

2026-2027

Parent Handbook

Notice of Non-Discrimination

Wilson County School System does not discriminate due to age, race, color, gender, national origin, disability, religion, creed, genetics or veteran status in the provision of services, in programs or activities, or in employment opportunities or benefits. The lack of English language skills will not be a barrier to admission and participation in educational programs. Translation services are available at each school and at the Central Office. Inquiries concerning Title VI or Title IX of the Civil Rights Acts should be directed to Rebecca Owens at (615) 444-3282. Inquiries concerning Section 504 and IDEA should be directed to Bryan Adams at (615) 444-3282. Inquiries concerning the Americans with Disabilities Act should be directed to Rebecca Owens at (615) 444-3282.

TABLE OF CONTENTS

HOURS OF OPERATION 4
CHANGES TO HOURS 5
Faculty/Staff Meetings 5
Parent/Teacher Conferences 5
Inclement Weather/Unexpected Events 5
ENROLLMENT 5
CONFIDENTIALITY 6
SITE VISIT 6
WHAT TO EXPECT ON YOUR CHILD'S FIRST DAY 6
FEES AND TUITION 7
ADMINISTRATIVE PROCESSING FEE 7
WEEKLY TUITION 7
LATE PICK-UP FEES 7
PAYMENT METHODS 8
ATTENDANCE 8
ELECTRONIC ATTENDANCE PROGRAM 8
SIGN IN/OUT PROCEDURE 8
ABSENCES DUE TO ILLNESS 9
CLASSROOMS AND RATIOS 9
Daily Classroom Schedules 9
- Arrival 9
- Snacks 10
- Infant Feeding 10
- Lunches 10
- Nap/Rest Time 10
- Diapering 10
- Potty Training 11
- Departure 11

Classroom and Parent Communication 11
- Injury 11
- Illness 11
- Child Progress. 11
- Parent Communication 11

BEHAVIOR MANAGEMENT AND DISCIPLINE 12
Aggressive Behavior and Biting 13
Program Suspension or Removal 13
ILLNESS AND MEDICATION 14
Illness/Contagious Disease 14
Medication 14
Returning to Care After Illness 15
FIELD TRIPS AND SPECIAL EVENTS. 15
EMERGENCY SITUATIONS 15
MANDATORY CHILD ABUSE REPORTERS 16
RELEASE OF INFORMATION 16
WITHDRAWAL 16
FEE CHART 17

Wilson County Schools
Extended School Program District Staff

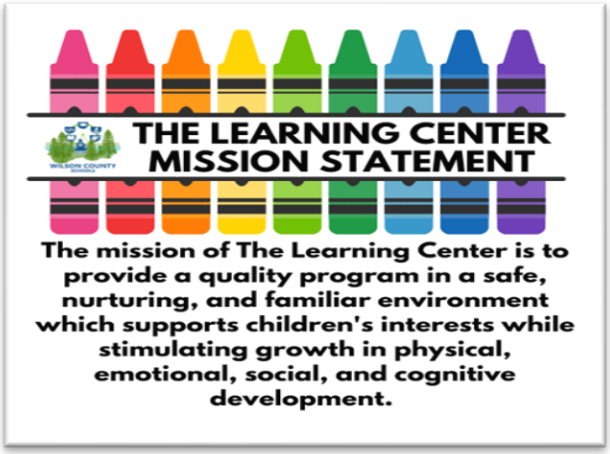
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This Parent Handbook is intended to inform our families of some of The Learning Center's policies, guidelines and procedures. The policies or procedures set forth in this Handbook may be revised, modified or amended, in which case the most current policy or procedure will govern. The online version of this publication is the governing document. Therefore, all printed versions of this document are unofficial copies. For electronic access, please visit www.wcschools.com.

