



Lisa's Lovable Learning Daycare I & II

Serving Children ages 0 months -12 years old

PARENT HANDBOOK





Lisa's Lovable Learning Daycare I & II

Family Handbook

Revised [9-23-19]

WELCOME

Dear Family,

We would like to take this opportunity to welcome you and your child to Lisa's Lovable Learning Daycare I & II. Our centers are child development centers, and it is our priority to make you and your family feel at home in our facilities.

Lisa's Lovable Learning Daycare Centers I & II (LLLDC I & II) provide enriching education for children 0 months to 12 years old. The first year's of your child's life are the most important for his/her development; therefore we are honored that you have chosen us to participate in these precious early years.

Our classrooms are equipped with age-appropriate toys to help children attain developmental milestones. LLLDC I & II's curriculum includes learning centers such as blocks, manipulatives, art, both large and small group time, and outdoor activities.

Our teachers are all first aid and CPR certified and receive required hours of continuing education each year. We complete criminal background checks on all staff members before they join our team. Each classroom has a video security camera that is visible to administration.

Thank you for choosing Lisa's Lovable Learning Daycare I & II. We look forward to providing your child with a caring and enriching environment.

Sincerely,


Lisa W. Chavis
Owner/Operator



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ABOUT US

Philosophy

At Lisa's Lovable Learning Daycare I & II, our philosophy is based on the growth and development of the whole child. Each child is created with needs and potential in the following areas- language, cognitive, gross motor, fine motor, adaptive, and social/emotional. Learning happens most effectively in those areas during engaging play and through meaningful exchanges with intentional teachers.

Children have 2,000 days between birth and their first day of kindergarten for key brain development. As educators, our goal is to provide opportunities for their brains to make strong lasting connections during this critical period. LLLDC I & II is committed to providing quality experiences that will prepare children for a bright and successful future through elementary school and beyond.

Mission

The primary "mission" of LLLDC I & II is to provide a loving and nurturing environment that enhances the development of the "whole" child. Our early learning centers provide your child with a home away from home. We want to assist working parents with affordable childcare and help ease the daily separation from their children. Our developmentally appropriate and child focused programs will enable each child to develop a positive attitude toward learning as well as develop responsibility, self-discipline, and self-esteem. Our vision is to see children who:

- >feel loved by their teachers and peers
- >have high self-esteem
- >are developing in their recognition of the world around them
- >are eager to learn
- >are happy and well-adjusted
- >are academically prepared to enter Kindergarten

License Status

Both of our locations are Licensed by the North Carolina Division of Child Development with a three-star license.

Hours of Operation

Child care services are provided from 6AM to 6PM Monday through Friday .

School age care will be provided before school starts, at the end of the school day as well as when public school is closed and early release days.

Holidays

We are closed for certain holidays:

There will be early closings on:

New Year's Day

Martin Luther King Jr. Day

Good Friday

Easter Monday

Memorial Day

The week of the Fourth of July (check with director for specific dates)

Labor Day

The Wednesday before Thanksgiving-close at 3:00pm

Thanksgiving Day

The Friday after Thanksgiving

The week of Christmas (check with director for specific dates)

Definition of Family

In this handbook we refer to family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

Admission & Enrollment

All admission and enrollment forms must be completed and enrollment fee paid prior to your child's first day of attendance.

An enrollment fee of \$50.00 is due at the time of enrollment. This fee is non-refundable.

Based on the availability and openings, our facility admits children from 0 years of 12 years of age.

Children are admitted without regard to race culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

Inclusion

Lisa's Lovable Learning Daycare Center I & II believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

Non-Discrimination

At Lisa's Lovable Learning Daycare Center I & II equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

Family Activities

Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals.

Please see the list of Family Activities at the end of this booklet.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

Staff Qualifications

Our staff are hired in compliance with the state requirements and qualifications as a base minimum. Typical staff education/credentials are as follows:

Position Title	Education/Credentials	Experience
Lead Teacher	NC Early Childhood Credential	2 years
Teacher Assistant/ Aide	Child Development Associate Credential	1 year
Director	2 year associates degree in Early Childhood Education	3 years

Caregivers participate in orientation and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

Child to Staff Ratios

Children are supervised at all times. All caregivers receive scheduled breaks, which reduce fatigue and help to ensure alertness.

North Carolina state rules require that the state mandated staff/child ratios must be posted in each classroom for you to review. We maintain the following standards for child to staff ratios:

Age	Child to Staff	Maximum Group Size
0-12 months	5-1	10
12-24 months	6/1	9
2-3 years	9/1	13
3- 4 years	10/1	17
4-5 year olds	13/1	12
5-6 year schoolage	15/1	20
6- 12 year schoolage	20/1	20

Communication & Family Partnership

Daily Communications. Daily notes from center staff will keep you informed about your child's activities and experiences at the center. Notes will be placed into your child's cubby at the end of the day.

