

FAMILY HANDBOOK



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ABOUT US

OUR PHILOSOPHY

Children learn best in a developmentally appropriate, nurturing, safe, loving and accepting environment. We believe preschool children should learn primarily through creative and active play. Our curriculum provides learning opportunities that enhance a child's physical, intellectual, social, and emotional growth. We help children learn to think independently, communicate effectively, and solve problems. We help children develop trust, self-esteem, confidence, and security through a loving, consistent environment. We provide an anti-bias program that recognizes and respects the uniqueness and potential of each child, with sensitivity to cultural and religious diversity. Our teachers work past the level of custodial care to build partnerships with families and to foster a foundation of acceptance, independence, security, positive self-esteem, and genuine love and concern for each child.

OUR GUIDING PRINCIPLES

Protect

The safety and well-being of the children in our care is our highest priority. We put parents' mind at ease by offering a code secured front entrance, automatically locking exterior doors, and an open classroom design concept for enhanced visibility. In addition, we offer fully integrated sanitation protocols, and personal protective equipment for all staff.

Prepare

We prepare our children today to be the leaders of tomorrow. Through our discovery-based curriculum, we foster excitement and a love of learning. Our interactive playgrounds empower children to safely explore the world around them – supporting the physical, psychological, social, and academic development.

Provide

We are proud to be a trusted community leader that provides children with dedicated, passionate teachers that put them first, nutritious meals and snacks throughout the day, and honest communication. We believe that transparency is essential, and we take pride in the open communication we provide to our families and local community members.

CARING & COMMITTED STAFF

We believe that the success of our schools depends largely on our early childhood teachers. Our first requirement for all staff members is that they must love what they do. We seek unique individuals who are team players and are dedicated to creating and maintaining a positive learning environment, coupled with laughter, and smiling faces.

Our school is supported by a Center Director, who is required to have previous child care center management experience, an appropriate degree, and emphasizes the best customer service practices. All our Lead Teachers meet or exceed their state's requirements to work in early childhood along with multiple years of experience in a preschool setting. All Assistant Teachers have related experience and are typically working towards their degree/certification.

Each of our early childhood teachers goes through a complete, detailed training program during their first week of employment. This week includes in-depth training on state-specific requirements, child abuse and neglect, fire safety, child care, and sanitation regulations, as well as company policies and procedures.

PROFESSIONAL DEVELOPMENT DAY

As a company, we strongly believe it is important that our employees receive the support and training they need to be successful in their classrooms. Twice a year, our centers are closed to provide this opportunity for our employees. The goals of our Professional Development Day are to promote quality care in our centers, support best practice in our classrooms and uphold cultural diversity.

Please check with your Center Director when Professional Development Day will occur so you can make child care arrangements.

AMERICANS WITH DISABILITIES ACT

We accept children in compliance with the Americans with Disabilities Act (ADA), its regulations, and any other applicable local, state, or federal laws referring to the delivery of services to individuals with disabilities. We evaluate each case individually, as each child's needs are different, and we make reasonable adjustments for any child who can safely participate in a group care environment.

REGULATORY AGENCIES

Our center is licensed by the state in which it operates. A copy of each current license is posted in a prominent location at each center. To be licensed, each center must comply with the official licensing regulations. On the premises, there will also be a copy of the statutes and rules that govern child care to review for parents who are interested. The center licensing records, including compliance reports, fire inspections, life/safety reports, program inspection/violation reports, and complaint investigation summary reports are available at the center and/or at each state's government website. Our internal licensing policies and protocol are in alignment with state requirements.

EDUCATIONAL PROGRAMS



OUR EDUCATIONAL PHILOSOPHY

We believe learning is meant to be a natural, joyful experience. Our goal is to help your child develop socially, emotionally, physically, and intellectually. Children thrive when the process of discovery is lovingly encouraged and gently reinforced. This is the philosophy behind our research-based curriculum that fosters individual growth by providing plenty of opportunities for exploration and child-initiated choice.

We believe each child has unique gifts and interests. Our teachers respect these differences by providing your child with customized attention and activities that enable your son or daughter to learn and grow at his or her own pace and in your child's own way. This hands-on approach, combined with our balanced curriculum, is designed to encourage children to become confident, happy, and self-aware.

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Infants

Our infant program provides a nurturing, and loving environment designed to help babies meet their developmental milestones. Our highly trained teachers carefully design learning experiences that spark curiosity and encourage exploration of the world around them. Babies learn best when their environment is predictable and consistent. That is why our teachers work with families to follow the schedules that are already set for their baby. Our personalized care promotes strong relationships and ensures your baby's needs are met.

Our teachers track children's progress through our child assessment portfolio system and daily communication tools. Teachers use this information to share children's growth during bi-annual Parent/Teacher Conferences. Our comfy atmosphere provides a home like environment by fostering friendships, supporting emerging emotions, building healthy beginnings, sparking curiosity, and promoting language development.

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Toddlers

Curiosity and imagination are where learning begins in our toddler program, turning play into meaningful learning experiences. Our toddler teachers utilize a variety of strategies to meet each child where they are in their learning journey. Our teachers modify educational experiences based on children's interests and strengths while recognizing each child as an individual.

