

# Parent Handbook

## **Our Philosophy**

We believe that understanding basic knowledge of how young children grow, develop and learn builds the foundation to our developmental program. We capitalize on the children's individual strengths to expand their knowledge and offer experiences to enhance physical, social-emotional, and cognitive development. We believe that parents play a meaningful role in their child's development and is the link between home and school. We believe cooperative learning, community building and providing a rich environment gives the children plenty of opportunities to expand their knowledge as a stepping stone for individual personal growth.

## **Our Goals**

**For Parents:** We will provide security you can trust by giving your child a safe, nurturing, learning environment that you will be comfortable with.

**For Children:** We will provide an environment enriched with plentiful materials to enhance development all aspects as they have fun learning.

## **Hours of Operation**

The Center is a licensed child care facility that is open all 12 months of the year. We accommodate children of all ages, Newborns – 12 years of age. The center operates Monday – Friday from \_\_\_\_\_ – \_\_\_\_\_. The late fee pick up is \$1.00 per minute, per child that is due at the time of pick up or before returning. In the event that you will be late please notify the Center.

## **Holiday Schedule**

The Center will be closed the following paid holidays, depending on the way the holidays fall on the calendar the schedule may be changed. For example, it may be Christmas Eve and Christmas instead of what's listed below.

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the Day after
- Christmas and the Day after

## **Enrollment Procedure**

We do not discriminate against children and parents from admission regardless of race, color, creed, sex, or religion. A child with special needs may be accepted based on the ability of the Center and the Teachers to meet those needs.

Before a child is enrolled, the following must be submitted

- Completed Enrollment Package
- Preschool Health Statement
- Up to Date Immunization Record
- Emergency Authorization
- Payment Agreement
- Food Program Form
- Annual Supply Fee/Registration

At this time, we are not required to have TB Skin testing. In case, of an outbreak we will follow state regulations.

Parents will be notified in June of new tuition cost and any updated policy changes. If a change in policy occurs during the school year, everyone will be notified and given a copy of the changes.

### **Termination of Care**

If you need to cancel your care, please put it in writing and advise the Center two weeks prior to your child's last day. If you do not notify the Center you will be charged for the two weeks tuition at half price.

### **Tuition and Fees**

Please refer to your tuition agreement form about how much must be paid weekly for your child/ren. Tuition must be paid when it is due. We do understand that an emergency may arise, we will work with families individually on this situation. If you will be late, please notify the center and add \$25.00 late fee.

We accept checks, money orders, cash and debit. A \$25.00 returned fee will be charged for all returned checks. Two returned checks will result in you having to use another option for payment.

Vacation time is given to parents after one year of attendance. Three days is considered a full week, and payment will be for the entire week.

An extra fee applies to school age children when they will be in attendance at the Center the entire day. Please check your tuition agreement.

## **Parent Concerns and Conflicts**

If a problem arises, please bring your concern to the child's teacher. If a solution cannot or has not taken effect, follow these steps

1. Write your concern in writing, sign and date
2. Give your concern to the director
3. The director will address the concern and follow up with the parent.

## **Health and Safety**

If your child becomes ill while at the Center, you will be notified immediately to come pick up your child. The child will be isolated from the other children.

A parent can be notified of any of the following

- Fever- 100.4 degrees or higher
- Diarrhea – 3 loose stools in one day, or 2 within an hour
- Vomiting-2 episodes in one day
- Rash- unexplained
- Pink Eye-when the eye is red or pink with white or yellow discharge. Matted eyelids, or pain
- Irritability or listlessness which is not consistent with the child's temperament will be noted by the director who will call the parent. The child may remain at the Center.

If your child contracts any of the following infectious diseases your child may be excluded until the doctor releases the child to return. Depending on the situation a doctor note may be required.

- Chicken Pox-after all blisters scabbed over
- Croup-after the cough has subsided
- Ear infection-after 3 doses of medication or after 24 hours
- Fever-after the fever has returned to normal without the aid of fever reducing medication
- Head lice-after completion of one treatment and removal of all nits
- Impetigo-after 24 hours of medication
- Pink eye-after first treatment of medication
- Ringworm-after fungicidal ointment
- Roto Virus-after diarrhea and vomiting subsided
- RSV-after the wheezing and coughing has subsided
- Strep Throat-after the child has been on medication for 24 hours
- Thrush-after 24 hours of medication

Please notify the Center immediately. If your child is exposed to a communicable disease a noticed will be posted.

### **Medication**

All medicine that is to be given at the Center either prescription or non-prescription must have a Medication Authorization Form filled out by the parent.

