Make sustained eye contact, use gestures such as shaking your head, or gently touch the child on the shoulder to let them know that they are doing something that you don't approve of.

Discipline is traditionally defined as training that is surrounded by reward and punishment. This teaches children to focus on what will happen to them if they do or do not do a desired behavior. On the other hand, the guidance approach focuses on the idea that children need skills to think about their decisions from all points of view. It teaches children to focus on what happens to other people when they do or do not do a certain behavior. Of course, children need consequences in order to learn how to be responsible, but rewards and punishments will only teach a child to be obedient. Our goal, as



parents and caregivers, is to teach children how to become cooperative, kind, and considerate of those around them. In other words, children need to understand their behaviors have consequences, not only for them but for people around them as well.

In the event that a child poses an immediate threat to the safety of him or others, temporary removal from the school may be necessary. In this event, a director will call the child's parents and request that the child is immediately picked up. Poko Loko may also request that the child stay home for a determined period of time before returning.

While it is Poko Loko's policy to always strive to serve every child enrolled in our program, we do realize in certain circumstances, uncontrollable child behavior can be a deterrent to quality care. In these instances, Poko Loko will implement its Behavior Support Plan (see pg. 22) and if need be, its Transitioning to Another Program Policy (see pg. 22).

## Biting 101

Biting is a typical behavior often seen in infants, toddlers, and 2-year olds. As children mature, gain self-control, and develop problem-solving skills, they usually outgrow this behavior. While not uncommon, biting can be upsetting for everyone involved. It's best to discourage it from the very first occurrence. This pamphlet was made from information from the National Association for the Education of Young Children (NAEYC). It will help you understand the reasons young children bite and give you some ideas and strategies for responding appropriately.

### Why do children bite?

Some children bite instinctively because they have not developed self-control. For example, when Marcus grabs a doll from his sister Gina, her first response may be to bite him and grab the doll back. She doesn't stop to think about other ways to act or the repercussions of her actions. There are many other reasons why a child may bite.

#### A child may bite to:

- Relieve pain from teething.
- Explore cause and effect ("What happens when I bite?").
- Satisfy a need for oral-motor stimulation.
- Imitate other children and adults.
- Feel strong and in control.
- Get attention.
- Act in self-defense.
- Communicate needs and desires, such as hunger or fatigue.
- Communicate or express difficult feelings, such as frustration, anger, confusion, or fear.

### How can we stop the biting?

With biting, it's important to deal with the behavior immediately after it happens. The next time your child bites, try these steps:

#### Step 1: Be calm and firm.

Address your child with a firm "no biting!" or "biting hurts!" Keep it simple and easy for a toddler to understand. Make it clear that biting is wrong, but avoid lengthy explanations until your child is old enough to understand. Remaining as calm as possible will help resolve the situation more quickly.

#### Step 2: Comfort the child that was bitten.

Direct your attention to the child who has been bitten. If there is an injury, clean the area with soap and water.

#### Step 3: Comfort the biter, if need be.

Often, toddlers don't realize that biting hurts. It's okay to comfort a child who's feeling upset about hurting someone. Older toddlers might learn from being allowed to comfort their friend after a bite. However, if the biter is doing the behavior to get attention, you don't want to reinforce this behavior by giving too much comfort. Instead, give attention in other ways to hopefully prevent them from acting out.

#### Step 4: Offer alternatives.

When things have calmed down, sit down with the child and talk about other alternatives to biting. Suggest ideas such as using their words in conflict situations, such as "no," "that's mine," and "I don't like it when you do that." It is important to teach children to use their words to communicate instead of biting or other aggressive behavior.

#### Step 5: Redirect.

Distraction works wonders with kids this age. If emotions and energy levels are running high or if boredom has set in, help redirect a little one's attention to a more positive activity, like dancing to music, coloring, or playing a game.