Our daily routine is consistent, fun, and flexible, with a child-focused curriculum specifically designed to foster their innate curiosity and support both their interests and developmental progress. Our teachers are committed to creating a safe, nurturing, and predictable environment while implementing a well-balanced educational program.

Our teachers track children's progress through our child assessment portfolio system and daily communication tools. Teachers use this information to share children's growth during bi-annual Parent/Teacher Conferences. Our comfy atmosphere provides a home like environment by fostering friendships, supporting emerging emotions, building healthy beginnings, sparking curiosity, and promoting language development.

Two's

Come learn with us where imagination and exploration lend themselves to a world of learning. Our highly trained teachers purposefully construct learning experiences to promote early academics and independence. Our curriculum boosts children's confidence to explore their environment through hands-on learning while building independence and an eagerness to discover.

Our teachers track children's progress through our child assessment portfolio system and daily communication tools. Teachers use this information to share children's growth during

bi-annual Parent/Teacher Conferences as well as ensure your child is tracking on pace with widely held expectations.

Program Highlights Include:

- Support and encourage independence, language, and social skills
- Learning centers that encourage language and early literacy, fine and gross motor skills, math, art, dramatic play, science, and outdoor exploration
- Cleanliness practices that meet or exceed all state and local guidelines
- We provide warm, loving, welcoming and supportive atmospheres for children of all backgrounds, abilities, and experiences

Preschool

Our curriculum is designed to provide balanced, hands-on experiences that will help your child grow socially, emotionally, cognitively, and physically. Our highly trained teachers utilize active learning where we use a child-focused curriculum that supports early learners by creating an environment that encourages them to explore learning materials and interact with adults and peers. Through play, children learn problem-solving skills, develop independence and initiative, and practice math, science, reading, and writing while having a blast.

Our teachers track your child's development and progression to ensure they are tracking on pace with widely held expectations. Teachers will use the data gathered to share your child's growth during bi-annual Parent/Teacher Conferences.

Our Preschool Program Includes:

- A balanced approach of independent, teacher-directed, and small-group activities that promote investigation, exploration and discovery

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- Curriculum that supports STEM learning experiences
 - Opportunities to solve problems and make decisions while fostering confidence
 - Teaching strategies that adapt to each child and incorporate their strength and interests
 - Learning centers that encourage language and early literacy, fine and gross motor skills, math, art, dramatic play, science, and outdoor exploration
 - We provide warm, loving, welcoming and supportive atmospheres for children of all backgrounds, abilities, and experiences
- Opportunities to solve problems and make decision while fostering confidence
 - Teaching strategies that adapt to each child and incorporate their strength and interests
 - Learning centers that encourage language and early literacy, fine and gross motor skills, math, art, dramatic play, science, and outdoor exploration
 - We provide warm, loving, welcoming and supportive atmospheres for children of all backgrounds, abilities, and experiences

Pre-K

In our Pre-K program, your child will embark on a journey of learning and exploration. Our curriculum is purposefully constructed to provide your child with a variety of academic experiences promoting problem-solving abilities, persistence, and a passion for lifelong learning.

Our highly trained teachers modify educational experiences based on children's interests, and strengths, while recognizing each child as an individual. Our teachers track your child's progress and development using our assessment system. Teachers use this information to share your child's growth during bi-annual parent/teacher conferences.

Our Pre-K Program Includes:

- Teachers who encourage children to reach developmental and academic milestones
- Curriculum that fosters kindergarten readiness skills
- A balanced approach of independent, teacher-directed, and small-group activities that promote investigation, exploration, and discovery
- Curriculum that supports STEM learning experiences

Private Kindergarten

Our Private Kindergarten Program is designed to offer an alternative educational choice for parents. We take pride in our ability to provide lower student-to-teacher ratios than in the public school system and provide personalized attention to both children and parents.

Our program offers a comprehensive educational curriculum that meets the Common Core and Early Learning Content Standards. Our curriculum builds an excellent foundation for early academic success and has clearly defined goals that guide learning and instruction. Our program offers innovative child portfolios that house authentic assessment and developmental screening tools to showcase each child's progress in our program.

Additionally, we offer individualized instruction and the opportunity for children to grow cognitively and develop crucial social skills in a home-like, nurturing environment. Our kindergarten teacher is dedicated to preparing children for their future academic careers in elementary school.

The Private Kindergarten program is only available at select locations. Please speak to your Center Director to see if this program is available at your location.

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School Age

Learning and fun continues in our before and after school program. Our well-balanced curriculum encourages students to gain increasing self-awareness and a deeper understanding of the world around them. Students learn to look at their work with curiosity, independence, responsibility, initiative, creativity, a willingness to take risk, perseverance, and they learn to ask questions. They develop skills that meet the objectives in language and literacy, mathematics, social studies, science, technology, and the arts. Through their studies, they learn to function as contributing members of a community.

The School Age program is only available at select locations. Please speak to your Center Director to see if this program is available at your location.

