



FAMILY HANDBOOK

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HEALTH & SAFETY

Overview

State regulations require us to maintain a health history on each child. All children must have a complete and current immunization record on file at the school as listed on the application. We ask that you use fair judgement in bringing your child to the Club. If he/she appears unhealthy or has symptoms of being sick, please consider the health of the other children, staff, and parents. If a child is determined to be ill by staff, after contact by the Club, an authorized individual must pick the child up in a timely manner.

Contagious Disease

If the child has a confirmed case of a contagious disease, he/she must be kept at home. The facts regarding the condition must be reported to the club so a notice can be posted within the Club. Strep throat, pinworms, viral infections, lice, infected ears, eyes, and/or sinuses, measles, mumps, chicken pox, scarlet fever, diarrhea, and impetigo are among conditions categorized as highly contagious. Please provide a doctor's note for your child if the child is absent more than three consecutive days.

Medicine Policy

State law requires that any medicine be kept in its original container with the child's name on it. Please complete a medication release form, available at the Club. A parent or guardian must complete this form with the following information:

- Child's name
- Type of medication
- Amount to be administered
- Time of administration
- Number of days medication is to be given
- Whether medication is to be refrigerated
- Signature of parent or guardian

Injury or Illness While at the Club

The health and safety of your child is our top priority, yet young people may occasionally suffer a minor injury during the day. If this should occur, an accident report will be completed by your child's Club staff and given to you at the end of the day. A copy of the accident report is also on file at the Club.

In the event of a medical emergency, or an accident requiring medical treatment, we will:

- Contact you immediately
- Contact the emergency person(s) listed, if we are not able to reach you
- If you are unavailable and the emergency person cannot be reached, the child will be transported to the hospital.

FOOD PROGRAMS

Overview

During the school year, your child will be given an after school snack and/or a hot dinner. This program is funded through the Department of Agriculture and is subject to their guidelines for nutritional content. For the summer months, your child will receive a morning snack, and an afternoon snack. There is no additional charge for these. All eligible Clubs will participate in the summer feeding program during June and July. Members at these Clubs will receive a sack lunch.

CACFP: Building for the Future

This daycare facility participates in the Child and Adult Care Food Program (CACFP), a Federal Program that provides healthy meals and snacks to children receiving daycare.

Each day more than 2.6 million children participate in the CACFP at daycare homes and centers across the country. Providers are reimbursed for serving nutritious meals, which meet USDA requirements. The program plays a vital role in improving the quality of daycare and making it more affordable for low-income families.

Meals

CACFP homes and centers follow meal requirements established by USDA.

Breakfast	Lunch or Dinner	Snacks (two of the four food groups)
Milk	Milk	Milk
Fruit or Vegetable	Meat or meat alternate	Meat or meat alternate
Grains or Bread	Grains or Bread	Grains or Bread
	Two different servings of fruits or vegetables	Fruit or Vegetable

TRUTH AND CONSEQUENCES

Basic Rules of Participation

All children attending Boys & Girls Clubs must follow these rules of participation at all times:

1. Follow the first request of staff.
2. Keep hands, feet, and objects to yourself.
3. Walk in hallways and in activity rooms.
4. Use quiet voices in hallways and activity rooms.
5. Use proper language and gestures.
6. Stay in designated areas that are supervised by a staff member.
7. Treat others like you would want to be treated.

Disciplinary Action

Should your child break any of the aforementioned rules, the following corrective action will be taken:

- Redirect child to an appropriate activity
- Informal guidance by a staff member with child (discussion of inappropriate behavior and reinforcement of rules).
- Phone call to parent.
- Parent conference with staff.
- Club suspension.

Bullying

Our Clubs are committed to maintaining a safe, respectful, and enjoyable environment for members; therefore, the Boys & Girls Clubs of the Tennessee Valley does not tolerate bullying. Any member engaging in such behavior will be subject to disciplinary action.

Forms of Bullying

The Boys & Girls Clubs of the Tennessee Valley defines bullying as: Members using unwanted strength, coercion, threats, and/or other forms of aggressive behavior to intimidate or dominate another member. Bullying can be a single incident, or can occur over a period of time. Club staff are trained to recognize and address direct and indirect bullying, as well as a variety of bullying forms. There are four main forms of bullying:

- Verbal (teasing, threats, name calling, inappropriate language, inappropriate gestures, etc.)
- Physical (hitting, shoving, punching, tripping, property damage, etc.)
- Digital/Cyber (inappropriate posts, photo sharing, text messages, etc.)
- Relational/Psychological (social exclusion, rumors, intimidation tactics, etc.)

Consequences

If a member is accused of bullying, Club staff will investigate the situation immediately, and determine appropriate steps based on their findings. Consequences for bullying may range from documentation of the instance and a phone call to parents, to long-term Club suspension.

General Member Grievance Procedure

The parent/guardian of any child having a grievance resulting from any action within the Club shall follow these procedures for submitting a grievance:

1. The grievance shall be verbalized to the Club Director within five (5) days of the action.
2. The Club Director has 48 hours to respond to the parent/guardian's grievance.
3. If the Club Director cannot handle the grievance or if the parent/guardian is unsatisfied with the resolution, the parent/guardian shall contact the Area Director or supervisor of the Club Director and provide a verbal or written grievance. The grievance must be submitted within five (5) days of the response by the Club Director.

4. The Area Director/supervisor has 10 days to handle the grievance with the parent/guardian at this level.
5. If the parent/guardian is unsatisfied with the handling of the grievance at this level, the parent may request a meeting with the President/CEO or his appointed designee for a final review of the grievance. The President/CEO or his appointed designee has up to 15 days after the formal meeting to review the action and any additional information. The decision by the President/CEO or his appointed designee shall be final.

GETTING STARTED

Applying for Admissions

- Parents are required to make a pre-application visit to the Club to review the Club policies, tour the facilities, and evaluate the environment with staff.
- A parent or guardian must complete application for membership annually.
- A parent or guardian must obtain a copy of the Family Handbook and complete the application, health forms, and payment agreement form.
- Incomplete applications will not be accepted.
- Enrollment is open to all children ages 5-17, who have enrolled in Kindergarten.
- Some Clubs offer an after Kindergarten program.
- Lonsdale and South Knox Elementary Clubs will offer Pre-K Programs beginning school year 2022/2023.