ABOUT THE LEARNING CENTER

The Learning Center includes art, music, crafts, developmentally appropriate learning activities, interactive games, preparation for school and a blend of active play and quiet time. The program is planned and implemented by staff trained to meet the needs of children and provide positive adult relationships. The Learning Center is a quality program designed with the child's best interest in mind. The Learning Center is open while schools are in regular session and on regular school year professional development and stockpile days.



Our program is licensed by the Tennessee Department of Education. We comply with all rules, regulations and guidelines issued by this agency. This includes required training hours and certification, as well as, teacher/student ratios.

HOURS OF OPERATION

Hours of operation vary by location. Hours will be extended for parent/teacher conferences and faculty/staff meetings, subject to the requirements listed in this handbook.

Green Hill Location

- Elementary 6:30 a.m. – 3:30 p.m.
- Middle/High 7:30 a.m. – 4:30 p.m.

Mt. Juliet Annex Location

- Elementary 6:30 a.m. - 3:30 p.m.
- Middle/High 7:30 a.m. - 4:30 p.m.

Rutland Location

- 6:30 a.m. - 3:30 p.m.

Southside Location

- Elementary 6:30 a.m. – 3:30 p.m.
- Middle/High 7:30 a.m. – 4:30 p.m.

Wilson Central Location

- 7:30 a.m. - 4:30 p.m.



Please note: *Due to the nature of our program, we request that all children arrive by 8:00 a.m. If you anticipate your drop-off time being later than 8:00 a.m., please let your child's Site Director know.*

CHANGES TO HOURS

The Learning Center recognizes that many of our parents are also teachers in Wilson County Schools. The Learning Center will adjust hours on an as-needed basis for parent/teacher conferences and faculty/staff meetings.

Faculty/Staff Meetings

School administration will provide Learning Center Site Directors with an estimated time of dismissal for each scheduled staff meeting. Centers will remain open 30 minutes after the ending time of the meeting if the parent has notified the Site Director of the need. Site Directors request at least 24 hours' notice of staff meetings. Staff with children on site are requested to pick up their child(ren) as soon as the meeting has concluded.

Parent/Teacher Conferences

The Learning Center will remain open for parent/teacher conferences until 6:00 p.m. An additional 20% will be added to the weekly tuition rate of any parent needing extended childcare. Reservations for care during parent/teacher conferences must be submitted to the Site Director in advance. Site Directors will establish a deadline for reservations.

Inclement Weather/Unexpected Events

Hours for The Learning Center will be affected by Wilson County Schools closures or delays. In the event that the District opens late due to an emergency event, the Learning Center will open one hour prior to the teacher's required time of arrival at school (i.e., if teachers are to arrive at 9:15 a.m., The Learning Center will open at 8:15 a.m.).

Should schools dismiss early due to inclement weather or an emergency event, families are required to pick up their children as soon as the principal/supervisor has authorized staff to leave. These times may vary by school; however, all children should be picked up no later than 1 hour after dismissal.

The Learning Center will be closed if Wilson County Schools are closed. Please note, expenses still occur during closures, therefore, charges will still apply during school closures.

ENROLLMENT

The Learning Center is an early childcare program provided by Wilson County Schools for children of staff members. Child is defined as a biological, adopted, foster child, stepchild, or a legal ward of a Wilson County Schools employee. Enrollment is limited to children of Wilson County Schools employees. The Learning Center will only accept children on a full-time basis.

Children from 8 weeks up to age 5 may enroll with The Learning Center on a rolling basis as long as space is available. Open space is determined by staff to children ratios as required by the Tennessee Department of Education. Please note, site locations may be combined as needed for ratio compliance or the efficient operation of the program. Registration occurs annually on July 1st. **Registration forms must be completed for each child annually.** Immunization records must be up to date and on file with The Learning Center where each child is enrolled.

The Learning Center presumes that the person who enrolls the child in the program is the child's custodial parent. In cases where parents are divorced or separated, TLC presumes that both parents have access to the child and any information in their records, unless there is a verified court order stating otherwise. It is the parent's responsibility to ensure that TLC has all relevant custody paperwork on file.