Program Features Include:

- Homework support in the Homework Center
- Daily fitness activities to keep your child active and healthy
- Classroom Council, which builds leadership and communication skills
- Comfortable environments to help your child build confidence, self-esteem, character, and social skills
- Daily communication to keep you informed about your child's day

SCHOOL AGE BREAKS

When local schools are closed for a break, we offer Winter, Summer, and Spring camps. Imagination and adventure await your child during our camps that are full of exciting, age-appropriate activities and lessons. We offer both indoor and outdoor learning to provide children with vast opportunities for exploration. Our camps provide unique learning experiences including special visitors, field trips, and exciting hands-on projects all while fostering growing friendships.

Camp Features Include:

- Special programs and activities in a camp-like atmosphere
- Flexible program options that let you plan around family events and vacations
- Earlier start/later end times than most camp programs
- A comfortable, familiar setting with current friends and teachers
- Fun field trips, center events, and special guests
- Safe and trusted environment

ASSESSMENTS & PORTFOLIOS

We use a variety of methods and tools including observations, portfolios, and developmental checklists to continuously monitor and support your son or daughters' development. Constant interaction with the children allows teachers to appropriately assess their skills and developmental levels. In addition to influencing the ways teachers adjust and modify curriculum, daily observations also help teachers complete developmental checklists and collect work samples for portfolios.

Developmental checklists help teachers observe, record, and evaluate each child's skills, knowledge, behaviors, and accomplishments. They reflect common objectives and expectations in classrooms like ours that are structured around developmentally appropriate activities. The behaviors and skills described in the checklists are those considered to be important and developmentally appropriate for children within each age group.

PARENT-TEACHER CONFERENCES

Twice a year, we will sit down with you and talk about your child's achievements and accomplishments in the classroom. We believe parents are their child's first and most important teacher and we want to partner with you to

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support your child. We look forward to learning more about your child's development at home, as well as any questions you want to discuss.

During conferences, we will refer to your child's portfolio and most recent developmental checklist. This is a time to talk about what your child has learned, and what he or she has to look forward to at the center.

TRANSITIONS

Moving to a new classroom brings both excitement and new experiences. When we consider a transition from one class to the next, we look at your child's developmental and maturation levels, as well as space availability in other classrooms. We have designed our process to get your entire family involved during a transition. This improves your child's adjustment to the new space, teachers, and classmates.



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NUTRITIONAL GUIDELINES

We have carefully designed our guidelines to ensure the proper nutritional needs of children are met. Whether served from us or brought from home, meals at our center are a great time for children to learn about and practice healthy eating habits, positive table behavior, and establish independence.

To accommodate those with food allergies, centers may restrict which food items are served and brought into the center. Mealtime promotes healthy eating patterns and fuels your child's readiness to learn. Please review the center's meal service and offering plan with your Center Director.

CELEBRATIONS & BIRTHDAYS

Seasonal and cultural celebrations and birthdays are special days for children, and we understand you may want to celebrate these occasions at the center. If you'd like to provide food for the celebration, we ask that all food items

be commercially packaged with ingredient statements in order to properly account for child food allergies. We encourage healthy snack options such as whole-grain items, vegetables with dip, or fresh fruit platters. Please be sure to provide enough food for every child in your child's classroom. And please, due to allergies and necessary scheduling needs, make arrangements with your Center Director prior to the special day.

BREASTFEEDING

Your preferences involving food and feeding practices for your child are very personal. While you're nursing, we provide you with a comfortable and nurturing environment. We also support your decision to breastfeed a child past infancy; weaning a child is not a requirement for moving into the next classroom or age level.

ALLERGIES & RESTRICTIONS

To ensure the safety and well-being of your child, upon enrolling, we ask you to provide information on any allergies and restrictions. This important information will be shared with your child's teacher and will be placed in our classrooms, kitchen, and office.

We will try our best to provide substitutions to those children who have food allergies and restrictions. We ask that you review our menus and let us know any items your child may not have due to allergies and provide an alternative if necessary.

PEANUT FREE CENTER

Some children have very severe allergies to peanuts which can be potentially life-threatening. Therefore, to keep children happy, healthy, and safe in our center, we are a peanut free center.

INFANT & TODDLER SUPPLIES

When it comes to the nutritional needs of infants and toddlers, families have a variety of preferences. That's why we typically ask you to bring all food for infants and toddlers until they begin eating table food. Since meal services and requirements may vary, please ask your Center Director for details.

Bottles must be brought to the center each day already prepared. They should be clearly labeled with the date, child's first and last name, and contents. Center staff cannot mix formula bottles and cannot add cereal to bottles. Please ensure you take home bottles daily to clean and sanitize them for the next day's use.

CLOTHES

We want to be sure your child has fun while playing and learning in our center. Because a full day can include such activities as singing, painting, playing both indoors and outdoors, dancing, and eating, we recommend easy fitting, comfortable, washable clothes.

