

LeaRNLily Child Development Center PARENTS HANDBOOK

We believe that children have the right to a nurturing, safe, environment where they can feel comfortable and secure. We also feel that the children have a right to develop to their maximum abilities and we will guide them in developing a positive self-esteem through love and respect as well as academic and physical skills at their own development level.

Our educators work to keep abreast of current information on childcare and Early Childhood Education and are active in continuing their education through workshops and conferences.

All staff have CPR and First Aid, follow all the standards for registration and have a criminal history check performed.

We support the NAEYC Code of Conduct to ensure the wellbeing as well as to support the healthy development of young children.

Description of Program:

We provide care for children in a family style and loving atmosphere. We have designed our program to provide a structured preschool curriculum. Weekly themes will cover numbers, letters, shapes and colors. We also believe music, communication, and movement are very important parts of the healthy development of a child. We provide the parents with daily reports and a seasonal newsletter in an effort to communicate schedules and routines during this wonderful time of growth, exploration and change.

Objectives:

1. It is our goal to provide the best quality care for your child in a safe, loving, and stimulating environment.
2. A program that will meet the needs of both the parent and the child.
3. Safe and sanitary conditions.
4. Structured environment that will help the children learn and develop in a happy, loving atmosphere.
5. To help the parent and the child feel secure and comfortable with the daycare decision.
6. To meet the needs of medically compromised children.
7. To have good communication between parent and provider.

Regular Attendance:

Children can benefit from the opportunities offered by preschool daycare when they attend regularly. Therefore, consistent and prompt attendance is advised. If your child will be late or absent, please notify me no later than your child's regular arrival time in the morning. We encourage you to spend days off, vacations, and holidays with your child when possible, but need for you to inform us of these days in advance. You are required to keep your child home when ill and need to inform us as soon as possible in the event that you must stay home with your child.

Hours of Operation:

We are open Monday through Friday, 6:00 a.m. to 6:00 p.m. Drop-off time and pick-up time must be strictly observed. We charge \$1 for every minute you are late to pick up your child for the first 15 minutes.

After that, the late charge rises to \$3 per minute and will rise every 15 minutes by \$2 per minute. This is payable at the time the child is picked up for the day.

When you arrive to drop off your child or to pick them up at the end of the day please come in to the center and speak with a team member. It is important to maintain good communication regarding the well being and progress of your child.

Registration Policy:

Virginia State Law requires parents to complete the following forms:

1. Enrollment/Admission Form
2. Authorization/Emergency Information Form
3. Health Evaluation Form
4. Immunization Record - THIS MUST BE A COMPLETE RECORD SINCE BIRTH.

Before a child is admitted for care, we must receive a signed contract and terms of agreement. In addition, all enrollment forms including the Health Status Form and the Immunization Form must be received and signed by a physician or a licensed nurse practitioner.

The Health Status Form must be updated annually for children under the age of 7 and every three years for children ages 7 and older. All other forms must be updated annually.

Children's Schedules:

We serve the following meals: Breakfast, lunch and an afternoon snack. We focus on serving nutritious foods to all children. If your child has a food allergy to one or two ingredients we will not serve them that particular item/items. If your child has severe allergies to several items then you will be required to provide their own food, including all snacks and meals. If your child is allergic to milk please let us know if they are able to drink soy milk and we will provide this for you.. At the end of each day you will receive a daily report that shows what your child ate for lunch.

Breakfast will be served at 8:30am, Lunch is served between 11.30 and 12.00. An afternoon snack will be offered at about 3:00pm. A "quiet or nap" time is observed between the hours of 12.00pm and 2:00pm. If you will be picking up your child within these hours, prior notice would be appreciated. This way special arrangement will be made so that the other children will not be disturbed during their much-needed time of rest.

Toys and Candy:

Please do not send toys, candy, or gum to daycare with your child. The other children will want these items your child may not want to share. We do not allow toy guns and weapons of any kind in our facility. If any of these items are sent they will be put away until the child/ren leave for the day and will be sent back home with them with a note asking that the items not be returned to daycare. This daycare cannot assume responsibility for the loss or damage to your child/ren's personal items.

