



**MARILLAC
St.VINCENT**
— Family Services —

St. Vincent de Paul Center

Child Development Program Parent Handbook

Sponsored by the Daughters of Charity Since 1915

**2145 N. Halsted Street Chicago, IL 60614
(312) 943-6776**

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Last Updated: 7/1/15



Welcome to Marillac St. Vincent Family Service's St. Vincent de Paul Center Site!

Welcome to St. Vincent de Paul Center! We are delighted that you have chosen us to educate and care for your child. We hope that this handbook will help introduce you to St. Vincent's and answer most of your questions. Please read the handbook carefully so that you are familiar with the Center's policies and procedures, and if you have any questions, we would be more than happy to respond to them.

St. Vincent de Paul Center is a not-for-profit social service agency that provides many programs and services for families. Our Early Childhood Programs provide early learning opportunities for children age 3 months to 5 years and our School-Age Programs develop youth through before & after school programs and full-day summer camp up through age 13. St. Vincent's also provides additional services including Young Expressions Art Therapy, Family Support Services, Community Outreach Services, and Foster Grandparents. We invite you to familiarize yourself with all of our agency programs to help you identify other services that could benefit your family.

Sincerely,

Joanna Burke

Early Childhood Director
(Preschool, Birth to Three)

Albert Richardson

Director of Youth Services
(School-Age)

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Chief Program Officer
(All Programs)

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About St. Vincent de Paul Center



The Daughters of Charity in Chicago opened the DePaul Day Nursery and Settlement House in 1915 to help neighborhood women who needed to work while their husbands served in World War I. In 1972, the Settlement House merged with St. Vincent Infant Asylum, a 100-year-old home for orphaned children. After the merge, the agency was renamed St. Vincent de Paul Center. In 1914 the Daughters of Charity had also opened Marillac Social Center in East Garfield Park, and in 2015, St. Vincent de Paul Center merged with Marillac Social Center to form Marillac St. Vincent Family Services.

The mission of the Daughters is based on the life of St. Vincent de Paul, with the focus that a whole and healthy family is the hope of society and of a strong family structure.

Our Mission Statement

As stewards of the Vincentian spirit, St. Vincent de Paul Center is committed to strengthening and empowering those most in need to reach their greatest potential.

We fulfill our mission through quality early childhood education, youth development, comprehensive senior care, and interventions that help people out of crisis and onto a path of security and wellness.

Our Core Values

Integrity

Acting with transparency, humility and honesty

Excellence

Providing quality care with compassion

Creativity

Being continuously resourceful, and inventive

Advocacy

Supporting the cause of those who lack resources for a reasonable quality of life

Respect

Recognizing our own value and upholding the dignity and value of all people

Empowerment

Providing skills and resources to achieve full human development

Our Goal is to Provide Children and Families with:

- Affordable, convenient and dependable services for children
- A setting for social, emotional, cognitive and physical development through our use of the Creative Curriculum
- A nurturing environment that fosters early learning experiences and positive growth

Accreditation

St. Vincent de Paul Center is licensed by the City of Chicago and the State of Illinois. We are accredited by the National Association for the Education of Young Children (NAEYC) and we are a Gold Level ExceleRate rated Center through the Illinois Network of Resource & Referral Agencies.



Days and Hours of Operation

St. Vincent de Paul Center is open year-round.

- Monday through Friday, from 7:00 am to 6:00 pm
- Morning drop off time between 7:00 am and 9:00 am
- Evening pick up time between 2:30 pm and 6:00 pm

The Center is closed for one week in late August or early September to prepare for the new school year. Please see the current calendar for closing dates.



Updating Contact Information

It is the parent's responsibility to notify Administrative Services immediately of any temporary or permanent changes of: address (home, work or school), telephone number, place of employment, income, authorized pick up persons, and persons to be called in case of emergencies.



Arrival and Departure Procedures

All visitors to the center must enter through the main entrance on Halsted or through the garage stairwell or elevator.

All persons dropping off children in the morning or picking up children in the afternoon must be 16 years of age or older.

Children must be accompanied at all times and are not allowed to ride the elevator or walk through the building unescorted.

St. Vincent de Paul Center is a drug, alcohol and weapon free facility. No one entering the building can have any drugs, alcohol or weapons in their possession. Any person who violates this policy will be asked to leave. In addition, for the safety of our children, pick up or drop off individuals who smell strongly of marijuana may have their pickup cards revoked or be asked to leave.

Persons who are dropping off or picking up children are not allowed to be under the influence of any drugs or alcohol. If someone appears to be under the influence of drugs or alcohol, they will be asked to leave the building without the child. If he or she insists on taking the child, St. Vincent's reserves the right to call the police. St. Vincent's may also revoke pick up privileges for that person and the family will be at risk for discontinuance. If the pick up person who appears to be under the influence is someone other than the Sponsor, the Sponsor will be called immediately.