- Be sure shoes are rubber-soled and closed-toe with a closed heel or heel strap. Flip-flops, sandals, and shoes with wheels are not appropriate in our environment. Shoes are required for all walking children.
- Please provide two complete sets of extra clothes, including socks, for your child. We request an extra pair of shoes and a sweater or sweatshirt be kept at the center, too. Clothing should be labeled with your child's first and last name, and reviewed periodically to make sure it fits. Children love playing outside so please dress for the weather.
- In hot weather, please apply sunscreen to your child before arriving at the center and dress your child with hats/visors and tightly woven clothing to help prevent sunburn during outdoor play. Please note: We require a written authorization from you before we can apply sunscreen to your child.
- In cold weather, please provide appropriately layered clothing to create insulation, including mittens or gloves, caps, hoods, or hats, sweaters or sweatshirts, socks, and warm waterproof outerwear and footwear.

PERSONAL BELONGINGS

Your child will be provided with stimulating, educational toys and materials every day. Because children often find comfort in special objects, your child may bring a blanket, a special soft toy, or a stuffed animal for rest time. Please do not let your child bring other toys or belongings from home, as bringing a treasured object to the

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center can create tension between children and each child's personal storage space is limited. It is also distressing for children and staff members when things are lost or misplaced.

OUTDOOR ACTIVITIES

Outdoor play occurs daily, weather permitting. In the event weather conditions prevent outdoor activities, alternate indoor gross-motor activities will be substituted.

POSITIVE REDIRECTION & DISCIPLINE

Classroom management is a concern most parents have upon enrolling in a new center. We believe that a safe, well-designed classroom with stimulating, challenging, and developmentally appropriate activities, and a well-trained and organized teacher, decreases classroom problems and difficulties. However, as young children are active learners, challenges are expected to arise. Our teachers use positive communication, guidance, and redirection to help children learn pro-social behavior. Teachers focus on helping children develop self-discipline. As they grow, children become emotionally ready to accept others' feelings, ideas, and opinions. Teachers help young children become self-disciplined and ultimately socially competent, by modeling pro-social behavior, allowing them to gradually accept more responsibility, and by teaching them acceptable alternatives to anti-social behavior(s).

We strive to be the best early childhood experience for all children. The well-trained and loving teaching staff is focused on promoting pro-social behavior in all children and will work with all parents and children to successfully achieve this.

In accordance with our center policy and state child care licensing regulations, our staff never use corporal punishment.

We welcome families as partners in teaching children about socially appropriate behaviors. As your child's most influential teacher, we may occasionally ask you to work with us to help extinguish an inappropriate behavior. We understand these issues are sensitive and many different parenting styles are reflected among our families.

We also ask that, while on our grounds, you refrain from using any form of guidance that is not consistent with our center's positive guidance approach or individual state child care licensing regulations.

Please note: Any staff member who witnesses any form of physical or mental punishment, even if administered by a family member, is required by law to report his or her observations to the appropriate local authorities.

BITING

Biting is one of the most emotionally charged situations for everyone involved and should be dealt with great care and compassion. We wish that we could guarantee that biting will never happen in our program, but we know there is no such guarantee. You can, however, count on us to appropriately handle biting so that it will end as quickly as possible. We are committed to working with families of children who both bite and are bitten and provide reasonable accommodations and assistance as biting arises.

Our teachers are trained to use preventative measures to reduce the incidences of biting in the child care setting, including: constant supervision of children, reacting quickly when children are in a dispute, and tune in to children who are going through a biting stage. If your child bites or is bitten, you and the parent(s) of the other child involved will receive an Accident/ Incident Form that keeps the identity of both children confidential.

DIAPERING & TOILET LEARNING

Close collaboration between you, your child, and your child's teachers makes for successful toilet learning. Children best learn toileting skills through consistent, positive encouragement from all the adults who care for them.

When your child shows an interest, you and your child's teachers will discuss how to work together to encourage toilet learning. We're committed to working with your child consistently, so toilet learning can be accomplished in a developmentally appropriate manner and with minimum stress for you and your child.

Every child begins toilet learning at a different age and progresses at a different rate. We're always available as a resource to answer any questions about your child's progress. Several complete changes of clothes and two pairs of shoes should be kept at the center during toilet learning.

REST TIME

For healthy growth and development, it's essential for children of all ages to have time to rest or enjoy quiet activities during the day. At our center, your child will rest in the afternoons for one to two hours or longer, depending on his or her needs and individual state childcare licensing regulations.

Children who don't sleep are encouraged to read a book, play with puzzles, or participate in other quiet rest-area activities. Most school-age children have typically outgrown the need to nap and are encouraged to participate in quiet activities midday to recharge and rejuvenate. School-age children are not required to nap.

Depending on your child's age, we provide cozy cribs, cots or mats for rest time. Your Center Director will let you know about the required rest-time items and any bedding your child may need. Please label all personal rest items with your child's first and last name.

INFANT SLEEP

In our Infant Program, babies sleep according to their needs and the individual plans prepared by you, in cooperation with your child's teachers. Your Center Director will let you know about the required bedding linens and give you information on washing all sleep items.