Accidents & Emergencies:

In case of an injured child such as but not limited to: Small bumps, scrapes and cuts, the nurse will administer first aid (soapy water, ice pack and band aid per the Department of Social Services) and the parent/guardian will be notified at pick up time as to what happened and the incident documented.

For more severe injuries, the nurse will assess the child and will call a parent/guardian, or if needed 911 and then notify the parents/guardians.

Should the child need to be transported, we will relay the parents/guardians choice of hospital as indicated by intake records. Should we be unable to contact a parent/guardian we will call the person or persons listed on your emergency form. All staff are certified in both CPR and First Aid and there is a licensed nurse on duty at all times.

Emergencies and Evacuations:

Natural Disasters, Terrorists Attacks & Emergencies

This center has a copy of the home's floor plan and escape route posted in all areas of the day care should the event arise.

An emergency phone list is posted by each phone and a Roll Call is easily accessible via Brightwheel.

During a blizzard or very heavy snowfall please leave work early and pick up your child while roads allow travel.

Fire drills are held monthly and evacuation cribs are available for the nursery.

During a tornado warning, we will go to the calming room/library area and take cover until the warning has been lifted. Parents/guardians will be notified by telephone as soon as possible notifying you as to our condition and location if the center has become unsafe to remain in.

During a severe thunderstorm or electrical storm all children will be kept away from windows and electrical devices. All electronic devices not required will be turned off. If there has been a power blackout for 2 hours we will call all parents/guardians and ask you to come pick up your child.

In the event of a lockdown, we will keep the children inside away from the doors and windows. Should there be a neighborhood lockdown, we will notify all parents/guardians by phone to let you know of the situation so you don't try to come into the neighborhood to pick up your child until it has been deemed safe to do so.

Fire safety is a regular theme of the children's curriculum and we practice fire drills monthly. Evacuation routes and procedures are posted at the front and back doors. With consideration to age-appropriateness, children will practice exiting the center safely and learn about fire prevention and safety. The children will also become aware of the designated "safe areas" for use during severe weather

Arrival and Pickup:

Due to the emotional nature of leaving a child we ask that when you bring your child in the morning you be as quick as possible in your departure. It is much easier on the child when the impending separation is not long and drawn out. All daily arrivals and pickups should be on time, early and/or late arrivals and late pickups may lead to termination of services. We do not permit drop off or pick up between 11am and 2:30pm as it is disrupting to the children's mealtime and rest period. An exception can be made only if there are extenuating circumstances and we have been advised in advance.

The threes and pre k classes attend Baeplex on Wednesday's as part of our enrichment program. Parents of children in these classes must have their child at the center before 9:30am with a completed

permission slip and their car seat. If you arrive after the bus has left, you will be asked to return with your child after 11:30am when the class returns.

If someone other than the parents/guardians are picking up the child than the person responsible for getting the child must be authorized on the child's Enrollment Application.

If the person is not listed on the form I need to receive written authority in advance that the person is allowed to pick your child up. Faxes will not be acceptable. We also require a picture ID. In the event of a court order restraining one parent or guardian from the child, we must have a written note from the custodial parent or guardian and a copy of the court order. Without this, we cannot prevent the non-custodial person from picking up the child.

If a child is not picked up by closing time and we have not been contacted, we will call both parents and then the other people listed on your enrollment form to pick up the child.

As required by the State of Virginia, if no one can be reached, we are required by law to contact social services and the county sheriff and report the child as abandoned.

We will engage the child in appropriate activities while we wait for someone to pick them up. If it is during meal time or the child becomes hungry we will serve them an appropriate snack or meal.

Entrance/Exit

Please observe the 'One way' traffic flow. Park to the right or the rear of the building and enter through the **front door**.

The back door is locked and its use is for children using the ramp and unable to manage the steps.

