

Courtney's Little Learners S.T.E.M. Academy

PARENT/ FAMILY HANDBOOK

2025-2026 School Year

Courtney's Little Learners S.T.E.M. Academy

ABOUT US

Dear Fantastic Family,

Welcome to Courtney's Little Learners S.T.E.M. Academy!! We are a DCF licensed full service child care/ development center that provides care for little ones from birth to age five, as well as before and after school care for children up to age twelve. Through outstanding customer service, specialized training of the staff, state of the art technology, and innovative learning systems, Courtney's Little Learners S.T.E.M. Academy is cutting edge in terms of child development. We stand apart from other childcare centers because we offer an advanced curriculum, low teacher student ratios, and high quality care.

With our progressive and holistic early childhood education philosophy, we understand that each child has unique needs and interests. We provide the environment and tools your child needs to thrive to the best of their abilities. When we expose children to different environments and various learning experiences, we allow them to explore their self-awareness and gain a sense of the world around them. Once they leave Courtney's Little Learners S.T.E.M. Academy, they are fully prepared for the next stage of their young lives.

Thank you for choosing Courtney's Little Learners S.T.E.M. Academy. We look forward to providing your child with a caring and enriching environment. Please read our program's policies carefully.

Sincerely,

Mrs. Courtney Holley, Director
(407) 985-5065

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ABOUT US

Mission

At Courtney's Little Learners S.T.E.M. Academy, our mission is to provide enriching child care in a positive, warm, nurturing, and safe learning environment. Our unique Child Care Center offers various S.T.E.M. activities that are specifically designed to enhance each child's academic growth and development. Through cooperative play and creative S.T.E.M. activities, kids reach their social, emotional and physical milestones naturally and with ease.

Certification

DCF License Number- C09OR1347

We are proud to be part of the USDA Food Program.

We also contract with the ELC and accept School Readiness/ 4C Vouchers and VPK Certificates

Quality performance system- Rating Score 4.66

Definition of Family

In this handbook when the term family is used it refers to parents, grandparents, legal guardians, or anyone else who provides for the well-being, best-interest and responsibility of the children in our care.

Hours of Operation

Child care services are provided from 6:00 AM to 6:00PM, Monday through Friday

Holidays

We will be closed in observance of every major holiday. Each family will be provided with a copy of our yearly calendar which outlines all holidays and early closure days.

Admission & Enrollment

All admission and enrollment forms must be completed via the Playground App. Registration/Supply fees and the first week's tuition must be paid prior to your child's first day of attendance. The registration fee is \$100 and is non-refundable.

Students will be admitted based on availability and openings. We currently offer care for children from birth to age 12. Children are admitted without regard to race, culture, sex, religion, national origin, or disability.

Waiting List

Children will be enrolled from the waiting list in the order from which they are listed. Families with a child already enrolled in our center will be given top priority.

Adjustment/Trial Period

Our center is a fun and exciting place for children to experience and learn about the world and make new friends. But it does take time for children to adjust to a new child care setting. We will try to make the adjustment easier by encouraging your children to discuss feelings, providing extra attention and support, as well as participating in role-playing and reassuring them of their family's return.

Inclusion

We believe 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 center based on their individual capabilities and needs.

If your child has an identified special need, please provide diagnoses and/ or supportive documents as well as any special accommodations required.

Non-Discrimination

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.

Confidentiality

Unless written consent is received from each family, information regarding your child will not be released with the exception of that required by regulatory and partnering agencies. All records concerning children at our center are kept confidential.

Director's Qualifications

Our Director, Courtney Holley is committed to helping children explore and learn in a hands-on environment. Nothing brings her more joy than seeing the growth and evolution of our students. With over 20 years of experience in the Early Childhood field Courtney possesses a contagious

enthusiasm for educating small children. Her warmth, creativity and drive makes her the perfect fit as Director.

Courtney Holley holds a Bachelor's Degree in Early Childhood Education and possesses the Director's Credential, Dual Child Development Associate (CDA) Credential, and Staff Credential. She is also certified in First Aid and CPR, ensuring the highest standards of safety and care in early learning environments.

Staff / Assistant / Substitute Qualifications.

All Staff Members, Assistants, or Substitutes that are employed by our center will have appropriate qualifications in the child care industry and will obtain the state requirements. A list of qualified staff, assistants, and substitutes will be available for parents to view on the Parent Parking Lot bulletin board.

Communication & Family Partnership

Daily Communications Through The Playground App

Photos and videos will be shared daily via the Playground App to keep you informed about your child's care and participation in our program. This includes updates on activities, routines, and special moments that occur throughout the day.

Our goal is to maintain regular and consistent two-way communication between the center and your home. We encourage you to share events or information from home that may help us better understand and support your child's unique needs and experiences.

Together, this communication will strengthen the partnership between parents, children, and our facility—ensuring your child receives the highest quality of care and support.