In keeping with the recommendations of the American Academy of Pediatrics, all infants will be placed on their backs to sleep unless a documented medical condition requires alternate sleeping positions; in this case a medical release form from a pediatric physician will be required.

HAND WASHING

Teaching your child the importance of hand washing at an early age helps maintain their health; it also assists your child's ability to take an active role in staying healthy. With that in mind, your child will be required to wash their hands before eating, after bathroom visits, when returning from outside, and at any other appropriate time. We also ask that you help your child wash their hands when arriving in the classrooms each morning.

WELLNESS CHECKS & ILLNESSES

A wellness check is done on every child every morning. This is a check to make sure the child is well enough to be at the center. Staff members may ask parents questions regarding their child (e.g. how they slept the night before, what did they eat for breakfast, how well did they eat, etc.) Staff members also check the child for any unknown rash, fever, continuously running nose (yellow/green discharge), discharge from the eyes, diarrhea, vomiting, severe coughing, yellowish skin or eyes, and/or behavior unlike the child (overly tired, crankiness, etc.) or any new bumps or bruises.

Deciding when a child may be infectious is sometimes a matter of opinion; however, the guidelines we have established have been done under consultation and advisement and to be in compliance with licensing regulations. Although we are sensitive to the fact that as a working parent you have responsibilities at work, we must make our first priority safeguarding the health of all children at the center. The child care environment we provide is intimate, and in spite of all the health procedures we employ, the most effective means of minimizing the spread of infection is to exclude children from care who may be infectious.

TEMPORARY EXCLUSION

To ensure a healthy environment for all children enrolled in our program, it is our policy to temporarily exclude children from care who may be infectious or who demonstrate physical symptoms that require continuous one-to-one care. If your child begins to exhibit signs or symptoms of illness while in our care, we will notify you to make arrangements for your child to be picked up within one hour. A child who becomes ill will be separated from the other children and cared for until he/she can be taken home. The Center Director will first follow appropriate guidance per established illness policies when determining when a child can return but may use their discretion and request that a child not return to school and/or may require a Health Care Provider's clearance (for any illness) before returning.

CONTAGIOUS DISEASES & HEALTH PRECAUTIONS

Below is a chart that outlines common childhood illnesses and the criteria that must be met for children to return to school; at minimum, all children must have a 24-hour symptom free day before returning to school. If your child, or anyone within your immediate household contracts a communicable illness, please notify the Center within 24 hours. We must post any incidents of contagious illness to alert other parents. Upon the return of a child absent due to a contagious illness, a signed statement from a licensed physician stating they are no longer contagious must be provided.

Unless our company policy is more stringent, we use individual state and health department regulations when making decisions to exclude children due to illness.

HEALTH & CARE

| ILLNESS | CRITERIA FOR RETURNING TO SCHOOL 24 hr symptom free day plus... |
|---|--|
| Abdominal Pain that is persistent and continues two or more hours | When symptoms are no longer present |
| Boil, abscess or cellulitis | When lesion(s) are covered and drainage is contained in covering/bandage |
| Chicken Pox (Varicella) | When all sores have dried and crusted which is usually after six days |
| Coronavirus | To be determined by current health guidance |
| Coughing (severe) | When symptoms are no longer present |
| Croup | When symptoms are no longer present |
| Cryptosporidiosis (Crypto) | When symptoms are no longer present |
| Cytomegalovirus | When fever has been resolved |
| Diarrhea | 24 hours after diarrhea has stopped |
| Diphtheria | Health Care Provider clearance required |
| E. coli | Health Care Provider and Public Health Authority clearance required |
| Fever | When child is fever free for 24 hours without the use of fever-reducing medicines |
| Fifth Disease (Erythema Infectiosum) | When symptoms are no longer present |
| Hand, Foot, Mouth (Coxsackie) | When child does not have exposed open sores and the child is not drooling |
| Head Lice or other infestation (Pediculosis) | When all signs of lice/nits or other infestations are absent for a period of 24 hours |
| Hepatitis A virus | Health Care Provider clearance required |
| Hepatitis B virus | Health Care Provider clearance required |
| Impetigo | When 24 hours have passed since topical, oral or other systemic antibiotics were started, if the sores can be kept clean and dry and if they can be completely covered |

HEALTH & CARE

| ILLNESS | CRITERIA FOR RETURNING TO SCHOOL 24 hr symptom free day plus... |
|--|--|
| Influenza/Flu | Child's fever and symptoms must be resolved for 24 hours without the use of fever-reducing medications |
| Measles | Health Care Provider clearance required |
| Meningitis | Health Care Provider clearance required |
| Mononucleosis (Mono) | When fever is no longer present |
| MRSA (Methicillin-Resistant Staphylococcus Aureus) | Health Care Provider clearance required |
| Mumps | Health Care Provider clearance required |
| Norovirus (Norwalk Virus) | When symptoms are no longer present |
| Pertussis (Whooping Cough) | Health Care Provider clearance required |
| Pneumonia | When symptoms are no longer present |
| Pink Eye (Conjunctivitis) | 24 hours after antibiotic has been started; when fever or behavior changes are no longer present and symptoms of discharge, red, and/or watery eyes are resolved |
| Pinworms | When symptoms are no longer present |
| Ringworm | 24 hours after treatment has been started |
| Roseola Infantum (Sixth Disease) | When fever is no longer present |
| Rotavirus | When symptoms are no longer present |
| RSV | When symptoms are no longer present |
| Rubella | Health Care Provider clearance required |
| Salmonella | Health Care Provider clearance required |
| Scabies | After treatment has been completed |
| Shigella | Health Care Provider clearance required |
| Strep Infections (Scarlet Fever & Strep Throat) | 24 hour after initial antibiotic treatment and when fever is no longer present |
| Vomiting | 24 hours after vomiting has stopped |