MORNING ARRIVAL:

- Morning drop off is between **7:00 am and 9:00 am**
- Once in the lobby, locate the child's morning card (located on the podium)
- Present the morning card to the teacher upon entering the classroom
- Children will not be admitted to the classroom without the morning card
- Sign the child into the classroom
- Remove the child's coat, hat, gloves, etc. and put them in their locker/cubby
- Infants and toddlers must arrive to the classroom with clean diapers
- Breakfast is served between 8:00 am and 8:45 am

No child will be admitted to the Center after 9:15 am. The only exception is if the child has a doctor's note and arrives by 11:00 am.

AFTERNOON DEPARTURE:

- Afternoon pick up hours are between **2:30 pm and 6:00 pm**
- Present pick up card to the front desk upon entering the building
- Present pick up card to the teachers in the classroom
- Sign the child out of the classroom
- Collect the child's coat, hat, gloves, etc. from their locker/cubby
- If something is forgotten in the classroom, the authorized pick up person must return to the classroom with the child to retrieve it
- Once a child is released to an authorized pick up person, that person is responsible for the child's safety

At the time of enrollment, you will be issued a pick up card. You will also receive pick up cards for up to three additional authorized pick up people. That card must be presented to the front desk upon entering the building and then again to the teachers in the classroom in order to sign the child out at the end of the day. Pick up cards are issued once a year (in September, or at the time of enrollment). Parents must complete a yearly update of the Vital Information Form before receiving new cards in September.

If a parent wants to remove the name of an authorized pick up person, it is the parent's responsibility to retrieve the pick up card and return it to Administrative Services. At that time a replacement card can be issued to another designated person.



If an authorized pick up person loses the pick up card, there will be a \$5 charge to issue a new card. If an authorized pick up person forgets the card, a temporary pick up slip can be issued by Administrative Services. The authorized pick up person will need to show photo identification in order to receive a temporary pick up slip.

If you are planning to have an unauthorized person pick up your child, you must call or go to the Administrative Services office to request a temporary pick up slip. Please inform the pick up person to go to the Administrative Services office to retrieve the pick up slip. The pick up person must have photo identification, or they will not be given the pick up slip. Only the Sponsor is allowed to authorize a temporary pick up slip, and they will be asked for valid identification. This is for your child's protection and ensures that no one will be allowed to pick up your child without your consent.

Staff will not release a child to anyone who does not have a pick up card or temporary pick up slip.



Transportation & Field Trip Safety

School age children are transported to and from school on St. Vincent buses or will walk with teachers. Throughout the year children three years of age and older take educational and recreational field trips and are transported by St. Vincent buses.

- Sponsors are required to sign a permission slip for field trips. If a Sponsor denies permission for their child to attend a field trip, the child will be placed in another classroom for the day if it can be accommodated. If it cannot be accommodated, the child will not attend St. Vincent's for that day.
- We reserve the right to require a chaperone, keep a child back, or require a child not to attend on a field trip day if there are any safety concerns.
- Bus transportation to and from school and for any field trips will be provided by St. Vincent's unless otherwise approved and coordinated by the Child Development Supervisor. In the event of any unexpected bus problems, teachers will walk students to and from school for that day.
- Children are required to wear their St. Vincent's t-shirt on field trips so that they are easily spotted. To purchase a t-shirt, please contact a Section Supervisor.
- For the school age program, only children seven years of age and older are permitted to participate in swimming activities during the summer. Children under seven will be placed in another classroom on days when any swimming activities are planned.

Parking and Driving on St. Vincent's Property



When driving/parking on Center property, please:

- Do not drive over five miles per hour
- Enter and exit the parking garage cautiously
- Do not park in parking spaces/areas that are reserved for the handicapped or for agency vehicles
- Do not leave children unattended in cars at any time and never leave the motor running
- Yield to pedestrians at all times
- Be especially watchful for small children
- Please turn music down so you can listen for children
- All-day parking in the center garage is reserved for staff only

St. Vincent staff reserve the right to revoke garage privileges if someone is found to be breaking any of the above listed rules.

When Parking on Halsted, please do not park in the "Handicapped" zone; this is strictly prohibited at all times. Additionally, please do not park so close to the driveway that it makes exit turns for the school buses and other vehicles difficult and unsafe.



Emergency Drills & Evacuation

Fire, tornado, and lockdown drills are conducted (unannounced) on a regular basis. Parents who are in the building while a drill is in progress must also evacuate or follow alternative staff instructions. As a safety precaution, do not remove your child from his/her group until an "all-clear" has been announced, the child has returned to the classroom and attendance has been taken.

If there is a need to evacuate the building due to an emergency, Center staff will call parents to notify them of how to proceed.

Weather Closings



If the Center is closed because of inclement weather, it will be announced that morning on WGN-AM (720) radio. In addition, you can log onto: www.emergencyclosings.com or call 847-238-1234.