### What if biting becomes a habit for my child?

If biting becomes a habit for your child and ongoing positive guidance is not effective, it's time to set up a meeting with your child's teacher. Together, you can plan an approach for addressing the behavior that can be applied consistently at home and at the day care center. Together, we can discuss and define the behavior and find the cause behind it. Next, you and the teachers can develop a plan to address the causes and help your child to replace biting with acceptable behaviors. Try the plan for several weeks, but be patient. It takes time to change behaviors that have become habits. Keep in touch with your child's teachers to share information about changes in behavior. After several weeks, we will evaluate the plan's effectiveness and make changes as needed.

## What strategies can I use to help my child overcome a habit of biting?

### Here are some strategies for addressing a child's biting habit:

- Observe your child to learn where, when, and in what situations biting occurs. Sometimes an adult may need to stay close to the child to prevent biting.
- Pay attention to signals. Stay close and step in if your child seems ready to bite.
- Suggest acceptable ways to express strong feelings. Help your child learn to communicate her wants and needs ("Amy, tell your sister you were still playing with the truck").
- Use a reminder system to help your child learn to express strong feelings with appropriate words and actions ("Tell Joseph that you don't like it when he gets that close to you").
- Reinforce positive behavior by acknowledging your child's appropriate words and actions ("Good job! You didn't like being tickled so you used your words to ask me to stop").
- Provide opportunities for your child to make choices and feel empowered.
- Be sure your behavior expectations are age-appropriate and individually appropriate for your child. Expecting a child to do something they are not able to do can cause children to feel stress. Stress can lead to biting.
- Offer foods with a variety of textures to meet your child's sensory needs.
- Teach your child words for setting limits, such as, "no," "stop," or "that's mine."
- Shorten your child's day. Drop off a little later and pick up a little earlier.

## What strategies are not helpful?

- Avoid labeling a child as a "biter." Negative labels can affect how you view your child, and even affect the child's feelings about themselves.
- Never bite a child back to punish or show them how it feels to be bitten. Biting a child sends the message that using violence is an acceptable behavior that can be used to solve problems.
- Avoid getting angry, yelling, or shaming a child.
- Avoid giving too much attention to a child who bites after an incident. While this is usually negative attention, it can still reinforce the behavior and cause a child to repeat it.
- Do not force a child who bit and the child who was hurt to play together.
- Do not punish children who bite. Punishment does not help children to learn discipline and self-control. Instead, it makes children angry, upset, defiant, and embarrassed. It also undermines the relationship between you and your child.

## Discharge Policy

The rules, policies, and guidelines set forth in this handbook were adopted by Poko Loko based on regulations and requirements promulgated by the Illinois Department of Children and Family Services and other state and local governing authorities. In order to ensure a safe and healthy environment for the care of all children enrolled in Poko Loko's program, it is of utmost importance that each participant observes all rules and policies.

Poko Loko reserves the right to discharge a participant from its program for any of the following:

- Nonpayment of tuition.
- Abuse or non-compliance of the rules and guidelines set forth herein by a parent.
- Hostile or abusive behavior or demeanor to any staff, customers, participants, or any other persons associated with Poko Loko by a parent, guardian, or other person associated with the child.

Any family discharged from Poko Loko will receive written notice to the parents. Upon discharge, the discharged party shall receive the return of his security deposit, less any amounts due to Poko Loko.

## Behavior Support Plan

In cases of child behavior deemed detrimental to the classroom environment, Poko Loko will implement its Behavior Support Plan. This plan, with parental consent, will allow Poko Loko to assist a family in finding specific resources, services, or interventions to support the child and family. In the event, after extensive efforts are made, there is not a behavioral improvement, Poko Loko will request the child be transitioned to another program better suited to meet the child's needs.

## Anti Expulsion Policy

Pursuant to Public Act 100-105, Poko Loko has adopted an Anti Expulsion Policy: Poko Loko will not remove a child from its program unless absolutely necessary, meaning available resources have been exhausted and Poko Loko determines that transitioning the child to another setting is best for child and/or peers. In all instances, removal of a child is a last resort, only after documented steps have been taken to access available resources with the child's parent's consent. Documented steps should include: observation reports, family communication, use of or access to external resources, and implementation of intervention plans and/or strategies.

