

**Family STATEMENT OF SERVICES**

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NAU Early Learning and Development Center

3950 Butler Ave, door 5 (temporary location)

Flagstaff AZ 86004

928-527-5550

ELDC@nau.edu

Hours of operation:

Monday through Friday, 7:30 am to 5:00pm

## Our Program:

Vision:

The NAU ELDC exemplifies an inquiry approach to teaching and learning, improving inclusive early childhood pedagogy through education, research, and community engagement.

NAU ELDC Goals:

* Children are viewed from an asset lens, and curricular design will highlight the unique capabilities of each child. The curriculum is designed to support the needs of the whole child.
* Through inquiry-based learning, children will explore the world around them and their role in it.
* All children are valued as individuals and the unique perspectives and experiences of all children and families in our program are celebrated.

Our program standards:

*Highly Qualified Teachers and Staff:* We meet or exceed the required National Association for the Education of Young Children (NAEYC) personnel requirements. Our Mentor Teachers (lead teachers) have at least a bachelor's degree in early childhood education or special education with one to three years of experience. Our Co-Teachers (assistant teachers) have a minimum of a Child Development Associate (CDA) credential or college credits related to early childhood education or child development with at least one year of experience. Each staff member has a professional development plan and access to coaching, training and education benefits. Your child will be assigned a primary teacher for the school year and will have a team of teaching staff to support them throughout the day.

*Adult/Child Ratios:* We meet or exceed the required NAEYC staff/child ratios indoors and outdoors (10.B.12). Ratios are lowered when warranted due to an individual or special needs, especially on field trips depending on destination, expected crowd conditions, the extent to which destination space is open/confined, etc. Teachers take a cell phone, emergency contact information, and a first aid kit on all field trips (3.C.02-05).

|  |  |  |  |
| --- | --- | --- | --- |
| **Group (Max Size)** | **2’s** | **3’s** | **4/5’s** |
| ADHS (Arizona Department of Health Services) | 1:8 (16) | 1:13 (26) | 1:15 (30) |
| NAEYC | 1:6 (12) | 1:10 (10) | 1:10 (20) |
| ELDC Classroom/ Playground  | 1:6 (12) | 1:10 (10) | 1:10 (20) |

*Authentic Child Assessment:* Assessment is comprehensive and intended to provide information across all developmental domains (4.B.02). Assessments are conducted in familiar and comfortable settings for children and conducted by adults they know and trust (4.A.01). Teachers primarily collect information from children through photos, notes, work-samples, and dictations of children’s conversations within the classroom. We may ask children to complete certain play-based tasks to assess their development. The ELDC uses Kaymbu, an app that captures student learning and tracks development. Families will be invited to Kaymbu through email, and will receive photos, notes, and storyboards each week highlighting children’s learning and development.

*Inquiry-Based Learning:*

The ELDC uses the Project Approach to design meaningful learning experiences that promote child learning and development. Teachers facilitate long-term learning activities based on interests derived from the children. The environment supports play-based learning and encourages opportunities for extending knowledge into the project topics. Whole group, small group, and individual learning experiences are provided throughout the day. Please see the daily schedule and handout on Inquiry-Based Learning in your welcome packet for more information. Lesson plans will be available for viewing through Kaymbu.

*Family and Community Partnerships:*

Families are central to children's development and are an integral part of the ELDC's philosophy. We utilize technology, such as Kaymbu, to encourage and promote two-way communication, have an open-door policy to invite families and partners to share their experiences and resources, and host activities for all to learn about child development and exemplar early childhood education practices. The ELDC also utilizes departments at NAU to increase the resources available to children and families.

*Research and Pedagogy:*

The ELDC will be a demonstration school that models standards from NAEYC. Students within NAU’s College of Education will have access to student teaching and practicum placements. A research program will continue to further early childhood education and child development studies. Research projects that benefit the children, families, or staff of the ELDC will be considered, and findings will be shared publicly. Children will not take part in any research study without the consent of their parents/guardians as appropriate.