FEES

Fee Policy

The Boys & Girls Clubs of the Tennessee Valley is a 501c (3) non-profit corporation. Our mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens. Funding is provided through United Way, special events, donations, and the State of Tennessee.

Payments

- A Payment Agreement form must be completed at the time of enrollment. This form will be issued by the Club Director or Youth Services Coordinator. A member will not be able to begin the program until this form is completed and processed.
- If an account falls two weeks behind, the parent will be notified and given a week to bring the balance current.
- If an account falls three weeks behind, the parent will receive notification requesting payment. If no payment is received, by the required date, child care services will be suspended. If space is available, the member can return when the account is paid in full.
- Our in-school fee is \$30.00 per member, per week. Our school-out fee is \$60.00 per member, per week. Please speak to the Club Director or Youth Services Coordinator, at your Club, for

additional information regarding payment options. **Scholarships are available on a limited basis.**

- Members must have a zero balance before enrolling in the school-year program.
- Members must have a zero balance before enrolling in the summer program.
- A member with an outstanding balance must pay off their current Club balance, before becoming eligible to transfer to a new Club.
- Rates are subject to change, with prior notice provided to parents.

Late Fees

- Late fees are a dollar per minute, per member, for every minute a parent is late after the Club closes.
- Late fees must be paid before a member can return to the Club.
- When members are not picked up within an hour of Club closure, Boys & Girls Clubs of the Tennessee Valley exercises the right to contact appropriate authorities for assistance after all member contacts are exhausted.

VACATION AND WITHDRAWAL

Vacation

All members are allowed two weeks free per calendar year. Parents must inform Club Director or Youth Services Coordinator in advance in order to receive the free weeks of childcare. These weeks may be taken one at a time, or both at one time.

Withdrawal Procedure

It is requested that one-week notice be given to the Club Director prior to withdrawal. Full tuition fees for the week will be charged if the child attends for any time past the withdrawal date.

Attendance Policy

Members are expected to attend three days per week. A member who does not attend three days per week, risks forfeiting their spot at the Club.

OPERATION SCHEDULE

Operation Schedule

Club hours of operation may vary, depending on the Club location, during the school year and summer months. Please refer to the Club Fact Sheet for specific hours of operation. Please note: Transportation is not provided by all of our Clubs

School Year

During the school year, all Clubs are open Monday through Friday for after-school programs. Each year Clubs will be closed briefly for after-school planning and preparation. Parents will be notified of specific closure dates in advance.

Summer Program

During the summer, all Clubs are open Monday through Friday. Each year, Clubs will be closed briefly for summer planning and preparation. Parents will be notified of specific closure dates in advance.

Holidays

- New Year's Day
- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day- Wednesday before and Friday after
- Week of Christmas- Monday through Friday

Inclement Weather

In the event of inclement weather, if a school system the Club serves is closed, the Club(s) in that county will be closed. In instances where school systems are closed for multiple days, we will determine when to reopen Clubs. Please watch early morning newscasts and/or call the Club for updates regarding operation information. Transportation will not be provided on days the school system does not open.

In the event the school closes early due to inclement weather, we will not provide transportation from schools to the Club.

COMINGS AND GOINGS

Signing In and Out

Arrival: Please accompany your child into the Club and deliver the child directly to a staff person and sign the child in. Please contact the Club if your child is going to be absent. In case of absences, full payment will be expected.

Departure: When picking your child up from the Club, please make sure you notify a staff member that the child is leaving the Club and sign the child out.

Closing Time: We ask that parents cooperate in picking their children up on time. If an emergency arises, causing a delay, we ask that parents contact the Club.

Pick Up Policy

Members are not allowed to leave the property without prior written permission, or a phone call from the parent or guardian. Members may only leave with adults who are on the authorized pick up list. When communicating information over the phone, please give staff your name, and the name of the person picking up your child. You may be asked for your social security number, for identification purposes. We ask that you inform the person picking up, that for security measures, we will request some form of identification. Changes to the authorized pick up list can only be made by the registering

parent. **When picking a member up, we ask that parents remain in the lobby, or designated pick up area, until the member is called to go home.**

Members must be 10 years of age or older to sign themselves out and walk home. Parents will be asked to agree to the Walk Home Privileges on the Membership Application. Members under 10 years old cannot walk home, unless accompanied by someone 10 years of age or older.

If an authorized adult arrives at the Club to pick a member up, and in the opinion of the staff, appears to be under the influence of drugs (either prescription or non-prescription), or alcohol, or appears otherwise impaired, the following steps will be taken:

- A contact from the approved list will be called
- A staff member will offer to call a taxi to transport the impaired adult and child.
- If the impaired adult refuses to cooperate, and takes the child against the wishes of staff, the police will be called and given the license number of the vehicle being driven by the impaired adult.

Sponsoring Organization/Center

Boys & Girls Clubs of the Tennessee Valley
967 Irwin Street
Knoxville, TN 37917
865-232-1200

Attachments

1. **Child and Adult Care Food Program**
2. **Tennessee Department of Education Summary of Child Care Approval Requirements**
3. **Tennessee Department of Education Summary of Child Care Approval Requirements (Spanish Version)**
4. **Identifying Child Abuse**

Dear Parent/Guardian

Child and Adult Care Food Program

During the school year, your child will be given an after school snack and/or hot supper meal. This program is funded through the Department of Agriculture and is subject to their guidelines for nutritional content. For the summer months, your child will receive a morning snack, lunch, and an afternoon snack. There is no additional charge for these. All eligible clubs will participate in the summer feeding program during June and July, which provides lunch and one snack, and BGCTNV provides the second snack through other funding.

CACFP: Building for the Future

This day care facility participates in the Child and Adult Care Food Program (CACFP), a Federal program that provides healthy meals and snacks to children receiving day care. Each day more than 2.6 million children participate in CACFP at day care homes and centers across the country. Providers are reimbursed for serving nutritious meals, which meet USDA requirements. The program plays a vital role in improving the quality of day care and making it more affordable for low-income families.

Meals

CACFP homes and centers follow meal requirements established by USDA.