Bulletin Boards. Located throughout the center, bulletin boards provide center news, upcoming events, faculty changes, holiday closing dates, announcements, etc.

Email. We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates.

Family Visits. Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Signing in is required for the safety and protection of our children.

Conferences. Family & teacher conferences occur a year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns.

Open Door Policy

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours. The infant room welcomes parents/guardians to nurse or feed their infants.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept locked at all times. The front entrance door will be locked from 10:00am to 2:00pm

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

Publicity

Unless the family indicates that they want their child to participate, we will not use pictures and names of children for publicity.

CURRICULA & LEARNING

Learning Environment

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible day routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

Curricula & Assessment

Lisa's Lovable Learning Daycare I & II uses the North Carolina Foundations for Early Learning and Development to create lesson plans and curriculum. As part of this curriculum, we gather information about each child's developmental abilities and evaluate progress so we can modify and adjust what we are doing in our classroom so as to deliver the best

individualized instruction for each child. This evaluation is communicated to families periodically during the school year using various formal and informal tools, forms, and resources.

For information about your child's day, please see copies of daily schedules and lessons plans posted in each classroom.

Outings & Field Trips

Weather permitting; we conduct supervised walking trips around the neighborhood. Children are accounted for at all times. These field trips are typically only for children three years old and older.

From time to time, there will be supervised field trips, and we encourage you to join your child on the trip. *The child's family must sign Permission Slips for each trip.*

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

The safety of children and staff will be guarded in all activities of child care programs. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips.

North Carolina rules prohibit children under three from going on field trips or outings if transportation is needed.

Transition

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

Transition from home to center

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you.

Transition between classrooms

Children are transitioned to the next classroom based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program.

Transition to elementary school

Transition activities such as a field trip to a local elementary school, creating a mural of special friends and special times at our center will be part of your child's education at our center. We will provide you with information on local schools, what to expect, and ideas on how to talk to your child about going to elementary school.

Transition for before/after school care

Children who are of school age may continue with before/after school care at our center as long as space is available. Please check with the director for availability. The center will provide staff to ensure that your child arrives at the bus stop for pick up (before school) and drop off (after school) in a timely manner.

Electronic Media

Our normal daily routine does not include television watching, but from time-to-time, we may record a television show without advertisements as a teaching aid and discussion stimulator. All electronic media will be screened prior to use and will consist of non-violent and high-quality

educational material. Our focus is to provide your child a positive experience with increased understanding of the world. Electronic media will be offered only as a free choice, used to meet a developmental goal, and limited to no more than 2 ½ hours per week per child.

North Carolina rules prohibit any screen time for children under two. This includes tv, videos, and computers.

Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it.

Celebrations

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community.

Rest Time

Infants sleep according to their own schedule and are put to sleep on their backs. Our safe sleep policy describes how often and what method we use to check children while they are sleeping as well as other provisions related to sleep safety. A copy of the safe sleep policy is included in your enrollment package for you to review and sign.

After lunch, all children participate in a quiet rest time. Children are not required to sleep and may be given quiet activities.

Toilet Training

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

Lisa's Lovable Learning Daycare I & II will begin toilet training when your child enters the two year old classroom. Pull-ups are required for this class. We also ask that you dress your child in clothes that are easy for the teacher as well as your child to remove and put back on while toilet training.

GUIDANCE

General Procedure

Lisa's Lovable Learning I & II is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

Discipline Policy

We have created a discipline policy that reflects our philosophy of positive guidance with children. A copy of the discipline policy is included in your enrollment package for you to review and sign.

Challenging Behavior

Children are guided to treat each other and adults with self control and kindness.

Each student at Lisa's Lovable Learning I & II has a right to:

- Learn in a safe and friendly place
- Be treated with respect
- Receive the help and support of caring adults

When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child. We maintain a zero tolerance to bullying. If you have any concerns about this at any time, please report it to the Director of the Center.

Physical Restraint

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

Notification of Behavioral Issues to Families

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- A child appears to be a danger to others.
- Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
- Undue burden on our resources and finances for the child's accommodations for success and participation.

TUITION AND FEES

Payment

Payment is always due in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due as outlined in the *Enrollment Agreement*.

Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered an exceptional occurrence. Late fees of \$5.00 per minute will be assessed beginning at 6:00 PM and will be due upon arrival.

Special Activity Fees

From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip.

Late Payment Charges

Late payments can pose serious problems for our programs. Therefore we have put procedures in place to reduce their impact.

If payment is not received on the day that it is due, a late fee of will be added for each day that it is late. If your account has not been paid in full within business days, your child may be discharged from the program.

If payment is more than business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3rd party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee up to the maximum amount allowed by law. This charge may be collected electronically. Two or more returned checks or rejected transactions will result in your account being placed on "cash only" status.