If your child uses the back door for entry, please remember to sign in.

Clothing:

The parents will provide the following:

- Two changes of clothes (several for non-potty-trained kids)
- Diapers & wipes.
- Ointments
- **Children over 16 months must bring their own sleep mat.**
- **Please also provide a light blanket for infants and a 'nap mat' or sleeping bag for toddlers and older.**
- In the winter, snow boots, mittens/gloves, hat, snow pants or extra pair of pants, extra socks.
- Formula/Breast milk as appropriate and 4 clean bottles.

Also, we ask that parents dress their children in clothing appropriate to the season and weather. We also ask that the children not be dressed in their best dress clothes, as we will be getting dirty playing outside or will be crawling around on the floor. Please dress your child in clothing appropriate for the weather including shoes and socks. We are not responsible for misplaced or unlabeled articles of clothing or personal belongings (toys). Please write on the label on inside collar your child's name on coats, boots, hats, jackets, sweaters, etc.

Absences/Sick Days:

Payment is due whether a child is sick or not and no refunds will be offered for a day when a child cannot attend due to sickness. This applies whether the child has a note from the physician or not.

Illnesses and Accidents:

The center only accepts children in good health. You must notify us if your child/ren has been exposed to or has a contagious illness and we will notify you if your child/ren have been exposed to a contagious illness due to another child in daycare. For the protection of all children and our staff, please keep your child home if there is any indication of illness within 24 hours prior to attending school, including:

1. Hair and Scalp: Itchy (child scratching)
2. Forehead: Fever of 100 degrees or more within the last 24 hours
3. Eyes: Dull, red, watery, weepy, itchy, or crusty (pink eye)
4. Ears: Earache (pulling on ears or oozing)
5. Nose: Yellow or green nasal discharge (indication of infection)
6. Mouth: Sore throat, deep cough, dry lips or sores
7. Arms and Legs: Unexplained rash, open sores or excessive bruising
8. Overly tired and cranky
9. Diarrhea or vomiting due to illness within the last 24 hours
10. Tuberculosis until not infectious (bacterial – respiratory)
11. Strep Throat (until 24hrs. after treatment begins and no fever for 24hrs. -w/out suppressant)
12. Head lice (until morning after 1st treatment)
13. Scabies (mites) until after treatment is completed)
14. Chicken pox until 6 days after onset of rash and all lesions are dried and crusted
15. Pertussis until 5 days of appropriate antibiotic are completed (respiratory – bacterial)
16. Impetigo (until 24-48 hrs. after meds begin)
16. Mumps until 9 days after onset of parotid gland swelling
17. Hepatitis A until one week after onset or until immune globulin is given to all children/staff
18. Hepatitis B
19. Infection with shigella; E-coli; salmonella
20. Infections with Haemophilus influenzae; meningitis; streptococcus pneumoniae, until adequately treated or any other possible symptoms of a communicable disease.
21. Hand, foot and mouth; until the blisters are dried and there is no fever.

LeaRNlily Child Development Center reserves the right to send sick children home. The nurse will observe all children entering school in the morning and watch for signs of illness. If any of the above symptoms are present when you bring the child to school the child will not be permitted to stay. For the benefit of all our children and teacher, we will call the parent of any child who appears to be mildly ill. In such cases, the child is immediately isolated from the others and a parent is contacted. The nurse will administer fluids and monitor vital signs. If the situation does not resolve within one hour, you will be contacted to pick up your sick child, please be prepared to pick him/her up within an hour. If you cannot be reached your contacts will then be called in the order you list them to pick up your child. If they cannot be reached in the event of an accident your child will be transported to the doctor/hospital listed on your enrollment form. Children who are assessed by our nurse to be acutely ill will be isolated in our nurses station and the nurse will call you immediately.

You must keep him/her at home for at least 24 hours after being picked up, and medication has been dispensed (if prescribed).