Breakfast	Lunch or Supper	Snacks (two of the four food groups)
Milk Fruit or Vegetable Grains or Bread	Milk Meat or meat alternate Grains or Bread Two different servings of fruits or vegetables	Milk Meat or meat alternate Grains or Bread Fruit or Vegetable

Participating Facilities

Many different homes and centers operate CACFP and share the common goal of bringing nutritious meals and snacks to participants. Participating facilities include:

Child Care Centers: Licensed or approved public or private nonprofit childcare centers, Head Start programs, and some for-profit centers.

- **Family Day Care Homes:** Licensed or approved private homes.
- **After school Care Programs:** Centers in low-income areas provide free snacks to school-age children and youth.
- **Homeless Shelters:** Emergency shelters provide food services to homeless children.

Eligibility

State agencies reimburse facilities that offer non-residential day care to the following children:

Children ages 12 and under.

Migrant children ages 15 and younger, and

Youths through the age of 18 in after school care programs in needy areas.



Standards for School-administered Child Care, Chapter 0520-12-01 SUMMARY

Program Approval, 0520-12-01-.03

- All persons or entities must be certified by the Department of education.
- At least 5 school-aged children enrolled in kindergarten or above must be documented to be considered for approval by TDOE jurisdiction. If documentation is not proven, the program will then be referred to the Department of Human Services for licensing.
- A least 2 visits will be made to the program under the temporary license to ensure health and safety regulations are followed. Once the annual license is issued, visits will include 1 announced and 1 unannounced each program year. Supplemental visits may include a summer visit, complaint investigations, and follow-ups for violations noted at the regular visits.
- A certificate is not transferable to another location.
- The program must submit an annual report to the Department prior to October 1st. The certificate may be suspended if the report is incomplete.
- Programs are subject to being issued a safety plan if the department finds major health and safety violations during any on-site visit.

Program Organization and Administration, 0520-12-01-.05

- A Child Care Center must have an adequate budget. General liability, automobile liability, and medical payment insurances must be maintained on all properties and vehicles owned or operated by the program.
- Children's files must include a complete application, an official immunization record (exceptions do apply), and health history before the child is allowed in the classroom.
- On-going parent communication is expected. Programs must provide a parent handbook with the policies, procedures, and the TDOE requirements, chapter 0520-12-01. It is expected that parents sign for receipt of the policies and requirements, and this would be kept in the child's file. All parents shall be given a pre-placement visit opportunity.
- Parents must have access to all areas of the center when their child is present.
- The parents must receive an educational program regarding child abuse detection, reporting and prevention.
- A written plan must be in place for the release of each child, this should include individuals who are allowed to pick up the child at the end of the day or any given time by the parent.
- Children must be signed out of the program by the legal guardian. Staff may require to see a person's identification when releasing a child from the program.
- Injuries and incidences will be reported to the parent as soon as possible or at the end of the school day. This shall be documented in the child's file.
- Staff records must be kept on each employee that includes educational background, reference checks, TBI check, in-service training, physical exams and performance reviews.
- If the center provides transportation, the driver should be appropriately licensed, have a drug screening on file, and certificate of CPR/First Aid, there must be liability insurance and the children

must have adequate space and supervision. Transportation provided by the center or under center authorization shall comply with state law.

- Programs must have the current Certificate of Approval posted where parents and visitors can easily see it, along with the Department of Human Services childcare complaint number and the Department of Children's Services Child Abuse Hotline number.
- No smoking must also be posted in a conspicuous manner.
- A copy of the state board rules (chapter 0520-12-01) must be maintained in a central space and available to all staff and parents.

Program Operation (Supervision), 0520-12-01-06

- Careful supervision of each group is expected at all times and suited appropriately for each age grouping.
- Adult:child ratios and group sizes must be followed.

Single-age grouping chart:

AGE	GROUP SIZE	ADULT:CHILD RATIO
Infant (6wks-12 m)	8	1:4
Toddler (11m-23m)	12	1:6
Two (2) years old	14	1:7
Three (3) years old	18	1:9
Four (4) years old	20	1:13
VPK, 619, PDG	20	1:10

Multi-age grouping chart:

AGE	GROUP SIZE	ADULT:CHILD RATIO
Infant – 18 months	8	1:4
18 – 36 months	16	1:8
3 – 4 years old only	20	1:10
3 – 6 years old*	24	1:13

*Not including first grade children

- Group sizes must be maintained in the classroom, but classes may combine while outdoors, in common dining areas, or common napping areas.
- Each group must have their own space. Infants cannot be group with children older than 30 months; a separate area must be provided for infants and toddlers.
- At naptime, ratios may be relaxed for groups (except for infants and toddlers).
- A written playground supervision plan is required.
- Field trips requires adult:child ratios to be doubled. Swimming has a separate ratio chart (page 17) and the lifeguard is not included in the ratio.

Staff, 0520-12-01-07

- All programs must have a director and enough teachers and staff to meet the required ratios for adequate supervision.
- Staff must be physically, mentally and emotionally stable to work with children and have knowledge of early childhood behaviors and development.
- Preschool directors, teachers and assistant teachers must be 21 years of age.
- All new staff must complete 2 hours of orientation before assuming duties and receive annual instruction in early childhood topics that are required in this chapter section.

- Documentation of training hours is to be maintained for each staff member and available for the department at any time during the program year.
- The program must maintain written documentation that each employee has read the full set of all applicable rules.
- A copy of the entire rules must be maintained and readily accessible to all employees.
- All staff must have a criminal background check upon hiring and must be cleared before assuming duties. A new fingerprint sample is required every 5 years for all employees.
- All teachers and assistant teachers must be at least 21 years of age.
- A director shall be responsible for the day-to-day operations, shall be physically present in the facility for at least half the hours of operation, be at least 21 years of age, and follow the qualification guidelines listed in this chapter section.
- An assistant director may be designated in charge when the director is absent.
- All directors, assistant directors, teachers, assistant teachers, and other staff working directly with the children must have 30 hours of professional development training. At least 6 hours of this professional development must be in developmentally appropriate literacy practices.