In the event of bad weather, please allow yourself enough travel time to drop off your child by 9:00 a.m. and pick-up your child by the 6:00 p.m. closing.

Discipline and Behavior Management

Descriptive praise and positive reinforcement are the effective methods of behavior management that we use at St. Vincent's. When children receive specific, positive, peaceful and understanding interaction from adults, they develop good self-concepts, problem solving skills and self-discipline. Based on this belief of how children learn and develop values, St. Vincent de Paul Center practices the following discipline and behavior management practices.

The Center's policy states that staff will:

- Offer specific, descriptive, encouragement
- Reason with and set limits
- Model appropriate behavior
- Modify the classroom curriculum and environment to meet a child's individual needs
- Listen to every child
- Provide alternatives for inappropriate behavior
- Provide natural and logical consequences for behavior
- Respect the needs, desires and feelings of the child
- Use age-appropriate explanations

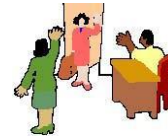
The Center's policy states that staff will NOT:

- Physically punish the child in any way

- Verbally abuse the child in any way
- Use profanity
- Shame or punish when bathroom accidents occur
- Deny food or rest as a form of punishment
- Leave the children unattended or without supervision
- Criticize, make fun of, or otherwise belittle parents, families or ethnic groups

If a child's behavior becomes unmanageable during the day, or the child is a danger to themselves or others, the Sponsor may be called and asked to pick up the child.

Discontinuance



If a Sponsor chooses to remove a child from the Child Care Program, written notification is requested at least two weeks in advance. A Discontinuance Notification Form can be found in the Administrative Office in room 143. This notification will help Center Staff better prepare the child and the classroom for the transition.

Parents are encouraged to communicate with St. Vincent de Paul Center Staff on a regular basis. If a problem or concern arises, good communication can help staff determine how to move forward to find the best solution for a family.

When that happens, the St. Vincent Staff member will schedule a meeting with the Sponsor. The purpose of the meeting is to address the concerns the Sponsor or staff member has, and to develop an appropriate plan of action. This plan will be reassessed after a period of time to determine its effectiveness. If the plan is not working, the Center reserves the right to discontinue the child. When a decision is made to discontinue a child, the parent will receive written notification and referrals to other possible Child Care programs.

The Center reserves the right to discontinue services for a family if:

- the Center is unable to provide for a child's needs
- the child is unable to adjust to the Child Care setting
- the family does not comply with Center policies
- the Sponsor is unwilling to cooperate with the Center Staff
- the Sponsor fails to pay tuition or late fees
- the Sponsor fails to complete and submit required forms
- the child does not meet the attendance requirements
- the family no longer meets eligibility requirements for Child Care
- there is any physical or verbal abuse of any person or property
- any false information is given by the Sponsor either verbally or in writing

- the child ages out of the Child Care Program at 13 years of age

Center staff will provide a two week written notice of discontinuance to the Sponsor. We reserve the right to give written or verbal notice of immediate discontinuance when there are extreme circumstances that could affect the well-being of staff or other children.

Enrollment Requirements

The Center's objective is to protect the health and well-being of each individual child, as well as that of the entire group as a whole. Prior to enrollment parents will be asked to provide a birth certificate or other proof of identity. If the information is not received within 30 days, please note that we are required by law to notify the Illinois State Police.

We will also request certain health related requirements regarding physicals, immunizations and other pertinent health information. It is important that you provide accurate and complete information so that we can best care for your child.

Immunizations



Children are required to have a complete medical examination prior to admission, including up-to-date immunizations. This is a City and State Licensing requirement.

As the child ages, updated physicals and immunization records will be required in order to maintain current medical records. Parents who are not in compliance are given a written Immunization Due Notice, which allows them a two-week time frame to either take the child to the doctor for the required immunization(s) or provide proof of a scheduled appointment.

If there is no response from the parent within two weeks after written notices are issued, the child will be suspended until the immunization updates are provided on an appropriate Medical Shot Record. If the family fails to provide proper medical documentation, the child may be discontinued.

The immunizations listed below are required by the Chicago Department of Health. If you or your doctor prefers not to give certain immunizations, we must have the Doctor's reason in writing.

- **DTP or DtaP:** 2 months, 4 months, 6 months, 15-18 months, and 4-6 years
- **Polio, OPV or IPV:** 2 months, 4 months, 6-18 months, 4-6 years
- **Measles, Mumps & Rubella (MMR):** 12-15 months, 4-6 years
- **Haemophilus influenza type b (HiB):** 2 months, 4 months, 6 months, 12-15 months
- **Hepatitis B (HB):** Birth, 2 months, 6-18 months

- **Pneumococcal Disease:** 2 months, 4 months, 6 months, 12-15 months
- **Varicella (Chickenpox):** 12-15 months

The immunizations listed below are strongly recommended by the American Academy of Pediatrics for any child attending a Child Care program:

- **Hepatitis A:** 12-24 months
- **Influenza (Flu Shot):** yearly after 6 months

Physical Examinations



City and State Licensing requires that children have physical examinations according to the following schedule:

For children two years and younger:

- | | |
|------------|-------------|
| • 2 months | • 12 months |
| • 4 months | • 15 months |
| • 6 months | • 18 months |
| • 9 months | • 24 month |

For children two years and older:

- Upon admission to the Center and then annually, shortly after the child's birthday.