## Planned Transition to Another Program Policy

Once it has been determined that a child will be discharged, Poko Loko with parental consent will assist in transitioning the child to another program. This will include sharing of observation reports and other pertinent documents as well as any necessary meetings that need to take place. Poko Loko can also assist in referrals to other programs to best aid in a smooth transition for the child.

# IMPORTANT REMINDERS

## Parents, Please Remember

- ▶ Payment must be kept current.
- ▶ Payment is expected every week on the first scheduled day of attendance.
- ▶ If a balance is past due by 10 or more days, Poko Loko reserves the right to use your security deposit to help cover a past due balance and reserves the right to disenroll your student.
- ▶ Full weekly payment is due when Poko Loko is closed in observance of national holidays.
- ▶ Full weekly payment is due when a student is absent.
- ▶ Security deposits will only be refunded if Poko Loko receives two weeks notice of your student's withdrawal.
- ▶ A \$1 per minute late fee will be assessed for any child picked up after Poko Loko's 6:00 p.m. closing time.
- ▶ Students must stay home if they exhibit symptoms of vomiting, diarrhea, or fever.



## Amendment to Handbook

Poko Loko reserves the right to alter, amend, or otherwise modify the terms of this handbook in its sole discretion.

# SUMMARY OF LICENSING STANDARDS



## Introduction

The Department of Children and Family Services (DCFS) is responsible for licensing day care centers. When a day care center is licensed, it means that a DCFS licensing representative has inspected the facility and the facility was found to meet the minimum licensing requirements. A license is valid for three years. The day care center's license must be posted. It will indicate the maximum number of children allowed in the facility and the areas where children may receive care.

Licensed day care facilities are inspected annually by DCFS licensing staff. If a complaint has been received regarding a violation of the licensing standards of a day care center, a licensing representative will conduct a licensing complaint investigation to determine if the alleged violation should be substantiated or unsubstantiated. Individuals may contact the Day Care Information Line to learn of substantiated violations.

## Day Care Information Line 1-877-746-0829

This statewide toll-free information line provides information to the public on the history and record, including substantiated violations, of licensed day care homes, day care centers, and group day care homes. This number operates Monday through Friday from 8:30 a.m. to 5:00 p.m.

## Summary of Licensing Standards for Day Care Centers

The following is a summary of the licensing standards for day care centers. It has been prepared so that you may monitor the care provided to your child. This is a brief summary and does not include all of the licensing standards for day care centers. State licensing standards are *minimum* standards, while some municipalities may impose stricter standards on day care centers operating within their jurisdictions. If you observe a violation of any of these standards, you are encouraged to discuss your concerns with the day care center operator. In most cases, parents and day care operators are able to resolve the parents' concerns and issues. If you believe the day care operator is not responding to your concerns, and may not be meeting state licensing standards, you may make a complaint to the local DCFS Licensing Office or by calling the Child Abuse Hotline at 1-800-252-2873 and stating that you want to make a licensing complaint. A DCFS licensing representative will investigate your complaint and report the results back to you. The day care center is required to provide a copy of its own written policies regarding the operation of the facility to each staff person and to parents of enrolled children.

## Staffing

- The day care center must have a qualified child care director on site at all times. The director must be at least 21 years old, have completed two years of college or have equivalent experience and credentials.

- Early childhood teachers must be at least 19 years old, have two years of college or have equivalent experience and credentials.
- School-age workers must be at least 19 years old. They must have completed one year of college or have the equivalent experience and credentials.
- Early childhood assistants and school-age assistants must have a high school diploma or the equivalent and must work under direct supervision of an early childhood teacher or a school-age worker.
- Student and youth aides must be at least 14 years of age, at least five years older than the oldest child in their care, and must work under direct supervision of an early childhood teacher or a school-age worker.
- Student and youth aides are not generally counted for purposes of maintaining staff/child ratios.
- The director and all child care staff must have 15 hours of in-service training annually.
- All staff must have current medical reports on file and are subject to background checks for any record of criminal conviction or child abuse and neglect.
- A person certified in first aid, including CPR and the Heimlich maneuver, must be present at all times.
- All child care staff in a facility licensed to care for newborns and infants must have training on the nature of Sudden Unexpected Infant Death (SUID), SIDS and the safe sleep recommendations of the American Academy of Pediatrics.