## Enrollment:

Families interested in enrolling their child should visit the ELDC website at https://nau.edu/early-learning-development-center/ and complete the application form. Details about who we serve and how we enroll children can be found on the website under “Application.” Once accepted into the program, families will complete enrollment forms through Procare. A link will be sent to complete the forms which include the following:

Form one: general information

Form two: emergency contact

Form three: family and child questionnaire (All About Me)

Form four: permissions and consent (assessment, photo, screenings, sunscreen, individualized plan if applicable, handbook acknowledgement, disclosure of information about their child's needs)

Families will email a copy of their child’s immunization records to eldc@nau.edu. Children must have the recommended immunizations as required by the Arizona Department of Health Services, or a state-approved exemption form.

Upon enrollment, families will be given an orientation, tour of the center, access to Kaymbu and Procare and access to the digital copy of the ELDC Handbook. In our preschool and prekindergarten classrooms, c**hildren must be fully toilet-trained (wearing underwear and no more than one accident a day).** If your child has a medical or special need that requires additional support with toilet-training, please let us know and provide documentation to eldc@nau.edu. Please see the ELDC Toddler Supplemental Statement of Services for children enrolled in our toddler classroom.

*School Closures: A* list of school closures will be provided each calendar year upon enrollment. The ELDC follows NAU’s closure schedule. There are a few additional closures for staff professional development days, as our program operates year-round. NAU is responsible for determining snow delays or snow closures. Notifications will be sent through the NAU SAFE app and apply to the ELDC unless otherwise communicated. Families are responsible for checking for updated communication daily.

## Items to Bring to School:

1. A blanket that fits in your child’s cubby
2. Meals and snacks (see section below)
3. A spare change of clothes in a Ziplock bag that include a shirt, pants, socks, and underwear
4. A water bottle
5. Sunscreen and other weather-appropriate clothing

Please label all items with the child’s first AND last name.

## Drop off/Pick up:

Parents and families are an important part of the ELDC. It can be very stressful ‘leaving’ a child for the first time and spending a few minutes after dropping off and observing can relieve anxieties about separation and adjustments. NAU ELDC wants families to know as much as possible about their children's experiences during the day-families are welcome to drop in to visit their child any time. We ask that families do not visit during our nap time from 12:30-2:00 as it can be disruptive to the children. If you find that you feel you need to check on your child more frequently, we ask that you speak with the director about the need for this. Multiple calls and emails take away time from our staff working with children, and we strive to provide frequent communication based on your child's need.

The ELDC works to support families and children in doing the following:

* Staff are available to greet the family and child every day and share information about what is happening with the child at pick up and drop off.
* The lobby has a comfortable seating area with children’s books. Families are welcome to read a book or talk with their child prior to entering the classroom.
* Families are welcome to establish a ritual that is completed every day during a transition. This could be a song, special hug or handshake, or specific phrase (“see you later alligator, after while crocodile”).
* Staff can follow up with families after drop-off to let them know how their child is doing upon request, no more than once per day. (7A.1)

*Parking & Entrances:*

* Doors open at 7:30 am. An adult must escort children into and out of the NAU ELDC. When families are in the building, they are legally responsible for their children. No child may be left unattended.
* Adults and children must enter through the front door with their specialized pin number (assigned once enrolled) and sign their child in at the front kiosk. (10B.20). Your pin should not be shared with your emergency contacts. Please instruct them to use the doorbell. Families must make sure to have contact with staff when dropping children off or picking them up.
* Families should avoid leaving their car idling in our parking areas, unless there is extreme heat or cold to maintain interior or engine temperatures. (5B.2)
* **The ELDC closes at 5:00 pm. Parents must be in the building and signing out their child by this time.** If for unforeseen circumstances parents are late, they must notify the front office. ***Late pick-up* will result in a warning for the first incident, and a late fee assessment of $5 per minute for following late pick-ups.**
* If no one shows up to pick up your child by 5:05, we will call down the child’s contact list until we can find someone to pick up your child.If we cannot reach anyone on the list or no one can pick up your child, we will notify the NAU Police Department.

**Families who do not adhere to our drop-off or pick-up policies consistently will be disenrolled.**

*Sign-In/Out*: Families will sign their child in and out each day in the attendance book at the kiosk in the lobby. It is the responsibility of the parent to sign in AND out daily, ADHS and NAEYC require accurate attendance records.