Updated physical exams are required within four weeks of when the Center gives notification that it is due. If there is no response from the Sponsor within that time, the child will be suspended until the updated documentation is provided.

Children with asthma, allergies or who have experienced seizures must provide additional documentation with the Asthma Action Form, Allergy Action Form or Seizure Action Form, which will need to be filled out by the doctor before admission to the Center and yearly thereafter. This documentation is needed so that the Center can be prepared to respond to any type of reaction or emergency that the child may have.

Health Screenings



Vision & Hearing: The State of Illinois requires that all preschool children, ages 3-5 be annually screened for vision and hearing. The center will provide this screening each spring at no cost to families.

Dentist: Smile Illinois and their Mobile Dentist comes to St. Vincent de Paul Center every August. Enrollment forms are typically passed out to all families in June and the Dentist visit is provided at no cost to parents.



Lead Screening

In the City of Chicago, lead screening is required at 6 months of age and then yearly until 6 years of age. The result must be recorded on the child's physical examination form. Please make sure to inform the child's physician of this requirement. If the doctor concludes that the child does not need the test, it must be documented on the physical or the physical form will be incomplete.

TB testing



TB testing by the mantoux method is required for all children after the age of one year unless waived by the physician. The result must be recorded on the physical examination form. If the doctor concludes that the child does not need the test, it must be documented on the physical or the physical form will be incomplete.



Illness

If a child becomes ill during the day, the Sponsor is notified immediately. Once called the Sponsor or another authorized pick up person is expected to pick the child up within an hour. If the Center Staff are unable to get in touch with the Sponsor, they will continue calling the emergency contacts and other pick up people.

Possible reasons for which a child will be sent home include:

- diarrhea (three or more loose stools)
- vomiting
- temperature of 100 or more
- earache
- toothache
- eye infection
- head lice
- severe stomach ache
- conjunctivitis
- rash from a possible contagious source
- child is too ill to participate in regular activities



Doctor's Note

A doctor's note of good health must be presented for re-admittance in the following situations:

- An absence of five or more consecutive days due to illness
- Surgery or hospitalization
- Return from travel to another country (must also have a new physical exam)
- Any absence because of a communicable disease (as defined by the Illinois Department of Public Health and enforced by the Chicago Department of Health)
- Ear infection, eye redness or infection, head lice, Ringworm, Chicken Pox, or any rash

- of unknown origin
- If a child is absent on a regular basis due to health reasons

A doctor's note is suggested if a child has been sick less than five days but has seen a doctor.

Dispensing Prescribed Medication



If a child needs medication to be administered during the school day, arrangements must be made with Administrative Services. If the medication is only required once or twice a day, the Center will recommend that it is dispensed at home by the Sponsor. All medications are stored in a locked and secure location, and are administered by the Section Supervisors, the Center Nurse or the Section Supervisor's designee.

- Medication must be brought to the Administrative Services office, where a Medication Consent Form is to be completed.
- A log must be signed when dropping off and picking up any medications brought to the Center. At no time should medication be brought to the child's classroom.
- All medication should be in the original container with the pharmacy label that includes the child's name, medication name and dosage instructions.
- Students requiring over-the-counter medication during school hours must be authorized in writing by the child's physician or Sponsor. Medication must be in the original container and be clearly labeled with the child's name. A Section Supervisor or the Center Nurse must approve the written authorization.
- Upon enrollment each Sponsor signs a consent form granting permission to administer a non-aspirin medication to prevent high fever and possible febrile seizure. If a non-aspirin is given, the Sponsor will be notified.
- If the child is on a field trip, a plan will be made to send along any medications he/she needs to take.

If the dosage of a medication changes a new prescription or written notification from the physician is required. If a child no longer needs a medication, the sponsor must submit written notification to stop administering the medication. In some instances, a note from the physician may be required by the Center in order to clarify discontinuing the medication.

Children who have chronic illnesses such as Asthma, Diabetes or a Seizure Disorder may keep medications locked in the Administrative Services office or in a locked cupboard in the classroom to be used on an as-needed basis. A Medication Administration Consent Form must be filled out indicating that the Sponsor authorizes the administration of the prescribed medication, when the child needs it.

For children with asthma, allergies or who have experienced seizures, an Action Plan Form

is required and must be completed and signed by the physician and the Sponsor. These forms can be obtained from Administrative Services and will need to be re-submitted yearly.

If you have a school age student who carries and self-administers medication, (ie: asthma inhaler or epi-pen), there is a form that must be filled out by the physician.