**List is not exclusive*

MEDICAL RECORDS

A health history and record of immunizations are required from a licensed physician upon enrollment. We follow all state mandated medical record policies and required forms and waivers needed for enrollment. We will notify you if a vaccine-preventable disease occurs within the center.

MEDICATIONS

Medications will be administered in accordance with state child care licensing regulations and as described below:

- When possible, we recommend that you administer medications prior to arriving or after leaving our center.
 - In order for us to administer prescription or non-prescription medications, we ask you to complete a Medication Authorization Form or Topical Ointment Authorization Form (or other such forms as required by state child care licensing regulations). On the form, you must note the number of days we should give your child the medication, and how often they need to receive it.
 - Non-prescription medications or over the counter medication will need a medication authorization form or a topical ointment authorization form completed prior to use. Tylenol will only be administered as prescribed by the child's doctor.
- Please provide us with all printed information about the medication's possible side effects.
 - Bring medication in its original container in a clear bag. Clearly label the bag with your child's first and last name.
 - Prescription medication must include a prescription label with the child's first and last name, specific dispensing instructions including the specific dosage and the current date.
 - All medication and medication forms must be provided to a member of management. Teachers are not permitted to accept medication in the classroom. Please do not store medication in diaper bags, lunch bags, backpacks, or any other personal belongings.
 - We do not mix medication with food, formula, or juice, nor will we dispense any medication in a bottle or cup.
 - Unused medications must be taken home every Friday or on the child's last day of attendance each week. With the exception of emergency medication and medication needed by school-age children who do not arrive with their parents or guardians on their first day of the week, our center cannot store medications over the weekend.
 - EpiPens and other emergency medication are exempt from the check-in requirements of other medications and are kept in the room with your child, easily accessible and 5 feet off the floor to ensure the safety of children or in accordance to state licensing.



SAFETY



SECURITY

Keeping your child safe and secure is our top priority. In addition to the built-in security features at the center, we strictly follow procedures for your child's arrival and departure. All children must be signed in and out on our paper-based roster or computer system, and other attendance procedures must be followed in accordance with individual state child care licensing regulations.

When you first enroll, you'll complete enrollment paperwork including emergency contact and release forms. These sections authorize specific individuals to pick up your child. We ask that you maintain accurate, complete, and current information. For the safety and security of your child, telephone requests are not encouraged. If a telephone authorization must be utilized, additional means of authorization will be received.

Written authorization must be on file at the center prior to your child's release to anyone.

Please inform anyone listed on your enrollment paperwork that they'll be asked to verify their identity. Staff members will ask for government-issued photo ID for anyone who is not positively known to them. We know you will feel more secure and confident when we are aware of who may and may not pick up your child. We will not release a child to any emergency contact younger than 18 years of age unless the individual is the legal parent/guardian. A copy of any custody or visitation agreements issued by a court of law must be kept on file and will be adhered to.

SOCIAL MEDIA

From time to time, photographs or videos may be taken. Special events and classroom learning time are excellent ways to create and capture memories, and we may post photos around the classroom and/or center. We use these photographs and videos primarily for displaying classroom projects and experiences but occasionally, photographs and videos are used for promotional purposes, including (but

not limited to): interior branding, website, Facebook or other social media platforms, promotional videos, brochures, and portfolios/memory books. Please refrain from posting photos or videos that contain images of children other than your own on the internet.

CONFIDENTIALITY

We will work with all families and staff members to ensure confidentiality regarding the care of the children in our program. All details regarding a specific child are to be kept confidential and private. In other words, any information about your child will be discussed with you and your family only. Records are reviewed by regulatory agencies and maintained by the center management. If your child is involved in an incident with another child, center management will not reveal the names of the parties involved. Details regarding other children will not and cannot be discussed with anyone other than that child's family members.

MANDATED REPORTING

Mandated reporters (people who have established relationships with children based on their profession) who have their suspicions that an enrolled child has been or is being subjected to any form of hitting, corporal punishment, abusive language, ridicule, or harsh, humiliating or frightening treatment, or any other kind of child abuse, neglect, or exploitation by any adult, whether working at the center or not, is **REQUIRED** by state law to report the concern immediately. Such reports may be made anonymously. Please contact your local agencies for more information.