*Authorized Pick-Up:* Only a parent, official guardian, or someone previously designated by the parent/guardian on the Emergency Card may pick the child up. Photo identification will be requested until the staff is familiar with authorized pick-up persons by sight.  **Please be prepared to show an ID when picking up your child the first week of school,** or for new staff members**.**

*Special Health Needs:* Parents of any child with special food-related or dietary health needs must provide a written individualized care plan prepared in consultation with the child’s health care provider that specifies needs or prohibitions. This information is added to the *NAU ELDC Child Health Advisory List* and posted in the classroom, administrative offices, and Director’s office. Families are required to provide an epi-pen if their child has a food allergy that can cause an emergency response. If needed, a daily log is maintained for the child documenting the type and quantity of food consumed (5.B.04, 5.B.05). If your child has any other medical needs, please provide documentation from a medical professional to eldc@nau.edu prior to your orientation.

*Lunch: Familie*s are required to provide their child with an appropriate lunch box, or a leak-proof receptacle clearly labeled with the child’s name. Our staff is expected to spend snack/mealtimes at the tables interacting with children; the time needed to heat lunches prevents them from being able to do that. Therefore, *we do not heat leftovers or pre-packaged meals or snacks* (5.B.07). Cold or hot packs must be used if food needs to be kept warm or cold. Families *are responsible for providing a healthy lunch for their child*. Please provide milk or juice with lunch daily.

*Meals and Snacks:* Children are provided with time for meals and snacks every three hours. Please check your child’s classroom schedule for when snacks and lunch are served. Families are responsible for sending healthy breakfast and afternoon snacks daily. Please provide milk or juice no more than twice a week if your child is eating breakfast at the ELDC. Children do not carry liquids in any type of cup while walking around the center. Children are encouraged to use the water fountain for liquid consumption or refill their water bottles from the refilling station in the classroom (5.B.01, 5.B.14, 5.B.16). If your child runs out of food or is missing food and is still hungry, we may provide a back-up snack from our small supply of on-hand snacks. If your child is missing lunch, we will notify the family of the missing meal. If you do not want the ELDC to provide any additional snack, please provide a written statement.

*Food Safety:* Families should take care to wash fruits and vegetables before sending them to school. Please do not send food that needs to be microwaved, as the ELDC cannot microwave any food. Staff will clean and sanitize tables before and after meals. (5B.8; 5B.9; 5B.7)

If you would like your child to brush their teeth after mealtimes, please provide toothpaste and a toothbrush for the ELDC to store on-site. (5A.23)

## Positive Guidance and Discipline:

The NAU ELDC follows the NAEYC *Code of Ethics*. The following core principles laid out in this document serve as a guide for interactions between and among faculty, staff, children, and families.

* Recognize and respect the unique qualities and abilities of all individuals.
* Create and maintain a positive emotional climate for all learners, with sensitivity to differences in age, ability, background, language, culture, religion, and family structure.
* Whenever possible communicate with children using direct eye contact, at the child’s level
* Support the development of positive, trusting, and effective working relationships using open communication, collaboration, and cooperation.
* Engaging in meaningful conversation with children throughout the day, including sitting with children during snack and lunch time (3.D.07).
* Maintain a positive, professional attitude. Teachers do not yell, threaten, shame, belittle, or physically punish children.
* Approach conflict resolution proactively.
* Commit to supporting a school culture of inclusion that celebrates and supports differences, while building on commonalities.

ELDC staff members use positive methods of child guidance including natural and logical consequences, redirection, anticipation, elimination of potential problems, and the encouragement of cooperative behavior. Staff avoid the use of negative language (“no”, “don’t”) as much as possible, and instead express expectations in terms of the desired behavior. For example, “Please use an inside voice” instead of “No yelling”, or “Feet on the floor” instead of “Don’t stand on that.” Teachers work to help children develop social, emotional, and problem-solving skills through facilitated guidance.

*Suspension, Expulsion, and Exclusion:*

The ELDC has a goal to limit the use of suspension, expulsion, and other exclusionary measures. Your welcome packet has a handout titled *Suspension and Expulsion Prevention Support for Families* that includes detailed information on this topic. The full policy can be found in the ELDC Handbook.