Additional Fees Credits

- **Vacation** - to retain your child's spot during vacation, all of your regular tuition is due. Vacation days can be used if written notice is given in advance for the days the child will not be in attendance. Tuition must be paid prior to going on vacation. These fees are non-refundable if you choose not to return.
- **Withdrawals** - if a child is suddenly withdrawn from the program without a 2 week written notice of withdrawal, a week tuition fee may be applied. Families who withdraw and later re-enroll will be charged a re-enrollment fee.

ATTENDANCE & WITHDRAWAL

Absence

If your child is going to be absent, please call the center and notify the director. If your child will be absent and we don't hear from you, we will attempt to call you and check on your child.

Children will not be accepted after 10:00am. The only exception to this will be if your child has a doctor's appointment. You must notify us of this before 10:00 and provide a doctor's note upon arrival.

Vacation

Once your child is enrolled for one year, you will receive a vacation week. During this week you will receive 1/2 off of the weekly rate for your child.

Withdrawals

A written notice, weeks in advance, is required by the center when a child is being withdrawn. Failure to notify will result in additional fees.

Transfer of Records

Whether transitioning to the next program setting or to a new classroom, your child's records will be transferred internally.

If your child is transitioning to a new school, a written request from you with instructions to where the records should be sent is required.

Closing Due to Extreme Weather

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent us from opening on time or at all, notification to the families will be announced on WTVD Channel 11 (their website as well), and our daycare FACEbook page-Lisa's Lovable Learning Daycare I & II.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

DROP-OFF AND PICK-UP

General Procedure

We open at 6:00AM. Please do not drop-off your child prior to the opening. Parents are expected to accompany their children and sign them in as well as wash their hands.

We close at 6:00PM. Please allow enough time to arrive, sign your child out, and leave by closing time.

Cell Phone Usage

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at anytime while visiting the center.

Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

In order to safeguard your child we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 1 hour we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

PERSONAL BELONGINGS

What to Bring

- **Infants:** enough bottles for a day's use, at least 6 diapers per day, wipes and at least 2 changes of clothes per day. All bottles must be prepared and ready to drink. We will use a bottle warmer to heat
- **Toddlers:** enough clean bottles for a day's use (if applicable), six diapers, wipes and at least two changes of clothes per day.
- **Older Toddlers:** at least two changes of clothes or more per day if going through the toilet training program, pull-ups, wipes
- **Preschoolers:** at least one change of clothes, socks and shoes.
- **Kindergarteners:** at least one change of clothes, socks and shoes.
- **After School Care Children:** books for homework, appropriate play clothes

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items.

Cubbies

Upon enrollment each child will be assigned a "cubby." Cubbies are labeled with your child's name and photo. Please check your child's cubby on a daily basis for items that need to be taken home.

Lost & Found

You can look for lost items and bring found items to the Lost-and-found Box located at the . Please note that we are not responsible for lost personal property.

Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity.

NUTRITION

Foods Brought from Home

[A] We request that you do not bring food from home into our center.

[B] Food brought from home is permitted under the following conditions:

- Perishable food to be shared with other children must be store-bought and in its original package.
- Children will not be allowed to share food provided by the child's family.
- Leftover food will be discarded except for foods that do not require refrigeration and/or come in a commercially-wrapped package that was never opened.

Food Prepared for or at the Center

Food prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service.

Food Allergies

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

Meal Time

At meal time the dining table is set with plates and flatware, and the food is placed in small plate. The children sit together at appropriately sized tables and chairs. Children are encouraged to try all the food on their plates. Good table manners are modeled and encouraged. Weekly menus are posted for viewing by parents/caregivers.

A caregiver who is trained in first-aid for choking is present at all meals.

Infant Feedings

You must provide an individual written feeding schedule for your child. The feeding schedule should be updated regularly to reflect changes in your child's nutrition needs until your child is 15 months old. A blank feeding schedule is included in your enrollment package for you to complete and submit.

Infant feedings follow these procedures

- Infants will be held for bottle-feeding until able to hold his or her own bottle. Bottles will never be propped.
- Infants are fed "on demand" to the extent possible (at least every 4 hours and usually not more than hourly).
- Breastfeeding is supported by providing a place for nursing mothers to feed their babies. Expressed breast milk may be brought from home if frozen or kept cold during transit. All breast milk and formula shall be returned to the child's home or discarded at the end of each day. Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with the child's name and the date the milk was expressed. Frozen breast milk must be dated and may be kept in the freezer for up to 7 days.
- Breast milk and formula brought from home must be dated and labeled with the child's name.
- Solid foods will only be introduced after a consultation with the child's family.