DRUG & SMOKE FREE ENVIRONMENT

In the interest of protecting the security and health of all as well as maintaining sanitary conditions, smoking and all forms of tobacco, including third-hand smoke, or vaping products are prohibited in the facility or on the grounds. The possession, processing, using, distribution, discussion of or being under the influence of prohibited drugs while on our property is prohibited. Unauthorized use or possession of alcohol or being under the influence of alcohol while on our property is prohibited as well.

SAFE ARRIVAL & DEPARTURE

We want to make sure your child begins and ends their day with us on a happy, positive note. Our center is equipped for safe entry. Every morning and afternoon, we require you to sign in and out with your full legal name using our computer system roster. We also require you to make direct contact with your child's caregiver at the start and end of the day by personally escorting your child to or from the classroom. Children may not be dropped off or picked up by under-aged family members.

We know it is a natural, common courtesy to hold the door for someone but as a precaution, we request that you close the door upon entering and allow anyone behind you to enter their code or buzz the office for assistance.

LATE PICKUP

Your child looks forward to your arrival at the end of the day. Please make every effort to pick your son or daughter up on time. If you know you can't arrive on schedule, please arrange to have your child picked up by another adult who has been authorized on your enrollment paperwork. If a late pickup is unavoidable and you're unable to reach your designated emergency contact, please notify us immediately.

SAFETY

If your child is not picked up after the normal closing time and you have not contacted the center:

- We will attempt to contact you or the person(s) authorized to pick up your child.
- If we can't reach you or another authorized person within 30 minutes after closing, the Center Director or person in charge will determine whether and when Child Protective Services or the appropriate authorities should be contacted based on state childcare licensing regulations.
- If appropriate authorities are contacted, a note in a sealed envelope will be posted on the center door with specific information regarding your child's whereabouts, including the name and phone number of the agency or person to contact.

In the event of a late pickup, please note that the Center Director or person in charge can never transport your child from the center under any circumstances. Also, an additional fee for late pickup will apply to children picked up after closing time. For more information on this topic, you may consult your enrollment paperwork.

EMERGENCY SITUATIONS AND EVACUATION PLANS

To maintain a safe environment, we make every attempt to be prepared for potential emergency situations. We regularly schedule and practice emergency evacuations as required by state child care licensing regulations. In addition, an emergency plan and list of procedures are posted in each classroom. Please be aware of the procedures and evacuation location in the event of an emergency evacuation.

If an actual emergency requires evacuation, we will notify you as soon as the children have been relocated to a safe area. If you need information regarding emergency or disaster issues for

your center and are unable to reach the center directly, please contact your Regional Director.

SEVERE WEATHER CLOSURES

Our priority is to ensure the safety of our families, children, and staff. In the event of severe weather, administration will determine if the regular hours of operation need to be adjusted. The Center Director will communicate closing information through email as well as our parent communication app.

CLASSROOM PETS & ANIMALS

Animals and pets in our classrooms can be a great learning experience for the children. For any pets or animals that we have in our classrooms, we must follow the guidelines listed below:

- Parents shall be notified of the animals and pets in the center.
- Children having contact with animals and pets shall be supervised by a caregiving staff person.
- Animals and pets shall not be allowed in food preparation and eating areas during meal or snack time.
- Litter boxes, pet food and dishes, and pet toys shall be inaccessible to children.

BABYSITTING

We discourage staff members from providing babysitting services on their own time. If a staff member does provide babysitting services, the staff member is acting on their own accord, and is not a representation of the center. Before services are arranged, both the parent and the staff member must sign a release form, which will not hold us responsible for the performances of the staff member, including transportation of the children.

WITHDRAW/TERMINATION OF ENROLLMENT

We do not discriminate regardless of a child/family's race, gender, creed, color, or national origin. We require two weeks written notice if you intend to withdraw your child from the program. If the Center Director does not receive two weeks written advance notice, whether you have started or not, your registration, educational fee(s), and tuition will be forfeited. At any time during a child's enrollment, we have the right to withdraw a family in the best interest of the center.

We may terminate a child's/family's enrollment for the following reasons:

- Disruptive or dangerous behavior
- Abuse to staff, children, or center property
- Our inability to meet the needs of the child
- Non-payment of tuition
- Habitual absenteeism

TRANSPORTATION

Some of our centers provide transportation to and from participating local schools. It is our responsibility to ensure the safety and security of your children on and off the school bus. Upon enrollment, we ask that you notify the local school in writing of the plans for transportation regarding their child(ren). If your child's schedule changes and/or they are absent from school, we ask that you notify the Center Director of the adjustment.

Each year (upon enrollment) you will need to write a letter to the local school stating that we will be their child's primary transport to and/or from school. We also ask that you fill out any paperwork including permission to transport forms annually.

FIELD TRIPS

Field trips provide your child with a hands-on opportunity to explore the world. Trips often include visits to nearby parks, museums, and other local educational sites.