Program, 0520-12-01-09

- Educational activity must be developmentally appropriate for the age and ability of the children enrolled. (See TN-ELDS for Birth-48 Months and TN-ELDS for 48 month-Kindergarten)
- Any technology used by the children must be reviewed by staff, approved by parents, and shall not exceed 2 hours per day.
- Children shall not be left in restraining devices (swings, car seats, high chairs, etc.) for periods longer than 30 minutes.
- Children should have opportunities to play together and also alone when they choose to do so.
- Personal safety must be taught each year for children ages 3 through school age. Parents must be made aware of the curriculum and written approval from the parent/guardian must be maintained for each child.
- Outdoor play must be provided for all ages who are in care for more than 3 daylight hours, weather permitting (temp ranges 32-95 degrees).
- Behavior management and discipline must be reasonable and age appropriate. Spanking or other corporal punishment is not allowed. Timeout must be based on the age of the child and take place in an appropriate location.
- Children shall not be in care for longer than 12 hours in a day.
- Routines such as snack, meals, and res shall occur at approximately the same time each day.

Health and Safety, 0520-12-01-10

- A first aid kit must be on the premises and a comprehensive first aid chart or list must be available.
- There must a staff member present at all times who has a current certification in CPR and first aid training.
- A written plan to protect children during disasters is required. Drills must be practiced and documented each month. At least one drill must be practiced during extended care hours.
- Smoking and the consumption of alcohol are not allowed on the premises of a child care program.
- Firearms are not allowed on the premises or in a vehicle used to transport children.
- Kitchen knives or other potentially hazardous tools must be kept inaccessible to children.
- Staff's personal belongings must be kept inaccessible to children.
- Emergency contact numbers must be listed and posted near all telephones.
- Conduct regular morning health checks of each child and notify parents immediately when a child is sick or injured.
- Medication may not be given to any child without the written consent of the parent/guardian.
- Safe sleep practices for infants must be followed:
 - Infants places on their back to sleep, in a crib or pack 'n play with only the sheet. Soft bedding for infants is not allowed.

- No swaddling or wrapping in a blanket.
 - Infants must be touched by a teacher every 15 minutes to check breathing and body temperature.
 - Infant room teachers must have SIDS and safe sleep training before reporting for duty.
- Hand washing and diapering procedures must be followed to minimize the spread of germs in the classrooms.
- Proper diapering procedures must be followed (CDC.gov).
- Developmentally appropriate equipment that is in good repair and easily cleaned is required. All manufacturer's safety instructions must be followed.
- Electrical cords and outlets should be inaccessible to the children.
- Children must have a place to store their belongings that minimizes the spread of germs.
- Each child must have their own napping equipment (2" thick mat or cot; sheet or cover for the mat; and a coverlet for their body)
- All staff must report reasonable suspicions of child abuse to DCS hotline number or local law enforcement immediately upon knowledge of the event. Annual training for this is required.
- A child abuse coordinator must be designated by the program. This person must be trained in child abuse reporting, be available for the program staff if they have questions about reporting, and serve as a liaison to the program staff, the Department of Children's Services, and law enforcement agencies.
- All staff and volunteers will cooperate with investigation personnel in the event of suspected child abuse or neglect.

Food, 0520-12-01-11

- Children will receive meals based on the amount of hours spent in the program.
- Food should not be forced or withheld from children.
- Infants must be held while bottle feeding and bottles may not be heated in the microwave.
- Special diets and instructions must be provided in writing.
- A menu must be posted each week. Changes to the meal must be documented before the meal occurs.
- Teachers and children must wash hand when handling and eating food.
- All eating surfaces must be washed with soapy water and sanitized before eating and after eating.
- Children must be seated at appropriately sized tables.
- Staff must closely supervise them while eating.
- Milk must be placed in the refrigerator immediately after it is served. All formulas remaining in bottles after feeding must be discarded.
- Highchair manufacturer's restraints must be used.
- Food must be properly handled and stored to protect from it contamination.
- Milk and perishable food must not sit on the table longer than 15 minutes before being served.

Physical Facilities, 0520-12-01-12

- All facilities must pass an annual fire inspection and health inspection.
- A working telephone is required.
- A minimum of 30 square feet of usable indoor play space for each child is required.
- The area must be clean and safe for the children to use.
- A minimum of 50 square feet per child is required outdoors.
- The outdoor area must be fenced.
- Outdoor play equipment must be age appropriate for the group of children.
- Outdoor equipment must be placed to avoid injury and have a proper amount of resilient surfacing material to cushion a fall.
- The outdoor playground must be properly maintained with a written playground maintenance plan. A pre-play inspection is required before children play outdoors.
- Drinking water shall be provided in all occupied rooms.
- Adequate temperature must be maintained in all classrooms.

- Classroom pets must be kept in a clean cage and kept away from food storage or food preparation areas.

Transportation, 0520-12-01-13

- All transportation laws must be followed at all times and are defined in State board of education Pupil Transportation Rule 0520-01-05-.01 (2).
- Liability insurance coverage is required on all vehicles.
- 15 passenger vans are strictly prohibited.
- Proper child passenger restraints are to be used when transporting children in passenger vehicles.
- All school bus drivers must be properly licensed, have received a background check through the department, complete an annual physical and mental exam, complete annual school bus driving training, and complete CPR certification.
- Adult monitors in addition to the driver may be needed to properly supervise children while in route.
- Passenger logs must be kept and inspection of vehicles at the end of the route is required to insure no child is left inside the vehicle.

Care of Children with Special Needs, 0520-12-01-14

- When children with special needs are enrolled, all reasonable and appropriate efforts shall be made to provide those children equal opportunity to participate in the same program activities as their peers.
- Adaptations to the environment shall be directed toward normalizing the lifestyle of the child with a disability by helping him/her become independent and develop self-help skills.
- The program shall inform parents of any specialized services available from the program, and if the program is aware of any specialized services available through third parties, shall additionally inform the parent of such services.
- Governing agency shall develop policies and procedures, in accordance with 0520-01-09-.23, governing personnel authorized to use isolation and restraint, training requirements and incident reporting procedures.