CONFIDENTIALITY

To protect each family's confidentiality, The Learning Center will not share information about a child or a child's family with anyone who is not authorized to receive this information. Because of the nature of drop off and pick up at The Learning Center, you may come into contact with information of a confidential nature. This information could include personal information regarding another child or parent. Information that is overheard or discussed at the Center should be considered confidential and not shared with anyone.

SITE VISIT

We request that enrolling families visit the facility during business hours prior to the child's actual start date. New enrolling families may schedule a visit of the facility with their Site Director prior to the child's first day. Each Learning Center site will hold an "open house" prior to the start of the school year for all attending families. Families can bring in diapers, materials, donations, etc. prior to the beginning of the program.



WHAT TO EXPECT ON YOUR CHILD'S FIRST DAY

✓ First days can be hard! Our staff are here to help your child transition to their classroom. Our intent is to have the transition to our center as smooth as possible. Some children may require more transition time than others and your Site Director can work with you on helping your child transition. The following steps can help you be prepared for your child's first day:

- ✓ Complete all program applications. These can be completed online or completed in writing and submitted to your Site Director prior to your child's first day.
- ✓ Label all items brought from home with your child's name. (Bottles, diaper boxes, wipes, baggie with extra clothes, lunch boxes, etc.)
- ✓ If your child is still in diapers, you may bring a box of diapers to leave at the site.
- ✓ Be sure to leave plenty of time for drop off to help your child get acclimated to their first day. You must walk your child to their classroom at drop off.

FEES AND TUITION

ADMINISTRATIVE PROCESSING FEE

An administrative processing fee of $25 for one child or $45 for a family is due at the time of enrollment in the Center. This is a non-refundable fee for administrative processing. Families of children who withdraw and re-enroll must pay an additional administrative processing fee.

APPLICATION FEE

Any family requesting a TLC spot to be held for a child(ren) not starting on August 3, 2026 will need to submit a non-refundable application fee. A non-refundable application fee consists of the total amount of the first two weeks of tuition due for each family, plus the administrative processing fee of $25 for one child or $45 for a family, is due at the time of enrollment. This non-refundable application fee will be applied to the family's scheduled first two weeks of attendance. In the event the child(ren) does not attend The Learning Center the first two weeks as scheduled, this fee will be retained by the program and the child(ren) will be withdrawn from the program. Families of children who withdraw and re-enroll must pay an additional non-refundable application fee covering the first two weeks of attendance.

WEEKLY TUITION

Tuition costs pay for direct operating costs, staffing, snacks, crafts, and program supplies. The Learning Center cannot deduct single days missed from the weekly tuition.

2026-2027 School Year Tuition Rates

Infants (8 weeks to 11 mos.)	$255 per week
Toddlers (12 mos. to 35 mos.)	$245 per week
Children (3 - 5 Years old)	$235 per week
Multiple Children Discount	Tuition rate for 2nd child reduced by $20 per week (1st child, full rate)

Employees of the TLC program – 1st child, no charge for weekly tuition. Any additional children will be charged one half of their weekly tuition rate.

Tuition is due every Monday by the closing time of the TLC location that your child attends. Tuition may be prepaid. If your account is not paid on Monday, a $5.00 per day late fee will be added to your account balance for each day that the tuition payment is late. If your account is past due on the Wednesday of that week, your child(ren) may not attend the program until the payment is made in full. Attached is a calendar for weekly tuition rates, which may be impacted by holiday and school closures.

LATE PICK-UP FEES

A $1.00 per 1 minute/per child late fee will be applied if the child(ren) are picked up after the designated closing time. The late fees assessed must be paid on or before the next tuition due date. Repeatedly picking up a child after closure may result in termination of care.

PAYMENT METHODS

Tuition and fees are payable by cash, check, money orders, cashier's checks, or electronically via ProCare.