Special Diet Policy

We make every effort to accommodate the special diets of children we serve. We participate in a federally-funded Child Nutrition Program, and as such, must follow their guidelines. All sponsors with any requests for special diets must complete the Physician Statement for Food Substitution provided by the Illinois State Board of Education and the SVDPC Allergy Action Plan.

All of our food and beverage products are free of pork, peanuts, tree nuts, and are not processed on equipment that comes in contact with nuts, so no special accommodations are necessary for special diets regarding nuts or pork products.

We provide substitutions to accommodate allergies to gluten, fish or seafood, fruits and vegetables, and dairy. Substitutions include gluten-free products, soy products, and alternate meals. We will allow Sponsors to provide their own food only if we receive specific medical documentation that the child is allergic to the substitution we provide or in cases of extreme special dietary needs. At this time we are unable to accommodate vegan diets, and we cannot accommodate personal preferences.



Attendance & Absenteeism

The attendance of every child in the Center is closely monitored. Regular attendance is extremely important both for the adjustment of the child as well as the Center's funding. The following are the Center's expectations regarding absences and attendance.

- Parents must call in ALL absences to Administrative Services at (312) 943-6776, or extension 2143.
- In order for an absence to be excused, documentation must be provided (ie: doctor's note).
- If we do not receive a call about a child's absence, it will automatically be recorded as one of the ten allowed vacation days.
- If the child arrives after 9:15 am and is not allowed into the classroom, that absence

will be recorded as one of the ten allowed vacation days.

- A vacation form must be completed and submitted to Administrative Services when a child takes more than one day of planned vacation.
- A child who is absent for one week without notifying Administrative Services is subject to discontinuance.
- If reasonable explanation/documentation for excessive absences (excused or unexcused) cannot be provided, the child may be discontinued.

Late Policy



Morning Lates

Morning drop off is between **7:00 am and 9:00 am**. For your convenience, the Center allows drop off for an additional 15 minutes after 9:00 am in case of emergencies. After 9:15 am children will not be admitted into the Center unless the late arrival has been previously approved through the Administrative Services office at extension 2143. If a child has a doctor's appointment and can arrive to the Center by 11:00 am with a doctor's note, the late arrival will be allowed.

Evening Lates

Afternoon pick up is between **2:30 pm and 6:00 pm**. Children should be picked up in their classroom by 5:55 pm. After 5:55pm they will be taken to the Late Pick Up Room on the first floor. If your child is not picked up from the Late Pick Up Room by 6:05 pm, there will be a fee of \$2 per minute. All late fees are due to the Client Services office the following morning. If you are unable to pay the entire late fee the next day, you can still bring your child in and speak to the Admissions & Administrative Manager about a payment plan.



If you know you are running late, please call us to let us know when you will arrive so we can tell your child. **Late pick ups require additional staff hours and can be very frightening to a child left behind to wonder when parents are arriving, especially when the other students and teachers have already left.**

Staff monitoring the evening late room will begin calling designated pick up and emergency contacts beginning at 6:15 pm if we have not heard from you. **If by 7:00 pm we are unable to reach any designated contacts or have not received a call from any designated contacts, we will call 9-1-1 and the Department of Child and Family Services (DCFS).**

It is your responsibility to make sure we have the most up to date contact information for yourself as well as for all pick up people. A pattern of chronic lateness will result in a warning notice to the Sponsor. If there is no improvement, there will be a two-day suspension, which could then lead to possible discontinuation of Child Care service.

Vacations



Each child has 10 days of vacation for the school year (August through August). A vacation form should be filled out and turned into Administrative Services prior to taking the vacation. The regular Child Care tuition fee is charged during vacation time, as the child's place in Child Care is being reserved. Payment must be made in advance or the account will be charged a \$25 late fee.

If a child exceeds ten days of vacation, the Sponsor will be notified and likely put on a contract. If attendance continues to be a problem the child may be discontinued.

The Center is closed for one week in August, the week before the new CPS School year begins. This is a good time for parents to plan a vacation for their child. Please consult the Child Development Closing Calendar for exact dates. No Child Care tuition fee is charged for this week, as the Center is closed.



Sponsor Communication & Involvement

Regular communication between Sponsors and Staff is very important. We ask that Sponsors pick up or drop off their children at least once per week in order to speak with staff and Supervisors, and see announcements posted around the center. St. Vincent's has an open door policy that allows Sponsors to visit the classroom at any time. Sponsors must show and carry their pick-up card during the visit.

There are Parent Bulletin Boards next to the elevators in the lobby and near the waiting area. Boards list important information including licenses, menus, product recalls, health announcements, and community events. Sponsors are encouraged to check both of these regularly as well as any announcements written on the white board near the elevators. There is a suggestion box located near the bulletin board, and Sponsors should feel welcome to share any comments with staff by submitting them there.