Germs travel very quickly in a childcare setting. By keeping your ill child at home, he/she is not spreading illness to others or being exposed to other germs while his/her resistance is low. Keep in mind, when your child returns to school, he/she will participate in both indoor and outdoor activities.

PLEASE NOTE THAT IT IS A VIRGINIA STATE REGULATION THAT ALL CHILDREN WILL BE SENT HOME IF THEY DEVELOP A FEVER OF 101.0f OR HIGHER.

Admission is at the discretion of the director..

Please let the nurse know when you drop your child off in the morning if you have given him/her any medicine at all the night before or that morning. If it is necessary that your child needs any type of medication, including vitamins, homeopathic and herbal remedies and OTC ointments and creams (prescription or over the counter) during childcare hours we will need written authorization from your healthcare provider and from you. The specific forms for this are in the registration packet. Parents/Guardians are responsible for providing all medications and supplies. All medicine must be in the original container, with box and instructions, with your child's name clearly labeled on it.

Prescription medicine containers must bear the original pharmacy label that shows the prescription number, name of the medication, date filled, physician's name, child's name and directions for dosage. When no longer needed, the medicine will be returned to the parents/guardians. I can only administer prescription medicine to the child whose name appears on the pharmacy label. In most situations, children should not transport medications to and from this childcare home; this includes medication placed in a diaper bag or backpack. Please hand it directly to the nurse so we can verify the amount of the medicine together (state requirement) and it can be placed in a locked area away from the children.

Nebulized medications and emergency injections (EpiPen) require a written health care plan or instructions completed by the RN consultant and/or the child's health care provider.

In the event of an accident or illness at daycare you will be notified immediately and will be expected to remove the child/ren from daycare promptly. You must make arrangements to have the child picked up within 60 minutes upon notification. If you cannot be reached your contacts will then be called in the order you list them to pick up your child. If you cannot be reached in the event of an accident your child will be transported to the doctor/hospital listed on your enrollment form.

*Please notify the center if your child will be absent or has contracted a contagious illness such as chicken pox, strep throat, flu, pink eye, lice, worms, etc. Exposure to communicable illness and infectious disease of other family members should also be reported so that the school may be alerted to early symptoms

Sun Protection:

Sunscreen will be applied to children that are 6 months and older unless specified by you or your doctor. Sunscreen needs to be applied by you to each of your children 6 months and older before leaving your home to come to school during the summer months or when the sun is shining. We will then re-apply the child's exposed skin 30 minutes prior to outside play. We ask that each family bring a bottle of sunscreen preferable one that doesn't irritate the eyes, each year to use on your children with at least SPF 30 or higher, labeled with your child's name. This must be unexpired.

Topical Ointments/Medication:

Topical preparations used for prevention on unbroken skin including, but not limited to, petroleum jelly, diaper rash ointments, sunscreen, and insect repellent can be administered solely with written parent

authorization. Topical preparations used as treatment on *open wounds* or broken skin **MUST** have a written order from a prescribing health care provider in addition to parent authorization.

Media Use:

Television does not form part of the day to day schedule, however there may be a few times in the winter or if the weather is bad that we will settle down with a snack and an appropriate movie. We emphasize programs with educational content, kindness to each other themes, seasonal specials and children's classics.

The computer is used for business only so please do not allow your child to bring computer games for the computer as they will not be able to play them.

We do enjoy music several times a week for dance, dramatic play and physical movement utilizing many children's cd's and dvd's.

School Rules:

School rules are in place to keep the children safe from harm. So with that in mind here are the rules for all children to learn to follow:

- Walk while inside
- Use quiet voices while inside
- Use polite words (no name-calling, foul language)
- Be kind to our friends (no hitting, kicking, pushing, biting, pulling hair, taking toys away)
- Use manners (please, thank you, etc.)
- Use toys respectfully
- Follow directions

Discipline

We believe in discipline that is provided through a combination of positive reinforcement, redirection and time in the 'Thinking Chair'. It will be expected that we work together to alter negative behavior. The children are expected to behave in a reasonable manner to each other and are encouraged to work out solutions to problems between themselves with guidance from team members.