- Checks: All checks should be made payable to Wilson County Schools Learning Center. Please include the child(ren)'s name(s) in the check's memo line. If a check is returned, future payments will be required in cash. Postdated checks will not be accepted.
- Electronic Payment: Parents may pay electronically and enroll in autopay through the "Parent Portal" provided by ProCare. Two declined auto payments will result in removal of autopay.

ATTENDANCE

Routines are so important in early childhood development! Regular attendance is encouraged. Please send your child clean, dressed, fed and ready for the day, as well as all of your child's necessary supplies needed for that day's care.

ELECTRONIC ATTENDANCE PROGRAM

The Learning Center utilizes an electronic attendance program in all facilities. This program enables parents secure access to your child's daycare records. This program is used for registration, signing in and out, fee postings, electronic pay, and accounts receivable.

SIGN IN/OUT PROCEDURE

For security purposes, children will sign in and out of The Learning Center via the electronic attendance program. This program documents the exact time of arrival and departure. Parents will be assigned a PIN number to sign their child(ren) in and out of this program. In cases where a family has multiple children attending TLC, each child must be signed in and out of the program using these procedures. If an individual other than the parent is dropping a child off or picking a child up, they must see a staff member to sign in and/or out and must provide a signature with their first and last name for each child being dropped off/picked up.

Only those listed on the child's registration form may sign a child in or out. Children will be released only to individuals listed on a child's registration documentation. Parents are responsible for ensuring that their child(ren)'s records are current and updated. Written permission must be provided by the parent for a minor (under the age of 18) to pick up their child(ren) and this person must be added to the child's registration form. Individuals unfamiliar to TLC staff will be required to present photo identification. Minors in elementary and middle school are not permitted to sign their siblings in or out.

If a child is not picked up at the time of closure, The Learning Center will attempt to contact the parents. If unable to reach the parents, staff will then contact those listed under emergency contact and authorized to pick up.

ABSENCES DUE TO ILLNESS

If your child is absent for 5 consecutive days due to illness, you may arrange to receive a credit for one-half of the tuition fees for the days missed. In order to receive a credit, you must contact your Site Director immediately upon return to the program and provide documentation from your medical provider stating the days of the illness and the date the student may return to the Learning Center. Credit will not be issued without medical documentation.

CLASSROOMS AND RATIOS

Each classroom will have age-appropriate curriculum to encourage exploration in critical development areas. Each classroom has child to teacher ratios required by the State Board of Education Child Care Rules, Chapter 0520-12-01, which are listed below:

Single-age grouping		Multi-age grouping	
Infants (8wks-12mos)	1 staff/4 children	8 wks-18 mos	1 staff/4 children
Toddlers (11mos-23mos)	1 staff/6 children	18 mos-36 mos	1 staff/8 children
2 years	1 staff/7 children	3-4 years	1 staff/10 children
3 years	1 staff/9 children	3-5 years	1 staff/13 children
4 years	1 staff/13 children		



PLEASE NOTE! State Child Care regulations also allow multi-age grouping and relaxed ratios during nap/rest time, which may affect the adult to child ratios. Classroom placement is subject to the discretion of the Site Director to comply with State regulations.

Daily Classroom Schedules

Classroom teachers work cooperatively to create a daily schedule and plan activities that meet each child's developmental abilities and needs. The daily schedule and activities create a balance between active and quiet times; large and small group, and individual activities; small and large muscle activities; indoor and outdoor play times; as well as times for self-selection and teacher-directed activities. General schedules can be found on the parent board at each location. The Learning Center will also keep you informed about special activities and changes in the program.

Consistency is particularly important to the overall well-being of the children and classroom environment. Children thrive on consistency! Routines will be maintained whenever possible for arrivals/departures, meals and snacks, resting or nap times, personal care routines like diapering/toileting/hand washing, and transitions.

- Arrival: Parents are required to accompany their child into the TLC and into their child's classroom. Separation anxiety is completely normal for infants and toddlers. We understand it is very hard to leave crying children, but our staff are trained in making this process as easy as possible and will work with you to help this transition.