Children 24 Months and Older

- No child shall go more than 4 hours without a meal or snack being provided.
- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
- Round, firm foods that pose a choking hazard for children less than 4 years of age are not permitted. These foods include: hot dogs, whole grapes, peanuts, popcorn, thickly spread peanut butter and hard candy.
- Before and after school child care participants will be offered a light snack at each session. These snacks are not a meal. If your child will be arriving before arrangements can be made to serve your child breakfast. Otherwise, please make sure your child has

had breakfast before arriving at child care and is supplied with an adequate lunch if required for school.

HEALTH

Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, www.aap.org. Every year, we check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.

Physicals

Routine physicals are required according to the current recommendations of the American Academy of Pediatrics, www.aap.org. A copy of your child's physical should be received before but must be received no later than 30 days after your child begins the program. Families are responsible for assuring that their child's physicals are kept up-to-date and that a copy of the results of the child's health assessment is given to the program.

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Fever (100.4°F or higher under the arm, 101°F or higher in the mouth, 102°F or higher in the ear) accompanied by other symptoms.
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or 2 or more times during the previous 12 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Has a physician or other health professional's written order that child be separated from other children.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.

- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and;
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the main area and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Medications

- (A) Our center does not administer prescription or over the counter medication to children.
- (B) All medications should be handed to a staff member with specific written instructions for administration. Medications should never be left in the child's cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.
- **Prescription medications** require a note signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.
- **Non-prescription medications** require written permission and instructions signed by the . The written permission must include your child's name, dosage, current date, frequency, and all medications must be in the original container Non-prescription medication should not be administered for more than a 3-day period unless a written order by the physician is received.
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- (C) **Non-prescription topical ointments (e.g. diaper cream or teething gel), sunscreen and insect repellent** require a note signed by the , specifying frequency and dosage to be administered as well as the length of time the authorization is valid which cannot exceed 12 months.

Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)

- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness

SAFETY

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, weather, and other sensory activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

Extreme Weather and Outdoor Play

All children, regardless of age, will spend at least one hour outdoors daily. Outdoor play may be limited in extreme heat or cold, or if a daily air quality forecast is made by the Division of Air Quality or the regional air quality agency that indicates that children's outdoor play should be restricted.

Injuries

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. Our center has a written emergency medical care plan that outlines the steps to take in the event of an emergency. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact.

Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Smoking

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on the center's premises.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

EMERGENCIES

Lost or Missing Child

In the unlikely even that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located quickly, the family and the police will be notified.

Fire Safety

Our center is fully equipped with

Our fire evacuation plan is practiced with the children and staff on a basis.

Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

CENTER POLICIES

Our center policies not included in this handbook are reviewed and updated as needed. They are available for review upon request to the center director.

Family Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to the center prior to enrollment.

This handbook may be updated from time-to-time, and notice will be provided as updates are implemented.

Thank you for your acknowledging the policies and procedures we have established for the safety and welfare of all children in our care. We look forward to getting to know you and your family.

I have received the **Lisa's Lovable Learning Daycare I & II Family Handbook**, and I have reviewed the family handbook with a member of the Lisa's Lovable Learning Daycare I & II staff. It is my responsibility to understand and familiarize myself the Family Handbook and to ask center management for clarification of any policy, procedure or information contained in the **Lisa's Lovable Learning Daycare I & II Family Handbook** that I do not understand.

Recipient Signature

Date

Center Staff Signature

Date

FAMILY ACTIVITIES

We offer a variety of ways for families to participate in the growth and improvement of our program. We encourage families to take an active role.

Advisors:

- Discussion of Program Goals – annual meeting for families to provide input into our plan for the program.
- Parent Advisory Committee – meets 4 times a year to review progress toward annual goals.
- Classroom Representative – serves as a liaison between classroom parents and teachers
- Home and School Committee – meets monthly to plan family events and fundraisers

Family Events: We have several events throughout the year that bring our entire community together. Watch for the announcements!

- Open House
- Back to School Night
- Family Math Night
- Holiday Gathering

- Book Swap
- Fall Festival
- Annual Family Picnic

Classroom Activities: Enjoy and help your child's class with these special activities.

- Share a meal with your child
- Chaperone field trips
- Read to children at arrival or pickup
- Volunteer in the classroom
- Donate requested items
- Serve as a parent representative
- Welcome new families
- Contribute to class Pot Luck Meal
- Family Teacher conferences

Family/Parent Workshops: Our menu of family workshops changes annually. Below is a list of workshops we typically offer. We try to offer these in the early evening or on Saturdays. See the monthly calendar for scheduled topics. We welcome requests for workshop topics.

- Positive Guidance and Loving Discipline
- Toilet Training
- Safety in the Home
- Child Proofing Your Home
- Brain Development
- Nutrition and Exercise for Small Bodies
- Supporting Your Child in Times of Stress
- Food Allergies
- How to Prepare for a Conference
- Warning Signs for Developmental Delays
- Value of Reading to Your Child
- Everyday Math