In order to make field trips both meaningful and safe:

- Children who are at least four years of age or older may be able to participate in field trips that involve transportation in a vehicle; however, eligibility is dependent on state child care licensing regulations and center transportation policies. Please check with your Center Director for further information.
- Families are notified at least one week in advance of each field trip with the time, schedule, location, and any extra costs that may be involved with the trip.
- Permission slips are required for all field trips. Each trip requires a separate form describing details of the event. We must have your written permission authorizing your child to participate.
- Family volunteers are welcome on field trips, although we cannot allow you to transport your child or any other children in your personal vehicle. If space permits, volunteers may ride in center vehicles. All volunteers must be a minimum of 18 years old and have appropriate state background clearances for volunteers.

WEAPONS AND VIOLENCE

Family members, children, and guests are strictly prohibited from possessing firearms or other weapons on our property and at events sponsored by us. An exception may be made for sworn law-enforcement officers if required by law. If children are found to be in possession of weapons, center management will confiscate the weapon and notify proper authorities.

SAFETY

When a particular child or parent's behavior threatens the safety of others, or if a child or parent becomes abusive toward other children, parents, or staff in the center, we may disenroll the child immediately.

NONDISCRIMINATION

We value all of our children and families as unique individuals, and we welcome the variety of experiences they bring to our center. We believe everyone should be treated equally regardless of race, sex, gender identification, sexual orientation, national origin, native language, religion, age, disability, marital status, citizenship, genetic information, pregnancy, or any other characteristic protected by law. If you have any concerns, please talk to your Center Director.

SOLICITATION

We prohibit any distribution of literature or products at our center. Please note that this includes literature or products commonly used to raise money for public school-related activities or non-profit groups.

PARENT CODE OF CONDUCT

As partners in your child's education, it is important to us that we model courtesy and respect for one another. One of the goals at our center is to provide an atmosphere for children to learn, develop and feel safe. Ensuring this type of atmosphere is not only the responsibility of the employees, but also the responsibility of every parent or adult who enters the center. Parents are asked to behave in a manner that fosters this ideal environment and therefore, violation of the Parent Code of Conduct will result in termination of care.

Inappropriate Language or Conversation

Adults are asked to refrain from cursing or using other inappropriate language on-site at any time, in the presence of a child or not. Such language is considered offensive by many people. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At no time shall inappropriate language be directed toward members of the staff.

Threatening of Employees, Children, Parents or Adults

Threats of any kind will not be tolerated. All threats will be treated seriously and will be reported to the appropriate authorities.

Physical/Verbal Punishment of Your Child or Other Children

No form of corporal punishment is permitted while at our center. Also, while redirection may be necessary, demeaning language, humiliation or hard ridicule will not be tolerated. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures. Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. All behavior concerns should be brought to the classroom teacher or a member of management's attention.

PROCEDURES



ENROLLMENT PROCESS

We are excited to welcome you and your family into our program. To enroll in our program, the Center Director will provide you with the enrollment paperwork which will include local, and state required forms and documents. We ask families to complete and return all paperwork prior to your child's first day with us.

SPECIAL NEEDS ENROLLMENT

We are committed to an inclusive and collaborative environment that fosters respectful care for all children. In cases of children with special needs, we are non-discriminatory and will make reasonable accommodations to provide care. To assist in creating a consistent learning experience, please provide us with a copy of your child's IFSP (Individualized Family Service Plan) or IEP (Individualized Educational Plan) if they have one. Prior to permanent enrollment, we will extend a trial visit for your child to spend a day in our program to assess if we are the best fit for your family. Please talk to the Center Director for more information.

HOLIDAY & CENTER CLOSURES

A copy of the center's closures will be provided in December for the following year.

ABSENCES

If your child will be absent on a particular day, please notify the center staff by 9 a.m. If your child usually transported from another school or program to our center by school bus or one of our center vehicles, please be sure to notify us of your child's absence prior to the scheduled transportation time. Center staff should also be notified in advance if your child will be out for multiple days due to illness, vacation, or other family activities.

FAMILY ENGAGEMENT

Parents and guardians are always welcome at the center. We encourage you to visit and join in our activities. Your participation and involvement are important to us as we work as

PROCEDURES

partners to provide the best care and education possible for your child. Families are encouraged to participate in center events, volunteering and much more.

COMMUNICATION

As your child's most important influence, you are a full partner in our program. Open and frequent communication between you, your child's teacher, and your Center Director will strengthen this partnership and help your child have a positive early-learning experience.

We promote close communication through:

- An open-door policy that encourages you to visit your child anytime, to observe class time, and to participate in special outings and events
- Family/teacher communication to share ideas and discuss your child's progress
- Conversation and frequent written updates highlighting your child's development
- Regular parent-teacher conferences
- Daily happenings and special events
- Parent connectivity app
- Newsletters published by your center about your center's news and events
- Posted unit plans describing the planned activities for the classroom
- Emails from the Center Director

SATISFACTION & RESOLUTION

We are fully committed to your child's well-being and your satisfaction with our programs. Experience has taught us that open communication is the key to maintaining a positive relationship. We continually look for your input on how we can improve our programs. If you have a question or concern, please stop by and talk to the Center Director. If the question or concern is not resolved to your satisfaction, please contact the Regional Director. Contact information for your Regional Director can be found in the lobby.