APPROPRIATE DRESS FOR PLAY!

- Parents are encouraged to dress children in weather-appropriate "play clothes" and tennis shoes. Daily activities will include active, FUN, and messy play. **Please send an extra set of clothes to be kept at TLC.**
- Once children are walking, they are required to wear appropriate shoes for walking and playing. Flip flops and open toe sandals are not permitted.
- Due to choking hazards, small hair barrettes/clips, embellished ponytail holders, small/removable jewelry, and teething beads are not permitted.

Snacks: Light snacks are provided daily to children. A snack menu is posted on the parent board at each location. Children with specific dietary needs must provide their own snack.

- Infant Feeding: Instructions for all infant feeding must be in writing and in the child's file. Should the child's feeding instructions change, it should be communicated to your child's teacher and updated in the child's file. The parent is responsible for providing all infant formula or breast milk. Breast milk must be labeled with the child's name and expiration date. Each feeding will require a separate clean bottle. Infant food jars must be unopened when brought into The Learning Center.
- Lunches: Parents are responsible for providing lunch for their children. Please include any utensils, bowls, and bibs needed for meals. Children, one year old and up, are encouraged to feed themselves. Food items should be sliced or cut small to avoid choking hazards and drinks should be offered in "sippy cups". Please do not send food items that require the use of microwaves. Any warm food should be sent in a thermos.
- Nap/Rest Time: Each child will be provided a regularly scheduled nap or resting time. Children will not be forced to sleep, but may be encouraged to lie quietly for a period of time. For children over 12 months, the Learning Center provides an individual cot for each child. Children napping on cots can bring a small pillow, blanket, and a security item from home, such as a stuffed animal or blanket. Pacifiers may be used during rest time.
    - Children under 12 months will have an individual, free-standing crib and mattress compliant with State regulations. Cribs shall only have a tight-fitting sheet, soft bedding for infants is prohibited. Parents are encouraged to bring a sleeveless, non-weighted sleep sack for their infant for naptimes. Swaddling is not permitted. Devices such as wedges or infant positioners will not be used.
- Diapering: The Centers for Disease Control guidelines for handwashing and diapering procedures will be followed. Hand sanitizer will not be used as a substitute for soap and water and shall be kept out of reach of children. Staff will communicate times of diaper changes with you on a daily basis.
    - Use of cloth diapers: Cloth diapers are permitted, but discouraged for sanitary reasons. TLC staff will not be responsible for cleaning the cloth diaper and used cloth diapers will be wrapped in a plastic bag and placed with a child's belongings to be sent home daily.

- Potty Training: If your child is potty training, we ask that they wear elastic waist bottoms, and a separate top. Please do not send your child in tights, restrictive clothing, or belts. Underwear/panties are only permitted in the final stages of potty training. TLC staff will not be responsible for cleaning underwear/panties.
- Departure: Once you have reunited with your child and are departing, The Learning Center is no longer responsible for your child. For safety reasons, please do not let your child run ahead of you inside or outside of the building.

Classroom and Parent Communication

Your child's teacher will communicate with you on a daily basis. This could look differently in each classroom (i.e., eating habits, bathroom use, etc.).
The Site Director will keep you informed about special activities and changes in the program. Any questions or concerns regarding your child and/or the program, should be discussed with the Site Director.

- Injury: In the event your child is injured while attending The Learning Center, staff will notify the parent or emergency contact and may call emergency services if necessary. Appropriate first aide will be applied and known injuries will be documented. An incident report will be completed and given to the parent/guardian upon pick-up and will be sent to the District office.