School-Age Before and after School Programs 0520-12-01-15

- All staff shall be 18 years of age.
- Professional development training hours are required: 18 hours for directors and 12 hours for staff.
- Ratio for Kindergarten-12 years old is 1:20 and for 13 years and older is 1:30.
- Ratio and group size requirements when pre-k is enrolled in the program

AGE	Group Size	Adult: Child Ratio
Including 3 year olds	15	1:10
Including 4 year olds	20	1:12

**COMPLAINT HOTLINE: (LONG DISTANCE) 1-800-462-8261
(NASHVILLE AREA) 615-313-4820**



Normas para el cuidado infantil administrado por escuelas, Capítulo 0520-12-01

RESUMEN

Aprobación del programa, 0520-12-01-03

- Todas las personas o entidades tienen que contar con certificación del Departamento de Educación.
- Para que se le considere para ser aprobado bajo jurisdicción del TDOE (Departamento de Educación de Tennessee) debe documentarse un mínimo de 5 niños en edad escolar matriculados en kindergarten o grado superior. Si no se demuestra esta documentación, se remitirá para el programa de licenciamiento del Departamento de Servicios Humanos.
- Bajo la licencia temporal se realizarán 2 visitas como mínimo al programa para garantizar el cumplimiento de los reglamentos de salud y seguridad. Una vez que se expida la licencia anual, se realizarán dos visitas, una anunciada y otra no anunciada por cada año del programa. Otras visitas adicionales podrían ser: una visita en verano, visitas para investigar denuncias y visitas de seguimiento por violaciones detectadas durante las visitas regulares.
- El certificado no es transferible a otra ubicación.
- El programa debe presentar un informe anual al Departamento antes del 1^o de octubre. El certificado podrá ser suspendido si el informe está incompleto.
- Se somete a los programas a un plan de seguridad si el departamento detecta considerables violaciones de salud y seguridad durante alguna visita al centro.

Organización y administración del programa, 0520-12-01-05

- El Centro de cuidado infantil debe contar con el presupuesto adecuado. Se ha de contar con seguro de responsabilidad civil general, seguro de responsabilidad civil automovilístico, y seguros médicos en todas las propiedades y los vehículos pertenecientes al programa o gestionados por el mismo.
- El expediente del niño debe contar con una solicitud completada, una constancia de vacunación oficial (se aplican excepciones), y los antecedentes de salud antes de poder permitir que el niño entre a la clase.
- Se espera que exista constante comunicación con los padres. Los programas deben proporcionar un manual de padres con las políticas, los procedimientos y los requisitos del capítulo 0520-12-01 del TDOE. Se espera que los padres firmen acuso de recibo de las políticas y los requisitos, y ello se ha de mantener en el expediente del niño. Se dará a todos los padres la oportunidad de hacer una visita antes de la colocación.
- Los padres deben tener acceso a todas las áreas del centro cuando sus hijos estén presentes.
- Los padres deben recibir un programa educativo sobre detección, información y prevención del maltrato infantil.
- Se debe contar con un plan escrito para la entrega de cada niño, lo cual debe incluir las personas autorizadas por los padres a recoger al niño al final del día o en cualquier momento.
- Los niños deben ser recogidos del programa por el tutor legal. El personal puede exigir ver algún tipo de identificación de la persona antes de que se pueda recoger al niño del programa.
- Las lesiones y los incidentes serán comunicados a los padres tan pronto como sea posible o al final de la jornada escolar. Esto también debe documentarse en el expediente del niño.

- Se deben mantener expedientes laborales de cada empleado con sus antecedentes educativos, verificación de referencias, antecedentes del TBI (Buró de Investigaciones de TN), capacitaciones, exámenes físicos y evaluaciones de desempeño.
- Si el centro proporciona servicios de transporte, el conductor debe estar debidamente autorizado, contar con pruebas de detección de drogas en su expediente, y certificación de capacitación en primeros auxilios/resucitación cardiopulmonar, se debe contar con seguro de responsabilidad civil y los niños deben estar debidamente supervisados y contar con el espacio adecuado. El transporte proporcionado por el centro o bajo autorización del centro deberá regirse por las leyes del estado.
- Los programas deben publicar el Certificado de autorización actual en un lugar donde los padres y los visitantes puedan verlo fácilmente, junto con el número de teléfono del Departamento de Servicios Humanos para quejas de cuidado infantil y el número de teléfono de la línea directa para denuncias de maltrato infantil del Departamento de Servicios a Niños.
- Los carteles de no fumar también deben estar anunciados en un lugar visible.
- Debe mantenerse una copia de las reglas de la junta del estado (capítulo 0520-12-01) en un área centralizada y estar a disposición de todo el personal y los padres.

Funcionamiento del programa (Supervisión), 0520-12-01-06

- Se espera la supervisión adecuada de cada grupo en todo momento y que sea adecuada para cada grupo etario.
- Se debe cumplir con la proporción de adulto/niño y el tamaño del grupo.

Gráfico de agrupación por una misma edad:

EDAD	TAMAÑO DEL GRUPO	PROPORCIÓN DE ADULTO/NIÑO
Bebés (6 semanas a 12 meses)	8	1:4
Infantes (11 meses a 23 meses)	12	1:6
Niños de dos (2) años	14	1:7
Niños de tres (3) años	18	1:9
Niños de cuatro (4) años	20	1:13
VPK, 619, PDG	20	1:10

Gráfico de agrupación por varias edades:

EDAD	TAMAÑO DEL GRUPO	PROPORCIÓN DE ADULTO/NIÑO
De infante a 18 meses	8	1:4
De 18 a 36 meses	16	1:8
De 3 a 4 años solamente	20	1:10
De 3 a 6 años*	24	1:13

*No incluye niños de primer grado

- Se debe respetar el tamaño del grupo en el salón de clases, pero las clases se pueden combinar mientras están al aire libre, en las áreas comunes del comedor o en las áreas comunes para la siesta.
- Cada grupo debe contar con su propio espacio. Los bebés no se pueden agrupar con niños mayores de 30 meses; se debe contar con un área independiente para los bebés y niños pequeños.
- A la hora de la siesta, las proporciones para los grupos pueden ser menos estrictas (excepto para los bebés y los niños pequeños).
- Es necesario contar con un plan escrito de supervisión en el área de juegos.
- Para las excursiones es necesario duplicar la proporción de adulto/niño. El gráfico de proporción es diferente para la natación (página 17) y la proporción no incluye el socorrista.