All medicines must be in the original container with the child's name on it. Over the counter medication must be age appropriate.

## **Accidents and Incidents**

All accidents and incidents will be reported to the parent on an Accident or Incident Form. The Director and parent must sign this form.

If an emergency occurs and medical care is necessary the Director will take the following steps

1. Call 911
2. Contact parent/guardian or Emergency Contact Person

Any of the expenses incurred will be the responsibility of the parent or guardians.

## **Evacuations**

If for some reason we must evacuate our Center, the children will be taken to our designated facility for safety. All parents will be notified to come pickup their children immediately. In case of evacuation or an emergency of the Center, all information will be posted on the front door of the Center, including location and phone numbers.

Our Center conducts a fire drill each month and a severe weather drill once every three months. All employees are trained in the procedures necessary to exiting the building and keep our children safe.

## **Emergency Closings**

In the case of flooding, storms, etc. we will close when any of our school districts we serve are closed.

## **Nutrition**

Our program participates in the Federal Food Program and is required to serve healthy nutritious meals to the children. We serve breakfast, lunch, snack, and supper daily. Infants and toddlers are also given a morning snack. All food served to the children, must be provided by the Center. We discourage outside food from being brought in.

## **Discipline and Guidance**

When discipline is needed, we never use any type of physical punishment. Our focus is to redirect the child into an acceptable activity that will keep them and others safe. We have five positive rules that the children follow daily. 1. Walking Feet, 2. Listening Ears, 3. Hands on your own Body, 4. Follow Directions, 5. Inside Voices. The children are reminded of these rules at the beginning of the day, and as an action occurs.

We believe all children need limits, consistency is enforced.

If behavior continues, we will request a conference with the child's parents so we can set goals on how to handle the situation. Our goal is for our children to succeed.

## **Arrival/Departure**

Children must be at the Center by 9:00 am for the day. This is very important for staffing, meals and activities. If for some reason you need to bring your child later, the Center must be notified.

All children must be accompanied in the Center by a parent or adult, where you will need to sign your child in and out each day. If someone other than yourself or authorized release person is to pick your child up, please update your file. Children will not be released if not on your application. ID will be required and photocopied. Children will not be released to anyone under the age of 18.

### **Child Abuse and Neglect Reporting**

We are mandated by law to report all suspected child abuse to the Department of Protective Regulatory Services.

All employees undergo a local and federal background check upon employment and every two years after.

### **Personal Belongings**

We provide all the materials your child needs to develop social-emotionally, cognitively, and physically. We request that all personal items remain at home.

We will not be responsible for broken or lost items.

### **Transportation**

We offer transportation to and from school each day. If your child needs transportation you must fill out a transportation form that allows us to transport your child daily. If your child doesn't need transportation one day, please notify the Center.

### **Field Trips**

Occasionally, the Center may go on a field trip. A form will be needed to be signed by the parent authorizing the Center to transport and for the child to attend. The form will provide location, address, phone number, time of departure and arrival.

### **Open Door Policy**

Parents are welcome to visit our Center during hours of operation without prior notice. We encourage you to get involved as much as you would like too. We believe that parents and teachers working together is crucial to a child's



development. Please provide any ideas and participate in any activities that you would like to.

If a parent would like to volunteer at the center, we welcome you. The only requirement is that you allow us to run a background check and fingerprinting. There is a fee for the fingerprinting and the parent will be responsible for the fee.

### **Water Activities**

Children ages 13 months and older will have the opportunity to utilize the water and sand table to enhance learning activities in the classroom. Also, during the summer the children will have the opportunity to do sprinkler play. No wading pools will be allowed.

### **Animals**

Animals of any kind are not permitted inside our Child Care Center.

### **Procedures and Policies**

If a parent has a concern about any policies or procedures please feel free to set up a conference with the director. We will review and discuss the issue at hand to see if we can come up with understanding and a solution.

### **Minimum Standards**

Parents are encouraged to review the Minimum Standards at any time. We have made the Standards available for you to review by asking the director.

## **Child Care Licensing**

If you have any issues that we can't come to a solution, you are more than welcome to contact Child Care Licensing. Our Centers representatives name and phone number is posted in the front lobby.

## **Resources**

If your family is having difficulty, we may be able to help. We will strive our best to locate information to help with shelter, clothing, food, and paying bills.

Furthermore, we have contact information that may be used for a family that has a child you may have concerns about development or behavior.

**This Parent handbook is subject to change at any time. All parents will be notified upon any changes.**