- Illness: If at any time during the school day a child becomes ill, the Site Director will contact the parent to pick up the child as soon as possible.
- Personal Toys: Children are not permitted to bring personal toys from home into The Learning Center UNLESS requested by staff for a special day activity. All request will be in writing and posted at the sign in/out location.
- Child Progress: Staff are always happy to discuss your child's progress with you; however, staff may be limited in their ability to speak with you while providing supervision for other children. Specific times to speak with your child's teacher or Site Director can be scheduled in advance.
- Parent Communication: Parents are responsible for providing The Learning Center with accurate and current information/documentation about their children. This is imperative so that you can be reached if your child is injured or becomes ill while in our care. Staff will be able to better meet the needs of your children if we are aware of issues impacting their day to day, including illness in the family, changes in living location, special fears, or change in parent marital status (this information will remain confidential, but will help us meet your child's needs).

BEHAVIOR MANAGEMENT AND DISCIPLINE

The Learning Center uses positive behavior intervention supports. TLC staff are focused on promoting social emotional development, providing support for children's appropriate behavior, and implementing strategies to decrease challenging behaviors. The Learning Center has expectations for staff, families and children. TLC staff will explain expectations to children frequently.



Behavior Expectations - Once a child is old enough to understand The Learning Center Behavior Expectations and disobeys them by exhibiting inappropriate behavior (hitting, aggression, etc.), hurts others, or property, the following developmentally appropriate guidance techniques will be used:

- Positive Reinforcement: Use of praise through kind words or action to reinforce desirable behaviors.
- Stop and Think: The Learning Center staff will ask the child to stop and think about their misbehavior as they learn skills for self-control.
- Redirection: The child will be redirected to another activity and given an opportunity to try again at another time.

- Time-Out: The child is separated from the group for an age-appropriate amount of time (one minute per one year of age). This technique is only used when a child repeatedly will not follow our directions or listen to our words, is exhibiting tantrum-type behavior, or hurting one's self, others or equipment. When the child shows that they are ready to demonstrate acceptable behavior, they are encouraged to join the rest of the group to try again.

In response to these behaviors, The Learning Center will NOT:

- Use threats or bribes;
- Use physical punishment, even if requested by the parent;
- Deprive your child of food or other basic needs;
- Use humiliation or isolation to gain compliance.

In order to communicate with parents, TLC staff will document behavior management issues using a behavior report form. This form will state the behavior and the steps taken to correct the behavior. We ask that you review the form with your child and talk with them about appropriate behavior at The Learning Center. Parents may arrange for a conference with their Site Director at any time about behavior.

Aggressive Behavior and Biting

Aggressive behavior (hitting, slapping, kicking, etc.) and biting can be a normal stage of development for some children. There are many reasons why children use physical aggression or biting, including teething, inability to communicate, and frustration. Any instances of severe aggressive behavior or biting will be reported to the parent.

- If a child is under the age of 2 and has a tendency towards biting or aggressive behavior in general and attempts are made to harm another child, the child will be removed from the situation and a redirection/distraction approach will be taken.
- Children over the age of 2 will be removed from the situation and may be subject to age-appropriate discipline by their teacher.
- Children who have repeated problems with biting or aggressive behavior may have their enrollment terminated for the safety and well-being of the other children in their classroom.

Program Suspension or Removal

When a child repeatedly exhibits behavior, which disrupts or threatens to disrupt the operation of the program, endangers the health or safety of any person, or damages property, disciplinary action may be taken, including temporary suspension or removal from the TLC program. Prior to removal, the Site Director will meet with the parent to discuss disciplinary actions. Removal from the program for any reason must be approved by the Extended School Program Director.

Disciplinary Action Steps for suspension and/or removal are as follows:

- 1 day suspension
- 2 days suspension
- 3 days suspension
- Suspension for remainder of school year

ILLNESS AND MEDICATION

The health of children in our care is our first priority. Please read the below information carefully:

Illness/Contagious Disease

When your child becomes ill in our care, we will call you to come and pick up your child immediately, as we do not have accommodations or staff to care for sick children. Please help us protect all of the children and staff at the center. PLEASE FIND ALTERNATE CARE IF YOUR CHILD IS ILL.