*Proactive approaches:*

All staff receive training on positive guidance strategies. The ELDC uses the Pyramid Model, a framework that addresses the social-emotional needs of young children. Central to this model is the belief that teachers set up a foundation that promotes positive learning experiences and expectations and teaches social-emotional skills to young children. Staff are expected to implement classroom strategies to promote smooth routines and transitions, an awareness of classroom responsibilities and rights, and conflict-resolution. Children are involved in helping determine appropriate rules and expectations for each class and are taught how to use materials and equipment productively and appropriately.

*Appropriate interventions:*

Staff utilize intervention strategies that promote desired behaviors. Below are some common strategies that are effective for young children.

1. Positive affirmation: staff will notice and point out when a child is demonstrating a desired behavior.
2. Redirection: staff will let the child know that a behavior is not appropriate, and provide a replacement behavior or different activity to engage in as an option
3. Provide choices: staff will provide an appropriate option or options for a child to choose from instead of the demonstrated behavior.
4. First/then: staff will provide language around the sequence of actions that need to take place
5. Offer assistance: staff will provide options for helping a child through a situation, which can include calming down techniques, a space to discuss the situation, or conflict-resolution strategies

Children are not forced into a “time out”, but rather given options of where they would like to calm themselves. Children will be able to convey readiness to return to their group and activity. Teachers will work with children to promote self-regulation and problem-solving to support social-emotional development. If children are engaging in behavior that is harmful to themselves or others, staff may remove the child from an activity or classroom and take them to the administrative office to calm their body and regain control before rejoining the other children. There are no circumstances when it is permissible for staff to use any form of physical punishment, psychological abuse, or coercion when disciplining a child. (1B.10).

Working as a team we can solve most problems. The NAU ELDC staff and administration work with families on discipline problems for each child. Although we encourage daily informal conversations between parents and staff, we may provide daily informal written reports or emails to maintain communication if the teacher is not available at the time of pick-up. For persistent challenging behavior teachers, administrators, and families will work together to develop and implement a plan for teaching the child social and emotional skills and reduce the behavior challenges. We also encourage families to discuss concerns about the child’s social, emotional, or behavioral development to support problem-solving together towards a positive outcome. Teachers make environmental accommodations when appropriate to create conditions that promote positive classroom behaviors. If it is necessary for further assessment and intervention beyond that of the practices of the ELDC’s child guidance and discipline policy, teaching staff will collaborate with families and community partners to identify the appropriate services for the child.

If there are any continued concerns about the development or health and safety of the child, or the other children and staff, the family and the Director will meet to discuss how to best meet the needs of all parties involved which may include the following:

* The classroom staff will collect observations about the function of undesirable behavior, specifically, what is happening before, during and after the behavior. The teacher and Director will share this information with the family to create a written plan of support with the [ELDC Support Plan Template.](https://nau0.sharepoint.com/%3Aw%3A/s/EarlyLearningDevelopmentCenterELDC/ER2BDwmydgBHqffiP_UF0WYBqfUlXbidcRA_-VHB9V31Cw?e=oKqjKR)
* If requested, follow-through on our recommendation for referral of the child to The Arizona Early Intervention Program (AzEIP) or Child Find for developmental evaluation and subsequent delivery services.
* In-school parental time commitment if the child’s behaviors or needs require intensive individual attention that presents a significant challenge to our teachers for meeting the needs of other children in the class.
* Bringing in a professional from AZ STEPS, an expulsion and prevention team related to the concern to observe the child and provide recommendations.
* Adjustment of the child’s attendance schedule if it is deemed beneficial or necessary to meet the needs of other children in the class.

If all options above have been exhausted and the family and staff are unable to ensure the well-being of the child or other children and staff, the Director will support with resources that could include recommendations for other preschool programming outside of the ELDC. (1B.10; 1E.1; 3B.2)

## Conditional requirements:

The ELDC strives to meet the needs of every family and child enrolled, knowing that children come with a wide array of skills and abilities. To be successful, the ELDC requests that families provide the most information they can about the child prior to enrollment to determine how we can best meet their needs.