## Group Size and Staff Requirements:

Age of Children	Staff/Child Ratio	Maximum Group Size
Infants (6 weeks through 14 months)	1 to 4	12
Toddlers (15 through 23 months)	1 to 5	15
Two years	1 to 8	16
Three years	1 to 10	20
Four years	1 to 10	20
Five years (preschool)	1 to 20	20
School-age: Kindergartners present	1 to 20	30

- Exception: One early childhood teacher and an assistant may supervise a group of up to 30 children if all of the children are at least five years of age.
- Whenever children of different ages are combined, the staff/child ratio and maximum group size must be based on the age of the youngest child in the group.

### General Program Requirements

- Parents must be allowed to visit the center without an appointment any time during normal hours of operation.
- Staff must demonstrate respect for each child enrolled regardless of differences in gender, ability, culture, ethnicity, or religion.
- There must be a balance of active and quiet activity. Children of all ages shall be encouraged to participate daily in at least 2 occasions of age-appropriate outdoor time, with active movement or play for mobile children.
- In pre-school programs where children receive care for less than three hours per day, outdoor activity is not required.
- Children will be limited in the amount of daily passive screen viewing.
- Children may not be left unattended at any time.

### Infants and Toddlers

- Infants and toddlers must be in separate space away from older children.
- A refrigerator and sink must be easily accessible.
- Toys and indoor equipment must be cleaned and disinfected daily. Safe, durable equipment and play materials must be provided.
- Either the day care center or the parent may provide food for infants not consuming table food. Feeding times and amounts consumed must be documented in writing.
- No food other than formula, milk, breast milk or water may be placed in a bottle for infant feeding. Microwaves are not to be used for bottle warming.
- Infants must be placed on their backs to sleep.
- The facility must have a clearly defined diaper changing area with the procedures for changing diapers clearly posted. A hand-washing sink must be accessible.
- Staff changing diapers must wash their hands and the child's hands with soap and running water after diapering.
- Information about feeding, elimination and other important information must be recorded in writing and made available to parents when the child is picked up at the end of the day.
- Only new cribs manufactured on or after June 28, 2011 can be utilized.

### School-Age Children

- The facility must have a designated area for school-age children so they do not interfere with the care of younger children.
- Clear definitions of responsibility and procedures are to be established among parent, day care center and school when children move to and from school.
- A variety of developmentally appropriate activities and materials must be available for children. Opportunities must be provided to do homework, if requested.

### Evening, Night and Weekend Care

- Family-like groups of mixed ages are allowed.
- Staff must be awake at all times and in the sleeping area whenever children are sleeping.
- Dependent on age, each child must have an individual cot, bed or crib.
- An evening meal and a bedtime snack must be served.
- Breakfast must be served to all children who have been at the facility throughout the night and are present between 6:30 a.m. and 8:30 a.m.

### Enrollment and Discharge

- Parents must be provided the names, business address and telephone number of persons legally responsible for the program.
- Parents must be provided the following in writing: Information on the program, fees, arrival and departure policies explaining to the parents and guardians what actions the caregiver will take if children are not picked up at the agreed upon time, as well as policies related to guidance and discipline.
- Parents must complete an initial enrollment application, which includes a certified copy of their child's birth certificate (which will be copied by the center and returned to the parent), emergency numbers, and persons authorized to pick up their child.
- A child may only be released to a parent or other responsible person designated by the parent in writing.
- Daily arrival and departure logs must be kept by the center.

### Guidance and Discipline

- Parents must be given a copy of the guidance and discipline policy.
- The following are prohibited:
  - corporal punishment
  - threatened or actual withdrawal of food, rest or use of the bathroom
  - abusive or profane language
  - public or private humiliation
  - emotional abuse, including shaming, rejecting, terrorizing or isolating a child
- “Time-out” is to be limited to one minute per year of the child’s age.
- “Time-out” may not be used for children less than two years of age.