Parent Newsletters will be available on the podium in the lobby at the beginning of every month. Important information about events, Center closings and any policy changes will be included in the Newsletter. Please make sure you take one so you can stay up-to-date with what is going on at St. Vincent's.

Teachers are not able to take phone calls from Sponsors in the classroom so any calls from Sponsors will be transferred to Section Supervisors. Sponsors should, however, feel welcome to schedule an appointment to meet with the teacher, Supervisor, or Director if they have questions or concerns.

Community Culture



One of our goals is to connect our center to the communities our children come from. We encourage all Sponsors to help us represent your family by bringing pictures and items from your home, or by volunteering in the classroom. You can provide music, read stories, sing songs, play instruments or play games that your family finds special. Bringing your home to the classroom can help your child better adjust to a new environment, and help other children learn about your family and community.

We also encourage sponsors to notify us about events going on in the community so we can invite other parents and staff members to share in community culture. You can give your child's teacher a flier for a community event and we'll post it on the Parent Bulletin Board.

In addition to culture in the classroom, we celebrate many holidays throughout the year as a center. Please let us know about holidays your family celebrates and how we can celebrate with you and learn about the cultural traditions of our families.



Parent-Teacher Conferences

The purpose of parent-teacher conferences is to give parents an opportunity to discuss their child's growth and development, as well as the child's daily experience at the Center. This assures mutual communication between parents and Child Care staff. Parent-teacher conferences are mandatory for Early Childhood programs and are held twice during the year, in winter and in spring, by scheduled appointment.

If a parent is unable to meet with the child's teacher, the child may be suspended until the parent is able to meet. Employers are required by law to allow parents to attend school meetings. Section Supervisors can supply paperwork to support a parent's need to attend meetings.



Parent Fundraising

St. Vincent's offers Child Development and related services to families at the lowest possible cost. To offset the shortfall between the actual cost-per-child and the revenue from service fees, subsidies, and other income, the Center has to raise additional funds. Participation by parents in fundraising projects is strongly encouraged.

Every spring, St. Vincent's conducts a parent fundraiser and all families are required to participate. The funds raised pay for the children's field trips, summer activities and classroom supplies. Each family's tuition account will be automatically charged upon completion of this fundraiser.

Family Support Services



The Family Support Services team provides a range of services and programs to children at families at St. Vincent de Paul Center. Family Support Specialists aim to meet and get to know every family enrolled in our child development program in order to respond each family's needs and ensure that they have a positive experience at St. Vincent de Paul Center.

Family Support Specialists provide a range of supportive services to children and families including:

- Helping parents learn about new ways to support their child's social and emotional development.
- Providing short-term counseling and play therapy for children.
- Providing case management services including assistance with employment and connecting families to emergency food and clothing resources.
- Making referrals for services including counseling, Parent-Child Interaction Therapy, Early Intervention, Speech Therapy, Sensory Motor Groups and Art Therapy.
- Coordinating parent groups and social events.
- Working with families, teachers and child care staff to help students adjust to their classroom environment and thrive at SVDPC.

Through our partnership with Chicago Public Schools, Family Support Services has a specialized curriculum for all families in our Birth to Three Program. Parents are required to meet with their Family Support Specialist throughout the year to set goals for their child's development and for their family. This program also includes regular developmental newsletters, monthly parent groups focusing on child development and monthly parent-child activities. This program offers a great way for parents to enhance their child's early literacy skills, receive helpful information on managing the different stages of toddler development and participate in fun activities with their child.

Non-Custodial Parent Visitation



It is the policy of St. Vincent de Paul Center not to allow non-custodial parents to visit their children at the Center. Parents who have visitation rights, supervised or unsupervised, are asked to arrange these visits at times when the children are not at the Center. The Center has neither the personnel nor space available to provide supervision for such visits.

Only those persons authorized by the custodial parent or legal guardian are allowed to enter the Center to pick up children and confer with staff. Any questions or concerns surrounding situations in this area should be directed to a Social Worker.



Child Abuse

Under the Child Protective Services Act, all staff are mandated by the State of Illinois to report any unexplained marks or credible evidence of potential child abuse or neglect. In order to avoid confusion and concern, it is important that parents communicate with classroom staff about any injuries (cuts, bruises, scratches) that occur at home.

Additional Information

Food Program



St. Vincent de Paul Center participates in the USDA-sponsored Child & Adult Care Food Program. Meals are prepared and served on site and meet Federal, State and City requirements. This information and the weekly menus for breakfast, lunch and snacks are posted on the Food Program Bulletin Board located in the lobby.

A breakfast snack of milk, juice or fruit and a whole grain bread product is offered to all children who arrive before 8:45 a.m. School-Age children's breakfast is served from 7:00 a.m. until 8:45 a.m., while other age groups have breakfast between 8:15 a.m. and 8:45 a.m.

Foods are prepared according to healthy food preparation practices. We do not fry food, nor do we add salt or fat when preparing food.