Children who display the following symptoms may not remain at the Center or be brought to the Center:

1. Fever 101 degrees or higher during the previous 24-hour period
2. Diagnosis of a contagious disease
3. Profuse colored nasal discharge
4. Reddened or discharging eyes
5. Diarrhea or vomiting
6. Constant coughing, sneezing or wheezing
7. Rash, sore throat, headache or abdominal pain.



PLEASE NOTE: Parents are required to notify staff immediately if the child is diagnosed with or exposed to a contagious or infectious disease. In turn, we will notify you if your child is exposed to a communicable or infectious disease while in our care.

Medication

If your child requires medication to be administered during The Learning Center operating hours, a parent must administer the medication or give the Site Director the medication.

Over the counter medication must be in its original bottle, unopened, and not expired. An "Over the Counter Medication" form must be completed by the parent.

If the medication is prescribed by a medical provider, the medication must be accompanied by a doctor's order.

Medication administration will be logged by the Site Director on the "Medication Authorization Record."

All non-emergency medication will be stored in a locked container. Emergency medication may be kept in an unlocked container that is inaccessible to children.

Returning to Care After Illness

We understand that child care is essential for each of our families, however in order to provide a safe and healthy learning environment, we ask that families observe the following guidelines:

- Children must be free of fever over 101 degrees, without medication, and have not vomited or had diarrhea for 24 hours before returning to school after an illness.
- Conjunctivitis or pink eye must be treated with medication for a minimum of 24 hours before return. Medical documentation may be required.
- Children with communicable diseases (including, but not limited to: chicken pox, scabies, impetigo, hand/foot/mouth) must have medical documentation verifying that the child is no longer contagious before returning to the program.
- If your child is identified with pediculosis (head lice and/or nits), you will be notified by the TLC Site Director. This notification will explain the condition and requirements for readmission. Treatment is required for lice and/or nits. The child will be re-examined by the TLC Site Director or a school nurse before readmission to The Learning Center.

FIELD TRIPS AND SPECIAL EVENTS

The Learning Center may schedule an off-site learning experience for the children.

- Parents will be notified in advance of field trips or special events including any additional fees to be paid by the parent.
- Advanced registration is required for field trips. Children must be signed in at their location by the designated arrival time. Due to the uncertain availability of diaper changing stations, only potty-trained children may participate in field trips.
- Children are transported by Wilson County Schools buses and will be supervised by TLC staff. A first aid kit is aboard the bus at all times. Children must ride the school bus to and from the field trip.
- Children will not be released to parents during a field trip, unless there is an emergency or the child is ill. Parents are not permitted to drop off children at the field trip site.

Children who are disruptive or cause a hazard for the safe operation of the bus may be barred from future field trips.

EMERGENCY SITUATIONS

Fire regulations and tornado warning procedures are posted near the exits in each classroom. Fire and tornado drills are conducted monthly; all classrooms are required to participate.

In the event of a fire, bomb threat, or other evacuation emergencies, the children and teachers will immediately leave the building and meet in a designated location. In case of a tornado, each classroom has a designated area to seek shelter until the emergency is over. Each TLC location has a specific emergency relocation area. Parents will be called as soon as safely possible following an emergency situation. For more information about emergency procedures, please see your Site Director.

MANDATORY CHILD ABUSE REPORTERS

As childcare professionals who interact with children on a daily basis, each staff member of The Learning Center is a mandatory child abuse and neglect reporter and must contact the Tennessee Department of Children's Services whenever abuse or neglect is suspected.

RELEASE OF INFORMATION

Daycare records (including financial records, forms, attendance, tax statements, discipline forms, incident reports) may be released to parents or guardians upon receipt of written request.

WITHDRAWAL

Written notice is required to withdraw from The Learning Center. Withdrawal forms can be found online or requested from your Site Director. If circumstances change and you need to re-enroll, you will need to check with the Site Director for availability.