### Transportation

- The driver must be 21 years of age and hold a driver’s license that has been continuously valid for three years.
- Children must not be allowed to stand or sit on the floor of the vehicle.
- Age appropriate safety restraints must be used when transporting children in vehicles other than school buses.
- Any vehicle used to transport children must have liability insurance coverage in an amount required by statute.
- The driver must make sure that a responsible person is present to take charge of a child when delivered to his or her destination.

### Health Requirements for Children

- Parents or guardians of infants, toddlers and preschool children enrolling in day care for the first time must provide a medical report dated fewer than 6 months prior to enrollment; children transferring from another licensed day care center may use their current medical report, if it is less than one year old.
- Parents or guardians of school-age children may submit a copy of the most recent regularly scheduled school physical (even if it is more than 6 months old) or the day care center may require a more recent medical report by its own enrollment policy.
- A medical report indicating that the child has been appropriately immunized must be on file for each child. Parents are encouraged to be informed about childhood immunizations by going to the following website: <http://www.idph.state.il.us/about/pgci.htm>. A tuberculin skin test is to be included in the initial exam unless waived by a physician.

- The medical report is valid for two years for infants and preschool children. Exams for school-age children are required consistent with the requirements of the public schools.
- The center must comply with the Illinois Department of Public Health’s Hearing and Vision Screening Codes and the Illinois Child Vision and Hearing Test Act.
- Children aged one to six years must have either a lead risk assessment or a lead screening.
- Water must be freely available to all children.
- Children’s hands must be washed with soap and water upon arrival at the center, before and after meals or using the toilet, after wiping or blowing their noses, after outdoor play and after coming into contact with any soiled objects.
- Prescription and non-prescription medication may be accepted only in its original container. The center must maintain a record of the dates, times administered, dosages, prescription number (if applicable) and the name of the person administering the medication.
- Medication must be kept in locked cabinets or other containers that are inaccessible to children.

### Nutrition and Meals

- Menus must be posted.
- Meals and snacks must meet nutritional guidelines and shall be prepared so as to moderate fat and sodium content.
- Children in care two to five hours must be served a snack. Children in care five to 10 hours must be served a meal and two snacks or two meals and one snack. Children in care more than 10 hours must be served two meals and two snacks or one meal and three snacks.

### Napping and Sleeping

- Children under six years of age who remain five or more hours must have the opportunity to rest or nap.
- Infants must sleep in safe, sturdy, freestanding cribs or portable cribs.
- Toddlers may use either stacking cots or full-size cribs.
- A cot or bed must be provided for each toddler or preschool child in attendance five or more hours. Each cot, bed or crib must be labeled with the name of the child.

### Physical Space

- Infants and toddlers must be housed and cared for at ground level unless special approval has been granted from the Department.
- Indoor space must provide a safe, comfortable environment for the children. Floors and floor coverings must be washable and free from drafts and dampness.
- Toilets and lavatories must be readily accessible to the children.
- Hot and cold running water must be provided.
- Hazardous items must be inaccessible to children.
- Parents must be notified before pesticides are applied.
- Lead paint or asbestos removal must be in accordance with public health standards and statute.
- Exits must be unlocked and clear of equipment and debris.
- Drills for fire and tornado must be conducted. A floor plan must be posted in every room indicating the areas providing the most safety in the case of a tornado and the primary and secondary exit routes in case of fire.
- Smoking or the use of tobacco products in any form is prohibited in the child care center or in the presence of children while on the playground or on trips away from the center.
- The facility must test for radon at least every 3 years and post the results in an area visible to parents, along with an informative notice about the effects of radon.
- Play materials must be durable and free from hazardous characteristics.
- The facility may not use or have on the premises any unsafe children's product as described in the Children's Product Safety Act. Lists of unsafe children's products and recalls from 1989 forward are available at: <http://srs.dph.illinois.gov/webapp/SRSApp/pages/>.
- The facility must be cleaned daily and kept in sanitary condition at all times.
- First-aid kits must be maintained and readily available for use.