Children are accepted for enrollment assuming that (a) the child can benefit from the NAU ELDC program, (b) the child’s behavior or needs do not pose a significant threat to the health and safety of the child or other children or staff, and (c) parents abide by our policies and cooperate with and support our efforts to meet their child’s individual needs*.* Conditional enrollment requirements may include, but are not limited to:

1. Upon enrollment, the family will provide truthful and accurate information about their child. This can include the following items: an Individualized Education Plan (IEP) or Individualized Family Service Plan (IFSP), specialized health plans, developmental or health screenings.
2. The family will tour the center with the child prior to their first day. The family will meet with the Director prior to enrollment to discuss and agree on any potential preparations needed to ensure the child and existing children enrolled have a healthy and safe environment. This meeting will include a list of services that the ELDC can provide, the adjustments they can provide, and what adjustments they will not be able to provide.
3. If enrollment is the best option for the child, the family will be enrolled for one week to monitor and test the child’s success at the center.
4. The staff will monitor how the child is adjusting to the center and provide ongoing information to the family about their experience. The Director may schedule additional meetings to check on services, adjust the preparations, or adjust the enrollment of the child.
5. Should the child not be a good fit for the ELDC, the Director will work with the family to find additional programs and services that can better support the child.

## Tracking your child’s development:

It is important to track your child’s development, as well as look at how the ELDC can improve its program. The ELDC Handbook provides detailed information on how we assess your child’s learning. (4A.1; 4A.2) We do this through a variety of ways:

*Kaymbu:* The staff use a program called Kaymbu that documents learning in the classroom. Families will receive an email at the end of each week summarizing the activities in the classroom. Within Kaymbu, the staff will link the learning to a developmental checklist called COR Advantage. COR Advantage has learning standards that show where a child is in the domains of social-emotional, cognitive, and physical development. This is like a report card but shows the growth of each child instead of a letter grade. All staff are trained in our assessment process through Kaymbu. Information about Kaymbu can be found in your welcome packet provided during a program tour or family orientation.

*Developmental screening:* The ELDC provides vision and hearing screenings through NAU services. These are provided on-site during normal operations*. (4C.2) If you do not want your child to receive one of these screenings, please notify the Director in writing.*

The teachers use the Ages and Stages Questionnaire (ASQ3) to check for typical and atypical development. This is done by observing your child at the center for interactions with other children, listening to their language, observing for motor skills, and providing some activities for your child to complete (such as stacking three blocks). This is done within the first two months of your child’s attendance. (4C.3)

*Observation: The* teachers will collect information about your child’s growth and learning by observing. Teachers will take notes, photos, and videos of your child to document what your child does, what growth is taking place, and where there might be opportunities to further their learning. Photos and videos for this purpose are not shared outside of the center unless a family signs the photo/video release waiver.

*Work Samples:* The teachers will collect samples of what a child does in the classroom. These can be pieces of art, writing samples, or photos of a project or task they completed.

All assessment information is shared with families on an ongoing basis and is also provided through our Kaymbu app. Families are asked to participate in two family-teacher conferences a year. Information about these conferences will be provided approximately once a month in advance. We ask families to provide questions or concerns about the assessments at any time throughout the year, but also specifically at conferences. Staff also use the family and child questionnaires collected at enrollment to provide information about your child’s development and goals for growth. (4E.1; 4E.2; 4E.3; 4E.04)

## Transportation:

The ELDC does not provide transportation services. If you need transportation assistance, please contact the Director for a list of resources.

## Field Trips:

NAU supports field trips and field experts as an integral part of the curriculum. Field trips and experts support the cognitive and social development of young children and are expected to be planned for several purposes (a) as fieldwork to support inquiry-based project investigations, (b) as cultural enrichment experiences, and (c) to facilitate or support collaborations with children and teachers from other programs or schools. Informal visitors will come in throughout the year dependent on children’s projects as a part of the curriculum, involving parents, NAU faculty and staff, and the local community whenever possible and appropriate. Families are regularly invited to chaperone and attend field trips and other activities (8.B.01, 8.B02; 8.B.03; 8.B.04).

The ELDC will only engage in walking field trips, or field trips that can be held inside the center. Families will be given advance notice of planned field trips and must sign a permission slip for their child to participate. Information about the location, agenda, and staff and children attending will be included. A staff member will have a roster of the attending children and will take attendance and sign off at the beginning of the trip, upon arrival at the location, and once every hour on the trip. Once the class is back on site, the teachers do a final count and document with a signature. At that time, a second teacher counts and signs off (10.D.08).