Parent Parking Lot Bulletin Board.

The "Parent Parking Lot" or parent bulletin board is located near the front door of the center. The parent bulletin board contains a plethora of useful information for parents including our holiday calendar, announcements, discipline policy, lunch menus, etc.

Email.

All families are encouraged to provide their email address so that they can receive information and center updates regularly.

Family Activities.

Here at our center we believe that each family is a child's first teacher. We value families as partners in the growth and development of children in our care. Parents and other family

members are strongly encouraged to be involved in the program by participating in events, serving as chaperones, attending conferences, and providing feedback on our program. We also strongly encourage families to participate in completing homework activities in an effort to support your child's learning goals.

CURRICULA & LEARNING

Learning Environment

At our center, we use a blended curriculum that draws from Frog Street, Funnydaffer, and Learning Beyond Paper to create a rich and developmentally appropriate learning environment tailored to each age group.

Our classrooms are designed to offer flexibility through open centers, open choice, and a diverse range of engaging activities. We believe that children learn best through hands-on exploration and child-centered lessons that foster creativity, independence, and a love for learning.

Electronic Media

At our center, screen time is limited and carefully monitored. Tablets will be used exclusively for academic purposes during designated learning center times to help reinforce foundational skills. Our goal is to ensure that technology supports, rather than replaces, hands-on, interactive learning experiences.

Television may occasionally be used for short, age-appropriate brain breaks, such as movement or relaxation videos, to help children reset and re-energize during the day. All screen time is thoughtfully integrated and closely monitored to ensure it supports our overall learning goals.

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 children respect for our world and the diversity of life upon it.

Celebrations

Our celebration and holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community. ie. Birthdays, Easter, Halloween, Thanksgiving, Hannukah, Christmas, etc.

Rest Time

All students will participate in quiet rest time. Children are not required to sleep during this time and may be given quiet activities if unable to fall asleep. Infants will sleep according to their own

schedule and are put down to sleep on their backs. Each infant will sleep in his/ her own crib on their back, facing up. Their sheets will be snuggled in tightly, no toys or blankets are allowed inside of their crib.

Toilet Training

The most important factor in making the toilet training experience successful and as low-stress as possible is a home/child care partnership that supports your 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 training is carried out in a manner that is consistent with your child's physical and emotional abilities and your families concerns. Once parents are comfortable and would like to start toilet training, we recommend parents to start the process at home and then we will continue the process at school.

GUIDANCE

General Procedure

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.

Challenging Behavior

Children are guided to treat each other and adults with self-control and kindness. When a child becomes physically aggressive, we intervene immediately to protect all of the children. Our general 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.

Children will be redirected to a better choice, activity, or area if they are making poor choices. Physical restraint is not used or permitted for discipline.

Notification of Behavioral Issues to Families

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

TUITION AND FEES

Important Notice

All payment and fee processing will be conducted through the Playground App. If you have a question or concern regarding a payment or fee, please contact Courtney Holley.

Tuition Rates

Full-Time Rate (4-5 days): Per week.

Families contract for a specific weekly schedule as indicated on the Enrollment Agreement Form. Payment for this contracted schedule is required every week year-round whether or not your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for sickness (without a doctor's note), holidays, staff training closure or closure due to inclement weather.

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 every Monday via the Playground App** as outlined in the *Enrollment Agreement*.

A non-refundable registration/supply fee of \$100 is due at the time of registration. The registration/supply fees **will not** be prorated.

Methods of Payment

All payments will be made via the Playground App. This will help to ensure appropriate bookkeeping and proper tracking of payments.

Late Payment Charges

Late payments can pose serious problems for our center and as a result, we are unable to allow families to accrue a balance equal to more than one week of tuition. **Late payments will result in the imposition of late payment fees. Failure to pay child care payments will result in child care services being terminated.**

If payment is not received on the Monday that it is due, a late fee of \$20 will be added daily until your account balance is paid in full. **Repeated late payments will result in your family being required to set up advanced automatic payments.**

Any payments made will be applied to the oldest charges and late fees may still apply if the account is not paid in full by the next tuition due date.

Rejected Transaction Charges

All returned or rejected ACH (automatic debits) or credit card transactions will be charged a fee of \$75. This charge may be collected electronically. Two or more rejected transactions will result in your account being placed on automatic payments.

Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late fees of \$1 per minute will be assessed beginning at 6:01 p.m. and will be due on your next billing invoice. **Repeated late pick up may result in child care services being terminated.**

Other Fees

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

Credits & No Credits

- **Families contract for a specific weekly schedule** as completed on the *Enrollment Agreement* Form. Payment for this contracted schedule is required every week year-round whether or not your child attends; this enables us to pay teachers a stable salary every week for the entire year. No credits are given for sick days, holidays, staff training closure, closure due to inclement weather, infectious disease (except as noted below) public health emergency such as a pandemic, or weather-related or environmental emergencies.
- **In the event of any of the above circumstances** if we are prevented from operating, families shall pay 50% of tuition fee for 2 weeks. Payment of your Tuition allows us to retain staff, pay operating expenses, and hold open your child's spot for when we are safely able to reopen.