The children are served family style, for a relaxed social experience. Toddlers are served with the assistance of their teachers, while the older children serve themselves, allowing them to make their own choices. Children are encouraged to try all foods that are presented.

While St. Vincent's recognizes and accommodates documented medical and religious food restrictions, we cannot accommodate food preferences. The restriction form is to be updated annually. Children are not to bring in any supplementary foods. St. Vincent's accommodates milk restrictions by offering a choice of soy and rice milk.

Although there is no additional fee for meals, parents must to complete the Child and Adult Food Program form to help the Center obtain needed governmental subsidies for its on-site kitchen operations.



Foster Grandparents

St. Vincent's Foster Grandparents, a part of the city of Chicago Department on Aging, volunteer in our classrooms. Our Foster Grandparents help to nourish a sense of tradition

and encourage a sense of responsibility in a younger generation. For more information visit <http://www.ucanchicago.org/foster-grandparents/>.

Events



Throughout the year, special events are hosted by the age group programs as well as the entire Child Care program. These events include picture day, holiday events, and a variety of other activities. Please check regularly for flyers and postings about events.



Birthday Celebrations

It is important for a child to celebrate a birthday with classroom friends. Simple, store-bought (per Chicago Board of Health regulations) healthy, age-appropriate snacks are preferred, but cupcakes are welcome. It is important that parents make birthday arrangements with the Child Care staff at least one day in advance. Please make sure that you ask the classroom teachers about any dietary restrictions so that all children can participate.

Due to DCFS regulations, birthdays are the only time that we can provide sugary desserts to children so please refrain from bringing treats to your child's classroom.

Due to the number of children with peanut/tree nut allergies, please make sure that any food brought in for birthday celebrations **does not contain peanuts or tree nuts.**

Gifts for Teachers



We are very glad that our parents and teachers develop strong relationships. However, in the interest of focusing on children and celebrating occasions in a child-centered way, we ask that you refrain from giving gifts to teachers during the holidays.



Appropriate Clothing for Children

Since painting, play dough and water play are important parts of the program, practical clothing that is easy to wash is recommended. Children in comfortable clothing enjoy more relaxed play. Each child must always have at least three changes of clothing in his/her locker. The younger the child, the more often changes are necessary. Clothing will be immediately placed in a plastic bag if it becomes soiled and sent home. When soiled or wet clothing is sent home, a replacement is expected the next day. Parents must provide training pants, disposable diapers and wipes if they are used. If parents do not comply with this policy, the child will not be permitted to return to the Center until appropriate

clothing is supplied.

During the winter, if the temperature is above 30 degrees, the children will go outside to play. Sponsors should make sure that children have appropriate clothing in the winter including: snow pants, winter jacket, hat, mittens, scarf and boots. When the weather is nicer, Sponsors should select clothing that is suitable for each day.

Children must always have a pair of gym shoes available in their locker or wear them for the day. We want to keep toes and feet safe, so sandals and flip flops are not allowed.

For safety reasons, jewelry and wearing beads in the hair are not allowed on children under three years of age.



Lost Items

St. Vincent de Paul Center cannot be responsible for any lost or stolen items. Please mark all clothing and personal items with permanent identification. Teachers will inform parents if the child should bring any toys or books for show and tell.

A lost and found is located in the Center's main lobby. Please check with the front desk if you are missing something.

Financial Matters & Responsibilities



General Information & Tax Information

St. Vincent de Paul Center is a not-for-profit agency with many services, including weekly Child Care for working parents and caregivers, teen parents and parents and caregivers qualifying for state-subsidized Child Care. The weekly tuition payments are one of many sources of funding needed to help pay Child Development operating expenses.

The Center is required to comply with many regulatory financial, operational, city and state licensing, safety, health and security procedures and is subject to surprise compliance audits. The financial records and internal controls are audited annually by an independent accounting firm.

The Center's federal tax identification number is 36-1722800.

Client Services Office



The Center's Client Services Office is located on the 2nd floor. Day-to-day tuition matters, site-administered IDHS subsidies and collection of payments are performed by the Client Services office, which includes the CCAP eligibility Manager and staff. The Client Services Office is monitored and secured for safety and confidentiality. Please contact the Office Manager, if you need a special receipt for tax or business purposes or if you have questions about your weekly tuition or financial payments.



Tuition Determination & Redeterminations

The Client Services Office determines the weekly tuition based on a family's household size, income and the number and age of the children enrolled at the Center. The age categories include: infant, toddler, preschool and school age.

The Center has a site-administered contract with IDHS and will assist you in obtaining IDHS state subsidized Child Care, if you qualify.

From time to time, parents and caregivers may experience significant changes in household size and income (loss of job, completion of school, etc.) after the Office has determined their weekly tuition fee. If you experience any of these significant changes, please contact the Client services office as soon as possible so we can re-assess your weekly tuition fee and advise the state, as required, to help minimize disruptions to your Child Care subsidy.