ADHS requires children to wear, in plain view, a written identification stating the facility name, address and telephone number. Each child should wear their written name out of plain view, such as inside their shirt. Staff will bring copies of the Emergency Cards, Immunization Records, and water for all children on field trips. Permission slips will be kept at the facility for 12 months.

## Family Participation:

*New Family Orientation:* Prior to the first day of attendance each family will be invited to meet with ELDC administrator to discuss:

* Information in the ELDC Handbook (philosophy, policies, routines, and procedures)
* Financial options (tuition payment guidelines)
* Individual child or family needs and considerations (health, language, learning, personal family situations, etc.)
* Curriculum and assessment
* General questions (10.B.08)

This Orientation will also be held ahead of the beginning of each school year or individually at a family's request. This time will provide families with an opportunity to meet one another and discuss questions they may have ahead of the first day of school.

Prior to the first day, families will also receive a Classroom Welcome Packet. These forms help with communication about family values, culture, identity, home language, traditions, family structure, and the uniqueness of your child. This supports teachers in developing classroom environments that are welcoming and supportive of all families. Returning families will update this form annually (1.A.02; 7.A.02; 7.A.03; 7.A.09).

*Family Engagement Space:*

The ELDC hosts a Family Engagement Space every other month for all enrolled families. This space is for families to meet each other, enjoy snacks, and collect information from families about school practices and family participation.

Goals of the group:

* *Provide input* on school practices, including family communication and involvement
* Develop family engagement *activities and spaces* for the ELDC
* *Promote and influence equitable programming* so that all families feel included, welcomed, and reflected in our program

*Communication:* The ELDC encourages ongoing communication between families, teachers, and staff to allow for multiple perspectives on children’s development and interests to enhance learning experiences (1.A.03; 7.A.06; 7.A.08; 7.A.09; 7.A.11). These include:

* NAU ELDC website
* Parent meetings and conferences
* Weekly electronic documentation
* E-mail communication
* Open door policy
* Daily informal conversations

Program documents and information can be translated by request. We welcome and respect diverse family structures and traditions and follow NAU policy and procedures regarding the need for accommodation.

In alignment with our vision and mission, the ELDC requires families to use respectful communication in our program. We recommend asking questions, bringing up concerns by email or in person, or scheduling a meeting with the Director within three days of any concern arising. Concerns may be addressed with follow-up steps or an action plan. Any communication or behavior that is reasonably perceived as threatening, intimidating, degrading, bullying, in violation of the ELDC policies or procedures, or otherwise compromises the health, safety, or learning environment for our family/child participants or staff, may result in a family’s disenrollment from the program.

To ensure the safety and privacy of our children and families, families should not use their cell phones while in the ELDC.

*Feedback and concerns:* We encourage families to share their feedback on the ELDC frequently.  Along with daily informal conversations, the ELDC will send out family surveys and will use teacher conferences twice a year for opportunities to solicit feedback.

Our program is designed to meet the needs of your child. If you should have a concern or wish to address a matter concerning your child, a staff member, a policy, or a procedure, you are encouraged to first discuss matters with your child’s teachers or the director directly. It is our hope this will help to expedite and clarify situations, so they do not linger and create further misunderstandings. Family events or changes of any kind can greatly affect a child’s demeanor and behavior at school, so timely communication assists school staff in responding effectively to the child's needs (1.A.01; 7.C.02; 10.B.20).

*Resource Information:* (7.A.05, 8.A.01): NAU ELDC has resources available for families with information in multiple formats (e.g., resource list, website, print, emails) on topics relevant to their needs and issues. These include, but are not limited to:

* Health and Safety
* ADHS regulations and NAEYC accreditation information
* Curriculum and development topics
* Early childhood education research and publications
* Community events
* Cultural opportunities
* Summer/break alternative program care or options
* Elementary public/charter/private school options
* Social service, medical, mental health, screenings, and family support services

## Anti-Bias Commitment and Holidays:

The NAU ELDC commits to serving all families and children by respecting and embracing differences.    To do this, we will actively work to implement the following practices:

* Develop a program that is inclusive of all individuals with a lens on diversity, equity, inclusion, and social justice
* Explore and review our practices to ensure that traditionally underserved populations are represented in a socially just manner
* Act and educate against bias and unfairness in a developmentally appropriate manner

In alignment with best practices in anti-bias early childhood education, the **ELDC does not celebrate holidays**, including birthdays, in the center. Holidays can present challenges to ensure all children, families, and staff feel respected, and the beliefs and traditions of each family can differ. We do invite families to come in and share traditions, talents, and knowledge to increase our own awareness and understanding of our uniqueness. For more information about anti-bias practices and holidays, we encourage you to research this topic. You can also view this [helpful resource from the National Associate for the Education of Young Children.](https://www.naeyc.org/resources/blog/anti-bias-and-holidays)

Liability Insurance:The ELDC is insured through the Arizona Department of Administration Risk Management Division. A copy of the liability insurance can be found on-site at the ELDC upon request.

## Accident and Emergency Procedures:

NAU ELDC has a written comprehensive *Emergency Plan* for (a) medical emergencies, (b) evacuations, and (c) risk management/preparedness. The plan is reviewed/revised at least annually and as needed to be consistent with and inclusive of all NAU Emergency Policy and Procedures, ADHS requirements, and NAEYC standards. A copy of the plan is in the Director’s office, each classroom, and administrative office and is available for review at any time. Evacuation routes are posted in all classrooms and several other locations throughout the center. (10B.19)

Staff are trained in the implementation of the emergency plan at the time of hire or whenever there is a change of procedure. NAU security monitors the security system and provides important crime bulletins. NAU Security conducts practice drills and monitors alarms and extinguishers.

NAU ELDC is part of the NAU Alert System, NAU Safe App. In the event the campus declares an emergency closing, families MUST pick their children up within 30 minutes of notification.

Medical Emergency Notification

In the event of a medical emergency:

1. Staff will call 911 to obtain emergency personnel, as well as campus security. This may include an ambulance and other medical teams.
2. A CPR/First Aid-trained staff member will perform emergency procedures as needed/recommended.
3. Staff will utilize authorized emergency contacts including relatives and medical personnel listed on the child’s Enrollment form. It is the family's responsibility to keep these files up to date.
4. A child may be transported to a hospital emergency room to receive all necessary treatment. Staff will alert emergency responders of the family’s physician/hospital preferences as indicated on the Enrollment forms; however, emergency services may dictate where children are transported. If a family member has not yet arrived, a staff member will accompany the child to the hospital.
5. Staff will continue to attempt to reach a family member or authorized adult until someone is reached who can then assume responsibility for the child’s care. If all options have been exhausted, the Director may call the Department of Child Services or Flagstaff Police for assistance.

## Illness Guidelines:

*Sick child notification and exclusion:* NAU ELDC does not have facilities or staff to provide sick care for children. If a child becomes ill, they are removed from the classroom to the office, kept comfortable, and parents are notified to pick them up within 30 minutes. An incident form in Procare is sent home with the child and returned signed and dated by the parent or authorized family member when the child is well enough to return to the center. A child with any of the listed symptoms below may not return until fever-free (without fever-reducing medication) and symptom-free for 24 hours. (10B.19)

Parents will be called if a child

* vomits
* has uncontrolled diarrhea more than once
* has a fever over 100.4° F
* has any condition or discomfort which keeps him or her from actively participating in the activities
* shows symptoms of highly contagious conditions, such as conjunctivitis (pinkeye) (5.A.04).

NAU ELDC will communicate information about common communicable diseases present in the classroom verbally or through classroom-level email correspondence. If an unusual disease emerges or a common disease, such as strep throat appears in multiple classrooms, NAU ELDC issues an email and a posted *Health Alert* that includes information and links to online or print resources about signs, symptoms, transmission, period of communicability, and any control measures being implemented. NAU ELDC forwards any community-wide health alerts to all families received from the college, state, or local ADHS office (5.A.05). Families may be asked to provide a note from a medical professional clearing their child to return to the ELDC if they have a communicable disease. This policy applies to adult staff as well as children.). Families may be asked to provide a note from a medical professional clearing their child to return to the ELDC if they have a communicable disease. This policy applies to adult staff as well as children.). ).