Personal, 0520-12-01-07

- Todos los programas deben contar con un director y suficientes maestros y empleados como para cumplir con las proporciones necesarias para la debida supervisión.
- Los empleados deben estar física, mental y emocionalmente estables para trabajar con niños y contar con conocimientos acerca del desarrollo y las conductas de la primera infancia.
- Los directores de preescolar, maestros y auxiliares de maestros deben tener 21 años.
- Todo los empleados nuevos deben completar 2 horas de orientación antes de asumir sus deberes y recibir la instrucción anual en temas de la primera infancia requerida por esta sección de este capítulo.
- Se mantendrá la documentación de las horas de formación de cada miembro del personal y estará a disposición del departamento en cualquier momento durante el año del programa.
- El programa debe mantener documentación escrita de que cada empleado ha leído en su totalidad el conjunto de normas aplicables.
- Se debe mantener una copia de todas las normas y estar disponibles para su fácil acceso por parte de todos los empleados.
- Se debe realizar una revisión de antecedentes penales de todos los empleados al momento de la contratación y el empleado debe pasar dicha revisión antes de poder asumir sus deberes. Se debe tomar una nueva muestra de las huellas digitales cada 5 años para todos los empleados.
- Todos los maestros y auxiliares de maestros deben tener al menos 21 años.
- El director será responsable de las operaciones diarias, deberá estar físicamente presente en las instalaciones al menos la mitad del horario de funcionamiento, tener al menos 21 años, y cumplir con las pautas de cualificación que figuran en esta sección de este capítulo.
- El subdirector podrá quedar a cargo del plantel cuando el director esté ausente.
- Todos los directores, subdirectores, maestros, auxiliares de maestros y demás personal que trabajan directamente con los niños deben recibir 30 horas de capacitación y desarrollo profesional. Al menos 6 de las horas de desarrollo profesional deben ser en las prácticas de alfabetización apropiadas para el nivel de desarrollo.

Programa, 0520-12-01-09

- Las actividades docentes deben ser apropiadas para la edad y la capacidad de los niños matriculados. (Ver TN-ELDS del nacimiento a los 48 meses y TN-ELDS de los 48 meses a kindergarten).
- Toda la tecnología usada por los niños debe ser revisada por el personal, autorizada por los padres, y su uso no deberá exceder 2 horas diarias.
- Los niños no deben permanecer en dispositivos restrictivos (columpios, asientos de coche, sillas altas, etc.) por períodos de más de 30 minutos.
- Se debe dar a los niños oportunidades para jugar juntos y también jugar solos si deciden hacerlo.
- Se debe instruir a los niños en seguridad personal todos los años para los niños desde los 3 años hasta la edad escolar. Se debe informar a los padres el plan de estudios y se debe mantener la autorización por escrito de la madre/el padre/tutor para cada niño.
- Se deben proporcionar juegos al aire libre para todas las edades para los niños que son cuidados durante más de 3 horas del día, si las condiciones meteorológicas lo permiten (intervalos de temperatura de 32 a 95 grados).
- Las medidas de disciplina y de control de la conducta deben ser razonables y apropiadas para la edad. No está permitido dar nalgadas ni ningún otro tipo de castigo corporal. Los castigos de aislamiento deben basarse en la edad del niño y tener lugar en una ubicación apropiada.
- Los niños no deben permanecer en la guardería durante más de 12 horas al día.
- Las rutinas como las meriendas, comidas y los descansos deben tener lugar aproximadamente a la misma hora todos los días.

Salud y seguridad, 0520-12-01-10

- Se debe contar con un kit de primeros auxilios en el local así como un gráfico o lista de primeros auxilios.
- Se debe contar en todo momento con la presencia de un miembro del personal que cuente con certificación actualizada en RCP (resucitación cardiopulmonar) y primeros auxilios.

- Es obligatorio contar con un plan escrito para proteger a los niños en caso de desastres. Se deben realizar simulacros y documentarse la práctica de estos todos los meses. Se debe practicar al menos un simulacro durante los horarios de cuidado después del horario regular.
- No se permite fumar o consumir bebidas alcohólicas en los locales de los programas de cuidado infantil.
- No se permiten las armas de fuego en los locales o en los vehículos utilizados para el transporte de los niños.
- Los cuchillos de cocina u otras herramientas potencialmente peligrosas deben mantenerse fuera del alcance de los niños.
- Las pertenencias personales de los empleados deben mantenerse fuera del alcance de los niños.
- Los números de contacto de emergencia deben aparecer anunciados cerca de todos los teléfonos.
- Se deben realizar controles de salud regulares a cada niño todas las mañanas y notificar a los padres inmediatamente si el niño está enfermo o lesionado.
- No se pueden administrar medicamentos a ningún niño sin el consentimiento escrito de la madre/el padre/tutor.
- Se debe cumplir con las prácticas de sueño seguro para los bebés:
 - Se debe poner a dormir a los bebés en la cuna o el corral boca arriba con una sábana solamente. No se permite el uso de materiales de cama blandos para bebés.
 - No se puede envolver a los bebés en una sábana o manta.
 - Los maestros deben tocar a los bebés cada 15 minutos para revisar la temperatura corporal y que estén respirando bien.
 - Los maestros al frente del salón de bebés deben contar con formación en el Síndrome de muerte súbita del lactante (SIDS, por sus siglas en inglés) y técnicas de sueño seguro antes de poder asumir sus deberes.
- Se deben seguir los procedimientos de lavado de manos y de cambio de pañales para minimizar la propagación de gérmenes en las aulas.
- Se deben seguir los procedimientos adecuados para el cambio de pañales (CDC.gov).
- Es obligatorio usar equipos apropiados para el desarrollo que estén en buenas condiciones y sean fáciles de limpiar. Se deben seguir todas las instrucciones de seguridad del fabricante.
- Se deben mantener fuera del alcance los niños todos los cables eléctricos y enchufes.
- Los niños deben tener un lugar para guardar sus pertenencias que minimice la propagación de gérmenes.
- Cada niño debe tener su propio equipo de siesta (un colchón o catre de 2" de espesor; una sábana o cubierta para el colchón; y un cobertor para el cuerpo)
- Todo el personal está obligado a denunciar a la línea directa para denuncias del DCS o a las autoridades locales de cumplimiento de la ley toda sospecha razonable de maltrato infantil en cuanto se tenga conocimiento de ello. Es obligatorio recibir capacitación anual sobre este tema.
- El programa debe designar a un coordinador de maltrato infantil. Esta persona debe estar capacitada para denunciar el maltrato infantil, estar a disposición del personal del programa si tiene alguna pregunta respecto a la presentación de denuncias, y servir de enlace con el personal del programa, el Departamento de Servicios para Niños, y las agencias de cumplimiento de la ley.
- Todo el personal y los voluntarios colaborarán con el personal de investigación en caso de sospecha de maltrato o negligencia infantil.