Payment Schedule:

All services are prepaid and are due on the Friday for the following week for which services are to be provided. Payments will be made weekly or biweekly according to your preference. **Payments are processed automatically via Brightwheel and you may select to pay directly from your bank account or via credit card. There is a 3% convenience fee for all credit card transactions).**

You may also pay online via the Brightwheel app. Please note that if you choose to pay online, it will take your bank 48 hours to process payment, therefore you must pay no later than 5pm on Wednesday.

If your payment is declined for any reason, you will be assessed a fee of \$50.00 and will be required to pay tuition for that week in cash.

Payments not received by 5:00pm on Friday (at the latest) will be assessed a late fee of \$40. Payments not received by the start of the day on the following Wednesday may result in childcare suspension.

Payment is still required on Friday even if your child is absent or unless you have contacted us and we have made other arrangements.

All payments and fees are due in full each week regardless of attendance. Payment is due regardless of illness, vacation or any other reason. If a full time child is absent half a day you will still be charged the full day rate.

If special payment arrangements have been made to allow payment after the due date, late fees will still apply.

Rates and Fees:

Upon enrollment, the parent shall complete and return all forms with a deposit equal to one weeks tuition in advance. The registration fee is non-refundable. The deposit will be applied to the last week of the two week notice of cancellation of childcare. NO REFUNDS WILL BE GIVEN.

PREPAYMENT will be required to hold any spot for your family for more than one week. If we are holding a spot to ensure a space for your child and you choose not to use our services for any reason before service has begun, your prepayment will NOT be refunded.

To hold a place on the waitlist, a deposit equal to one week's tuition plus \$125.00 registration fee must be paid.

No post dated checks will be accepted.

There will be an overtime charge for all children picked up after their scheduled pick up time. Overtime is charged at a rate of \$1.00 per minute. This is payable at the time the child is picked up for the day. *If your payment is late, you may be asked to withdraw your child from the facility.*

Rates will be noted on the enrollment contract form.

Potty Training:

We are happy to assist your child with potty training. Please bring a supply of pull-ups and we will assist you with this process.

Paid Holidays:

We are closed on the following days:

Memorial Day

Labor Day

July 4th

Thanksgiving Day

The Day after Thanksgiving Day

Christmas Day

The day after Christmas Day

New Year's Day

Dismissal of a Child:

This daycare reserves the privilege of dismissing any child if, after enrolling, the parent/guardian breaches the contract or fees have not been paid.

Deposit & Termination of Services:

A one week deposit is required to hold your child's spot and during their enrollment period. The deposit is equal to your payment to the child care facility for one week. This deposit is applied to the last week of care.

Parents/guardians must give written notice of termination TWO WEEKS, beginning with Monday, before the child is to leave the facility. Payment of the last fourteen days is required whether or not your child is attending the facility. Please note, if your child does not attend for their first day of their week and have not paid for the week on the Friday prior, AND we are unable to contact you, we will assume you have terminated your position and reserve the right to fill your position immediately, in addition your deposit will not be refunded.

Should the need for a claim to be filed in small claims court arise, you will also be responsible for all court costs, collection costs, postage and additional fees related to the collection of your outstanding debt. The contract is subject to early termination by the daycare without prior notification in the event that the children become disruptive or ungovernable in the opinion of the daycare provider. In such event, the daycare will be paid in full through the week in which such termination occurs. NO CASH REFUNDS ARE GIVEN.

IF WE ARE HOLDING A SPOT TO ENSURE A SPACE FOR YOUR CHILD AND YOU CHOOSE NOT TO USE OUR SERVICES FOR ANY REASON BEFORE SERVICE HAS BEGUN, YOUR DEPOSIT WILL NOT BE REFUNDED.

We also reserve the right to immediately terminate child care services without notice.

You must give a written 14 days (14 calendar days) notice before termination of the contract and will be responsible for all final payments through the end of the notice period.