### Outdoor Play Area

- Play space must be fenced or otherwise enclosed or protected from traffic and other hazards. There must be a shaded area in summer to protect children from excessive sun exposure.
- All areas of the outdoor play space must be visible to staff at all times.
- Equipment must be free of sharp points or corners, splinters, protruding nails or bolts, loose or rusty parts, the potential for entrapment and/or other hazards.
- Protective surfaces must be provided under equipment from which a child might fall.
- All swimming pools must be fenced or otherwise inaccessible to children.
- During hours of operation and at all times that children are present there must be a means for parents of enrolled children to have direct telephone contact with a center staff person.

*This summary has been developed to assist parents in monitoring the care provided by the day care center. Licensing Standards for Day Care Centers may be accessed through the DCFS website: [www.DCFS.illinois.gov](http://www.DCFS.illinois.gov). You may also contact your nearest DCFS office for assistance. Locations of DCFS offices are also available on the DCFS website. Locations of DCFS offices are available on the DCFS website.*

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# YOUR PATHWAY TO STARTING AT Poko Loko

## Step 1: Introduction

- Visitor Information Card
- School Tour
- Information Packet
  - Your Pathway To Starting
  - Why Choose Poko Loko
  - Tuition & Fees
  - Age Appropriate Theme Calendar
  - School Event Calendar
  - Menu
  - Intent to Register form



## Step 2: Registration

- Complete and Return Child Registration
- Pay non-refundable annual registration fee  
\$75 for one child, \$100 for multiple children  
*Mail or drop off payment by check*
- Complete and Return Parent Information
- Registration Confirmation—"Congratulations! Your Child Is Registered for Poko Loko"



## Step 3: Getting Ready to Start 6 weeks before start date

- Confirm Start Date
- Pay \$500 Security Deposit  
*Refundable upon two weeks notice of withdrawal*
- Pay First 2 Weeks' Tuition  
*Non-refundable 2 weeks before start date*
- Parent Webpage
- Complete and Return Enrollment Documents:
  - Emergency Contacts and Authorized Persons to Pick Up Child
  - Child Health Examination
  - Medical Information Sheet
  - Child's Birth Certificate
  - Emergency Medical Consent & Fees
  - Help Us Know Your Child
  - ProCare Family Management—Payment Authorization
  - ProCare Family Management—Messaging
  - Summary of DCFS Licensing Standards
  - Parent Handbook Agreement and Advisement
  - Late Pick Up Policy
  - Photographic Consent
  - Buggy Rides Consent



## Step 4: Starting

- "Welcome To Poko Loko"



### Your Infant's First Day:

- Change of Clothes—labeled, seasonally appropriate complete set
- Bottles—pre-made, labeled with child's full name and date prepared
- Diapers—entire pack, labeled
- Wipes—full box, labeled
- Pacifiers—if needed, labeled
- Ointments & Lotions—if desired, labeled (please remember to fill out an authorization form for these)



### Your Toddler's First Day:

- Change of Clothes—labeled, seasonally appropriate complete set
- Sippy Cups—labeled with child's full name
- Diapers—entire pack, labeled
- Wipes—full box, labeled
- Ointments & Lotions—if desired, labeled (please remember to fill out an authorization form for these)



### Your Two-Year-Old's First Day: (Introduction To Preschool)

- Change of Clothes—labeled, seasonally appropriate complete set
- Pull-Ups or Diapers—entire pack, labeled
- Wipes—full box, labeled
- Ointments & Lotions—if desired, labeled (please remember to fill out an authorization form for these)



### Your Three, Four, or Five-Year-Old's First Day: (Basic Preschool • Preschool • Junior Kindergarten)

- Change of Clothes—labeled, seasonally appropriate complete set
- 1 pair of Little Fiskars blunt tip scissors
- 1 box of 24 Crayola crayons
- 4 large glue sticks
- 4 fat pencils
- 1 pink eraser
- 1 paint smock
- 1 labeled school box to hold supplies



*LOVE & RESPECT*

*DREAM BUILDING TOO*

*SAFE CHEERFUL WARM*

*OUR PROMISE TO YOU*

**EDUCATING CHILDREN SINCE 1965**

300 Waukegan Road • Glenview, Illinois 60025 • 847.729.4433

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