Honesty and cooperation are key to a quick and smooth assessment of your tuition. Your information will be treated confidentially. Parents who withhold or misrepresent information will be responsible for any assessed, retroactive tuition at the applicable Maximum Weekly Tuition Rate and/or may be discontinued from the Child Development program.

Weekly tuition is based on the enrollment schedule rather than daily attendance. There is no waiver of fee for enrolled children due to illness, vacation, suspension or other absences.

Payment of Fees



Your account is charged weekly for tuition and must be paid by noon on Wednesday. You can pay by cash, check or money order. Checks and money orders are to be made payable to **St. Vincent de Paul Center**.

All financial payments, including weekly tuition, are to be made directly to the Client Services Office. We encourage you to pay the Friday before to avoid the payment lines on Monday. If the office is closed or you do not want to wait in line, please place your payment in an envelope, write parent/caregiver and child's name on the envelope and place the envelope in the payment slot to the left of the Business Office door.

If tuition payment is not received by noon on Wednesday, your account will be charged a late fee of \$25. By Friday noon of the same week, if your account is not paid in full, including all late fees, your child will not be allowed to return to the Center the following Monday, until your account is paid in full. If you are continuously late, you may be discontinued from the Child Care program.

If you are experiencing a financial hardship, please contact the Office Manager before your account becomes delinquent, to avoid late fees or discontinuance from Child Care. We will do our best to help provide continued Child Care during your financial hardship. Financial hardships include:

- Death in immediate family
- Loss of job
- Major emergency medical costs
- Housing catastrophe
- Vehicle accident

The Office Manager will review the situation and recommend an appropriate financial solution for your situation.

If you would prefer to prepay the weekly tuition for three months or longer, you can do so with VISA or Master Card. Contact the Office staff if you will be prepaying with a credit card.

Returned Check Policy



If the bank returns your check due to insufficient funds or a closed account, the Client Services Office will notify you. You are responsible to pay, immediately, in cash the amount of the returned check and any bank fees. If we receive a second NSF check, all future financial payments must be made in cash, money order or cashier's check.

Other Services at St. Vincent de Paul Center

Community Outreach Services



- St. Vincent de Paul Center also has a Senior Services and an Outreach program for the community.
- Senior Services offers comprehensive, individualized case management to mobility-limited, at-risk seniors who live on the North Side of Chicago. The overarching goal of the Senior Services program is to support seniors to help maintain independent living in the community for as long as it is safe for them to do so.
- The Outreach provides support to families and individuals to secure more self-sufficient and stable life. This support focuses on areas of public benefits, employment, housing, education, community referrals, public benefits and more. All families at St. Vincent de Paul Center are welcome to receive support from the Outreach Program.

If you or someone you know may be interested in one of these services, you can speak to a family support specialist who can refer you to the program.



Volunteer Program

St. Vincent de Paul Center reaches out to the needs of children, families, seniors and the homeless through the work of nearly 2,000 volunteers, working collectively over 30,000 hours each year. From large events, such as the Fleur de Lis Ball and the Homeless Outreach Luncheon, to the day-to-day Child Care activities, our volunteers are as much a part of this organization as its employees.

Prospective volunteers are interviewed by a Volunteer Coordinator who helps them determine where their talents can be productively used.

If you are interested in volunteering please contact the Volunteer Coordinator. Background checks are required for all regular volunteers

Nearly New Shop



St. Vincent de Paul Center operates the Nearly New resale shop. Donated clothing, household items, books, jewelry, and other merchandise are sold in the shop, and proceeds benefit the Center's programs. The entrance to the Nearly Shop is located on Webster. Please inquire at the front desk for hours of operation and donation drop-off hours.



Contact Information

Main Telephone 312-943-6776
Main Fax 312-943-2257

Directors

Chief Program Officer: Maureen Hallagan Ext. 2223
Early Childhood Director: Joanna Burke Ext. 2317
Director of Youth Services: Albert Richardson Ask at front desk

Supervisors

Diane Prince (Birth to 3) classrooms 1A-1F Ext. 2120
Pearl Washington (Birth to 3) classrooms 1H-1M Ext. 2320
Meghan Lazzara (Preschool) 3-5yr Ext. 2258
Michelle Brown (School-Age Manager) Ext. 2335

Administrative Services

Administrative Coordinator
(Absences, Dietary Needs, Medications) Ext. 2143
Admissions Coordinator Ext. 2142
Admissions & Administrative Services Manager: Ext. 2206
Client Services Office Ext. 2203
(Tuition, Redetermination) or Ext. 2204

Family Support Specialists

Laura DuFour (Family Support Manager) Ext. 2235
Nicole Kusack Ext. 2109
Kristen Borgmeyer Ext: 2233
Miguel Reyes Ext: 2282

Volunteer Coordinator - Sister Mary Gilbert Ext. 2236
Community Outreach Services Ext. 2130