



CAROLE ROBERTSON CENTER
for Learning

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Welcome to a new program year at the Carole Robertson Center for Learning, we are looking forward to an amazing year of growth, enrichment, and partnership!

Attendance

Positive relationships, new experiences, and enrichment are critical in the first five years of life. When your child misses multiple days, vital opportunities for learning and growth are lost. In order for you and your child to benefit from the services and programs at the Carole Robertson Center for Learning, consistent daily attendance is vital. Therefore, all children are expected to attend daily. Please call to notify us of your child's absence. At 10am each morning, staff will begin calling families of absent children if notification of absence has not been provided. If your child is absent for two consecutive days without any explanation, we will conduct a home visit to determine barriers and find solutions.

Arrival and Departure

Please use our automated system Procure to sign in and out daily. The use of our automated system helps to ensure that we are accurately reporting attendance.

We ask families served in our infant, toddler and preschool programs to do their best to **arrive** by 9:30 each morning; however, we understand that work and personal demands might make this difficult sometimes. Please speak with program leadership so that we can help to accommodate your needs and know when to expect your child.

Our **program day ends at 6PM** and it is vital that you arrive by 6PM. If you are unable to pick up your child by 6pm, please contact the Center immediately. If you cannot pick up your child, it is your responsibility to notify one of the persons on the authorization release form to pick up your child. If we do not hear from you by 6:00 pm, we will try to reach you using the contact information you have given us. If we cannot reach you, we will try to contact the emergency contacts you have given us. If we do not hear from you, cannot get in touch with you, and cannot get in touch with any of your emergency contacts to pick up your child within 30 minutes (6:30) after closing, we are required by DCFS to notify outside authorities, such as the child abuse hotline or police. This is not something that we ever want to do, it is vital that you communicate with us when you are running late.

We are unable to release children under 5 years to a minor. Please ensure that your emergency contacts for pick-up are updated, as we are unable to release children to individuals that are not listed on your emergency contact list. Please remember also, that all persons listed on your emergency contact list must present ID upon pick-up.

Because arrivals and departures are an important time for greeting and sharing information, we ask that you refrain from cell phone usage during drop-off and pick-up.

Your child's safety is very important to us; please remember to keep children within your sight during arrival and departure times and to remind your little ones to use walking feet and inside voices in the halls.

Communication

We invite you to share any information that you believe will help us better serve your family and children. If you have not already done so, please provide your email address to expedite the receipt of Center news and updates. Each family has a mailbox where you can find important information, including announcements about upcoming events, available services, classes, and workshops. Please check your mailboxes daily. Other important information for families will be posted in designated areas in each classroom and around the Center.

We believe in frequent, open, honest, and respectful communication; If you have a question, problem, or comment about any aspect of the Carole Robertson Center for Learning, feel free to reach out to your child's teachers, family support specialist, and/or site leadership. If the issue cannot be resolved, please contact the programs and impact vice president.

Meals and Nutrition

Breakfast, lunch, and snacks are prepared on-site and served daily in family style settings. Meals are carefully planned and prepared to ensure that they are nutritious and satisfying.

Children are never required to eat something they dislike. Food is never denied, withheld, or used as a punishment or reward. It is important for the classroom staff to be informed of food allergies and allergies to any clothing, dyes, or materials (e.g. Latex). A copy of the current menu is posted on the family bulletin board and in each classroom. You are welcome to provide input on current menus as well as provide ideas for new menu items using the Meal Feedback Form.

Because the provision of nutritionally balanced snacks and meals is an important part of our program, and because the Department of Public Health does not allow it, please do not send food with your child. Junk food, pop, candy, chewing gum, and other sweets are not permitted at the Center.

Daily health checks

Every child in our 0-5 program will receive a complete daily health check upon arrival. If the child is asleep upon arrival, staff will wake the child to complete the daily health check. The child can then return to rest. Staff will note evidence of each health check on the daily health check log. This is completed for all children.

When health concerns are observed, a child daily health check form and symptom record form will be completed and submitted to the program coordinator or family support specialist. Once the coordinator receives the form (s), copies will be made for the family. The parent or guardian must sign the form acknowledging receipt. Once signed copies are secured, all forms must be placed in the child's health file.

Celebrations

Classroom teachers honor children on their birthdays; However, to ensure the safety of all children, we ask that families do not bring party favors, food, toys, or goodie bags. In keeping with nutritional guidelines, we are unable to serve desserts brought from home in the classroom. Please consult program leadership if your family does not celebrate birthdays or specific holidays.

Volunteers

Volunteers are welcomed in all facets of our programs. Volunteers contribute thousands of hours of service each year through one-time or ongoing commitments. Volunteers fulfill essential functions in direct service to the community and provide valuable resources to the Carole Robertson Center for Learning. Families may volunteer in classrooms, for field trips, during meetings, and on service projects. We invite all families to volunteer as often as you can.

Concealed Carry

On January 1, 2014 the Firearm Concealed Carry Act (State Law 430 ILCS 66/65) went into effect in Illinois. The Act generally permits Illinois citizens to carry concealed firearms in public, but it identifies 23 areas (including a pre-school or child care facility, as well as its grounds and parking areas under its control) where concealed firearms are statutorily prohibited. This means that absolutely no firearms are allowed onto any property operated by the Carole Robertson Center for Learning. This includes our parking lots, grounds, and buildings. In accordance with Illinois law, State Police-approved signs giving notice of the ban are displayed at all entrances to our buildings.