Open Door Policy:

We welcome parents to drop by anytime during the day to check on their children without giving any kind of notice. We want parents to feel comfortable about their children being in a safe and comfortable environment. Parents may also view their children at any time via the Watch Me Grow camera system.

If you wish to drop in during the hours of 12:30 and 2:30pm, please be advised that this is naptime and we observe a quiet environment.

Recalled Toys and Equipment:

We are regularly notified of recalled toys and equipment through the different child care associations to which we belong.

When we become aware of a recalled item that we have in this home we will take the necessary steps to remove the item from the center and/or replace the item according to the manufacturer's instructions. We will print out the list of recalled items and post them next to the sign in sheet so you can see if you have any of the recalled items in your home as well.

Alcohol and Drugs:

Alcohol is not allowed to be used in a childcare center during the hours of operation. Parents/guardians are not allowed to pick up children if alcohol or drug use is indicated by behavior or smell. In that event we will not allow the child to leave with the person or persons under the influence and we will call the names listed on your emergency form to come pick up the child. You will then be charged \$1 a minute until they arrive.

Suspected Abuse

We are required by section 623.2-1509 to report any signs of suspected child abuse to the Department of Social Services.

Inclement Weather Closure Policy:

LeaRNlily Child Development Center is strongly committed to remaining open as much as possible. We understand the difficulties for working parents when school closings occur. There are times however, where conditions are not safe and/or travel is simply too treacherous. We urge you to make contingency plans in advance wherever possible. The decision is made relative to safety at our school and children. We hope the following information will assist you in planning ahead for our winter season.

Our policies are as follows:

1. We will make every effort to open. If the roads are impassable and staff are not able to reach the daycare, we will close and we will place a message on the answering system as soon as we can.

2. Tuition is not refundable due to the weather closure.

There are several ways to learn about closures for the center;

- Call us at 757 206 1692
- Email
- Brightwheel Updates

Should weather conditions worsen during the time the center is open, we may decide to contact parents and request your child be picked up as soon as possible. Even the best laid plans may not meet what the weather has in store. Inclement weather is a prime example of when names and phone numbers of people authorized to pick up your child(ren) is extremely important and crucial. Please make sure family contacts and telephone numbers are current at your child's school. If any other unforeseen event causes the school to close, parents will receive a phone call from the teacher.

Criteria for The center to be open:

- Electricity, heating, and plumbing operational
- Streets are cleared for the passage of any emergency vehicles.
- Safe travel conditions for families and staff.
- All exits and entrances and fire escapes are cleared for passage.

Sufficient staffing to maintain state ratios.

Please feel free to call if you have any questions about whether there will be school. Thank you in advance for understanding our need for safety.

Changes:

If there are changes occurring in your family such as a new baby, a move, an illness, a separation or divorce, please advise a team member so that we can work with your child more successfully during times of insecurity and transition.

LeaRNLily Child Development Center admits all children regardless of race, nationality or religious background. This Preschool daycare welcomes any exchange of information that will help to better serve your child/ren's needs. This Preschool daycare welcomes any parent who wishes to share talents by helping with various projects to benefit the children's experience.

PLEASE SEE FOLLOWING PAGE:

PLEASE SIGN THIS PAGE AND RETURN TO THE OFFICE

I/We have read, understand, and by signing and returning this page do agree to the policies stated in The Parent handbook. I/We understand that should there be updates to this handbook, I/We will be given a copy of the page with the updated information and a new copy of this page to sign and return. I/We will fill out, sign and return the enrollment form and contract in their entirety. By doing so I/We are enrolling my/our child/ren in LeaRNLily Child Development Center.

Child's name: _____ age: _____
Child's name: _____ age: _____
Signed (Mother or Guardian) _____ date: _____

Signed (Father or Guardian) _____ **date:** _____

Signed (Daycare provider) _____ **date:** _____

Email address at which we can be contacted: learnlilycdc@gmail.com