Medication Guidelines: **(**10B.19)

The ELDC does not administer over-the-counter medications or any medication that is temporary. If a child needs a standing medication, a family member must complete a medication consent form. The medication must be provided to the staff, which will then be stored in a locked box that is inaccessible to the children. A log of medication administration will be kept. Only trained staff members will be allowed to administer medication.

## Tuition and Fees: (effective September 1st, 2023)

Registration Fee: $125 annually (due at the time of enrollment), $200 for a family.

Monthly Tuition:

* Prekindergarten and Preschool classes $900 monthly (due the 5th of each month)
* Toddler classes $1000 monthly (due the 5th of each month)

Late fee: $5 per minute past 5:00 pm (starting September 1st, 2023)

All center closures are considered in the monthly amount, meaning there are no tuition adjustments to individual months that may have more holidays than others. There are no pro-rated days for absences or unexpected closures. Please see the school calendar for information on scheduled closures.

Payment is collected through the Procare app. Families will be required to set up a bank account or credit card to make payments. Families can choose to enroll in autopay. Procare charges a fee for processing payments, which will be included in your monthly statement. We are a DES contracted site. If your family qualifies for DES child care assistance, please speak with the director to arrange your billing. The ELDC also offers a scholarship to student-parents who qualify. Please see the website or the director for more information.

## Terms & Conditions:

Families are required to use the Procare platform for all ELDC payments. Cash or checks will not be accepted.

Late fees will accrue on the unpaid balance according to the late fee schedule found at <https://in.nau.edu/sdas/past-due-accounts/>

The individual will be in default if I break any financial promise made to Northern Arizona University or fail to pay charges that are posted to my account by the due date. If there is a return on payment due to insufficient funds, the fees will be absorbed by the family.

If the individual defaults on my financial responsibilities, Northern Arizona University may exercise any remedy permitted by law, including one or more of the following, without notice or demand (except as required by law):

1. The University may declare the principal balance plus any late fees, fines, or penalties immediately due and payable in full.
2. I understand and accept that if I fail to pay my student account bill or any monies due and owed to Northern Arizona University by the scheduled due date, the University may refer my delinquent account to a third-party collection agency. I further understand that if the University refers my student account balance to a third party for collection, a collection fee will be assessed and will be due in full at the time of the referral to the third party. The collection fee will be calculated as the maximum amount permitted by applicable law, but not to exceed forty percent (40%) of the amount outstanding at the time of referral. For purposes of this provision, the third party may be a debt collection company or an attorney.

*Collections*

The individual agrees to pay Northern Arizona University all fees of collection, including but not limited to, reasonable attorney fees, whether there is a lawsuit. I will also pay any court costs, in addition to all other sums the University is permitted to recover pursuant to applicable law.

*Withhold diplomas, transcripts, grades*

The individual understands that Northern Arizona University has the discretion to withhold my official transcript, diploma, or grades until all my financial obligations have been met.

*Prevent future registration*

The individual understands that Northern Arizona University has the discretion to prevent registration until all my financial obligations have been met.

*Credit Bureau reporting*

The individual understands that failure to pay my student account may result in Northern Arizona University filing an adverse report with credit bureaus.

## Other Policies and Procedures:

The NAU Early Learning and Development Center is regulated by the Arizona Department of Health Services, located at 150 N 18th Ave, Phoenix AZ 85007. Contact information: 602-542-1025. Inspection reports from the Arizona Department of Health Services are available on-site by request. Please reach out to the ELDC Director if you would like to see a copy. You may also visit azdhs.gov for a list of deficiencies.

Posting of a pesticide application will be provided 48 hours in advance and will be posted in the lobby of the building.

All staff are Mandated Reporters for Child Abuse and Neglect. Our full policy and procedures on reporting can be found in the ELDC Handbook on page 33. (6A.10)

## Contact Information:

Early Learning and Development Center

928-774-3478 eldc@nau.edu <https://nau.edu/early-learning-development-center/>

Rebecca Cirzan, Director of the Early Learning and Development Center

928-523-4825 rebecca.cirzan@nau.edu

Tori Damjanovic, Pedagogical Liaison of the Early Learning and Development Center

928-523-9155 victoria.damjanovic@nau.edu