Alimentos, 0520-12-01-11

- Los niños recibirán comidas basado en la cantidad de horas que asistan al programa.
- No se debe forzar a los niños a comer los alimentos ni quitarles los alimentos.
- Se debe cargar a los bebés durante la alimentación con biberón y no se pueden calentar los biberones en el microondas.
- Se deben proporcionar por escrito las dietas especiales y sus instrucciones.
- Todas las semanas se publicará el menú de la semana. Los cambios en las comidas deben ser documentados antes repartirse las comidas.
- Los maestros y los niños deben lavarse las manos al manipular y comer los alimentos.
- Todas las superficies para comer deben ser lavadas con agua y jabón y desinfectarse antes y después de las comidas.

- Se debe sentar a los niños en mesas del tamaño adecuado.
- El personal debe supervisarlos de cerca mientras comen.
- La leche debe colocarse en el refrigerador inmediatamente después de que se sirva. La fórmula infantil restante en los biberones después de la alimentación debe ser desechada.
- Se deben usar las restricciones recomendadas por el fabricante de las sillas altas.
- Los alimentos deben ser manipulados y almacenados adecuadamente para protegerlos de la contaminación.
- La leche y los alimentos perecederos no deben llevarse a la mesa más de 15 minutos antes de ser servidos.

Instalaciones físicas, 0520-12-01-12

- Todas las instalaciones deben pasar una inspección anual sanitaria y de incendios.
- Es necesario contar con un teléfono que funcione.
- Es necesario contar con un espacio interior útil para juegos de un mínimo de 30 pies cuadrados por cada niño.
- El área debe estar limpia y debe ser segura para el uso de los niños.
- Es necesario contar con un espacio exterior para juegos de un mínimo de 50 pies cuadrados por cada niño.
- El área exterior debe estar cercada.
- Los equipos de juego al aire libre deben ser adecuados para el grupo etario de cada niño.
- Los equipos de juego al aire libre deben colocarse de manera que eviten lesiones y contar con una cantidad adecuada de material de superficie resistente para amortiguar las caídas.
- El área exterior para juegos debe estar bien mantenida y se debe contar con un plan escrito de mantenimiento del área. Es obligatorio hacer una inspección antes de que los niños salgan a jugar al aire libre.
- Se debe proporcionar agua potable en todos los salones ocupados.
- Se debe mantener la temperatura adecuada en todas las aulas.
- Las mascotas del aula deben mantenerse en una jaula limpia y mantenerse alejadas del área de almacenamiento de alimentos o del área de preparación de alimentos.

Transporte, 0520-12-01-13

- Se deben respetar todas las leyes del transporte en todo momento tal y como se definen en la Regla de Transporte de Alumnos de la Junta estatal de educación en 0520-01-05-.01 (2).
- Es obligatorio contar con cobertura de seguro de responsabilidad automovilística para todos los vehículos.
- Se prohíbe estrictamente el uso de furgonetas de 15 pasajeros.
- Se deben usar las medidas adecuadas de restricción de niños pasajeros para el transporte de niños en vehículos de pasajeros.
- Todos los conductores de autobuses escolares deben estar debidamente autorizados, haberse sometido a una revisión de antecedentes penales por parte del departamento, completar un examen físico y mental anual, completar capacitación anual en la conducción de autobuses escolares y completar la certificación de RCP.
- Es posible que sea necesario el uso de otros adultos aparte del conductor del autobús para que supervisen a los niños durante el viaje.
- Deben mantenerse registros de pasajeros y hacer una inspección de los vehículos al final del viaje para asegurar que ningún niño se quede dentro del vehículo.

Cuidado de niños con necesidades especiales, 0520-12-01-14

- Cuando haya niños con necesidades especiales matriculados, se hará todo esfuerzo razonable y adecuado necesario para brindar a los niños igualdad de oportunidades en la participación de las mismas actividades del programa que sus compañeros.
- Se harán adaptaciones al entorno dirigidas a la normalización de la vida del niño con discapacidad para ayudar al niño a ser independiente y a desarrollar habilidades de autoayuda.
- El programa informará a los padres de cualquiera de los servicios especializados disponibles en el programa, y si el programa tiene conocimiento de algún servicio especializado disponible a través de terceros, también deberá informar a los padres de dichos servicios.

- El organismo rector deberá crear políticas y procedimientos, conforme al 0520-01-09-.23, acerca del personal autorizado a utilizar aislamiento y restricción, los requisitos de formación y los procedimientos de notificación de incidentes.

Programas antes y después del horario escolar en las escuelas 0520-12-01-15

- Todos los empleados deben tener 18 años.
- Es obligatorio que reciban horas de capacitación en desarrollo profesional: 18 horas para los directores y 12 horas para el personal.
- La proporción de kindergarten a 12 años es 1:20 y de 13 años o más es 1:30.
- Hay otros requisitos de proporción y tamaño del grupo si hay niños de pre-kindergarten matriculados en el programa

EDAD	Tamaño del grupo	Proporción de adulto/niño:
Incluidos niños de 3 años	15	1:10
Incluidos niños de 4 años	20	1:12

**LÍNEA DIRECTA DE QUEJAS: (LARGA DISTANCIA) 1-800-462-8261
(ÁREA DE NASHVILLE) 615-313-4820**



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Letter to Parents/Guardians Regarding Abuse and Neglect

What is Child Abuse?

Child abuse and neglect occurs when a child is mistreated, resulting in injury or risk of harm. Abuse can be physical, verbal, emotional or sexual.

Physical Abuse is non-accidental physical trauma or injury inflicted by a parent or caretaker on a child. It also includes a parent's or a caretaker's failure to protect a child from another person who perpetrated physical abuse on a child. In its most severe form, physical abuse is likely to cause great bodily harm or death.

Physical Neglect is the failure to provide for a child's physical survival needs to the extent that there is harm or risk of harm to the child's health or safety. This may include, but is not limited to abandonment, lack of supervision, life endangering physical hygiene, lack of adequate nutrition that places the child below the normal growth curve, lack of shelter, lack of medical or dental that results in health threatening conditions, and the inability to meet basic clothing needs of a child. In its most severe form, physical neglect may result in great bodily harm or death.

Sexual Abuse includes penetration or external touching of a child's intimate parts, oral sex with a child, indecent exposure or any other sexual act performed in a child's presence for sexual gratification, sexual use of a child for prostitution, and the manufacturing of child pornography. Child sexual abuse is also the willful failure of the parent or the child's caretaker to make a reasonable effort to stop child sexual abuse by another person.

Emotional Abuse includes verbal assaults, ignoring and indifference or constant family conflict. If a child is degraded enough, the child will begin to live up to the image communicated by the abusing parent or caretaker.

Child abuse can happen anywhere – in poor, middle-class or well-to-do homes, in rural or urban areas.

Possible Indicators of Abuse and Neglect:

- The child has repeated injuries that are not properly treated or adequately explained.
- The child begins acting in unusual ways ranging from disruptive & aggressive to passive & withdrawn.
- The child acts in the role of parent toward their brothers and sisters or even toward their own parents.
- The child may have disturbed sleep (nightmares, bed wetting, fear of sleeping alone, needing nightlight).
- The child loses his/her appetite, overeats, or may report being hungry.
- There is a sudden drop in school grades or participation in activities.
- The child may act in stylized ways, such as sexual behavior that is not normal for his/her age group.

- The child may report abusive or neglectful acts.

The above signs indicate that something is wrong but do not necessarily point to abuse. However, if you notice these signs early, you may be able to prevent abuse or neglect.

- Parents who abuse or neglect their children may show some common characteristics:
 - Possible drug/alcohol history
 - Disorganized home life
 - May seem to be isolated from the community and have no close friends
 - When asked about a child's injury, may offer conflicting reasons or no explanation at all
 - May seem unwilling or unable to provide for a child's basic needs
 - May not have age appropriate expectations of their children
 - May use harsh discipline that is not appropriate for child's age or behavior
 - Were abused or neglected as a child

Parents who abuse their children need help, but few are able to admit the problem and seek assistance. Long-term trends show that more than 85 percent of the perpetrators of child abuse and neglect in Tennessee were the parents or relatives of the victims.

Staffs at schools, day cares and institutions were perpetrators in only 2 percent of the investigations. Adolescents as well as adults can be perpetrators of abuse.

What Happens in an Investigation?

The process of investigation can include talking with the alleged child victim (or observing a young, nonverbal child), parents and/or alleged perpetrator. CPS workers will gather pertinent medical and psychological information and will work with their counterparts in the medical, psychological, judicial and law-enforcement fields. The investigations can also include interviews of neighbors or friends who have knowledge of the child's situation.

The emphasis remains on constantly evaluating the risk to the alleged child victim during the entire investigative process.

In reports involving severe child abuse, DCS will notify the local district attorney and law enforcement offices. These include reports that involve a child's death or serious injury or situations involving torture, malnutrition and child sexual abuse.

Furthermore, Tennessee law requires local Child Protective Investigation Teams review certain cases. The CPIT in each county includes representatives from DCS, the local district attorney general's office, juvenile court, law enforcement and the mental-health profession.

To report abuse or neglect: 1.877.237.0004 or <https://reportabuse.state.tn.us/>

When a person notifies the Department of Children's Services regarding possible abuse or neglect of a child, Children's Services case managers determine how quickly to respond with an investigation. They must assess the referral information and focus on the present and future risks to the child.

Considering the condition of the child and the risk of future maltreatment helps a case manager know how to quickly to respond to an abuse or neglect referral and what priority to assign that referral.

DCS accepts reports of child maltreatment provided it meets the following three criteria:

- The report pertains to a child under the age of 18 years.

- The report alleges harm or imminent risk of harm to the child.
- The alleged perpetrator is:
 - a parent or caretaker
 - a relative or other person living in the home
 - an educator, volunteer, employee of recreational/organizational setting who is responsible for the child
 - any individual providing treatment, care or supervision for the child.

DCS accepts all referrals involving sexual abuse of children under the age of 13 years regardless of the previous relationship between the alleged victim and the alleged perpetrator.

DCS does not investigate sexual abuse allegations of a child 13 to 18 years old by an alleged perpetrator who does not have a relationship with the child, as defined above unless the child is in the department's custody. DCS may assist law enforcement or the district attorney's office in such cases.

Here's the information you'll be asked to provide if you call to report child abuse:

- Nature of the harm or specific incident(s) that precipitated the report
- Specific allegation(s), date(s) and descriptions(s) of the injuries or dangers Identities of alleged perpetrator(s) and their relationships to the victim
- Witnesses to the incident(s) and how to reach those witnesses
- Details of any physical evidence available
- Perpetrator's current access to the child Present condition of the child (alone, in need of medical attention, etc.)
- The location of the child and directions to get there
- Any statements from the child Parent's or perpetrator's explanation of the alleged child victim's condition or the incident
- Parent's current emotional, physical or mental state, especially feelings about the child and reactions to the report
- How the reporter came to know the information and the reporter's thoughts about the likelihood of further harm to the child.

The reporter's identity is confidential, but a name should be given so the department could follow up with the reporter if necessary. The reporter is free from civil or criminal liability for reports of suspected child abuse or neglect made in good faith.

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Questions? Concerns?

Contact Boys & Girls Clubs of the Tennessee Valley – (865) 232-1200.

Learn more about CACFP at USDA's website:

<https://www.fns.usda.gov/>

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Food and Nutrition Service FNS-317

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¿Preguntas? ¿Inquietudes?

Contacto Boys & Girls Clubs of the Tennessee Valley – (865) 232-1200.

Aprenda más información sobre CACFP en el sitio web del
USDA: <https://www.fns.usda.gov/>

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