- **Credit may be given for Serious Illness/Injury** – In the unfortunate event of extenuating circumstances such as your child is hospitalized and will be absent due to a

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serious illness or injury, credit of 50% per week may be issued. A written doctor's note is required to receive the credit.

ATTENDANCE & WITHDRAWAL

Absence

If your child is going to be absent or arrive after 9:30 a.m., please call the center at (407) 985-5065 or message us via the Playground App.

Holiday Vacation

All major holidays will be observed and a calendar indicating school closure will be provided in the Enrollment Packet. 100% Tuition is still due during holiday vacations and school closures. Families will be notified well in advance of these dates and will be responsible for finding back-up care during the holidays.

Withdrawals

Two weeks advance, written notice is required prior to withdrawing your child. Failure to provide written notification will result in tuition charges still being accrued.

Closure Due to Extreme Weather

If severe weather conditions (i.e., storms, floods, tornadoes, hurricanes, earthquakes, loss of power, loss of water) prevent the center from opening on time or at all, notification will be provided to the families via text and/ or the Playground App. If it becomes necessary to close early, families or emergency contacts will be contacted as soon as possible. It is the parents responsibility to arrange for early pickups.

DROP-OFF AND PICK-UP

General Procedure

The center will open at 6:00 a.m. and all families are expected to accompany their children to the front door and sign them in via the Playground App. For safety reasons parents will not be allowed past the front lobby during drop off and pick up.

The center will close at 6:00 p.m. all families are expected to pick their children up on time and sign them out via the Playground App. Families will be charged \$1 per minute if children are picked up after 6:00 p.m.

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Use of Cell Phones

Please refrain from using your cell phone during drop off and pick up. This will ensure appropriate monitoring of your children as well as allow the director to communicate with you about your child. Drop-off and pick-up are my primary windows of time to communicate with you about your child.

Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as emergency contacts. If you want a person who is not identified as an emergency contact to pick-up your child, you must notify me 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.

If your child has not been picked up after closing and we have not heard from you, several attempts will be made to contact you, and the emergency contacts listed. We will stay with your child as long as possible, but if after one hour we have not been able to reach you or any person listed as an emergency contact, DCF will be contacted.

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 your child. To protect your child, we may request that another adult listed as an emergency contact pick-up your child or we may call the police to prevent potential harm to your child. Recurring situations may result in the release of your child from our program.

PERSONAL BELONGINGS

What to Bring

- **Infants:** All infants will need at least 4 clean bottles and at least 8 diapers daily. They will also need 1 pack of unscented/sensitive baby wipes per week and at least 3 full changes of clothes.

- **Toddlers:** All toddlers will need at least 4 clean bottles or sippy cups and at least 6 diapers or pull-ups. They will also need 1 pack of unscented/sensitive wipes per week, at least 6 diapers or pull-ups, and 3 full changes of clothes.
- **Two Year Olds:** All twos will need at least two full changes of clothes and at least 6 pull-ups per day (if not potty trained).
- **Three & Four Year Olds:** All threes and fours will need at least one full change of clothes.

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All items need to be labeled with your child's first and last name (i.e. clothes, bottles, diapers, pacifiers, blanket, etc.). Labeling all items will prevent them from becoming misplaced or lost. All soiled clothing will be sent home on an as-needed basis for laundering and return to the program.

Cubbies

Upon enrollment each child will be assigned a cubby. The cubbies are located in their classrooms and will be labeled with their name.

Toys from Home

We ask that no toys be brought from home unless being used for show and tell. If toys are brought in they will be sent back home with parents or placed in your child's cubby.

NUTRITION

Outside Foods Policy

We kindly request that families **do not bring food from home** into our center. We participate in the **Child Care Food Program (CCFP)**, which prohibits the serving of outside foods in order to meet nutritional guidelines and ensure food safety for all children.

Exceptions may be made for special occasions such as birthdays and holidays; however, these must be arranged in advance with the center staff.

Please note that any unapproved food brought in will be returned or discarded in accordance with our policy. We appreciate your understanding and cooperation in helping us maintain a safe and healthy environment for all children.

Food Allergies

If your child has a food allergy, please notify us in writing so that the appropriate substitutions can be made. The written notification should list appropriate food substitutions and must be updated at least once a year.

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. A copy should be provided prior to enrollment.

Meal Time

At meal time the table is set with paper goods. During mealtimes good table manners are modeled and encouraged. Monthly menus are posted on the "Parent Parking Lot" bulletin board in order for families to view.

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Infant Feedings

Infant feedings follow these procedures:

- Bottle-fed infants are fed while being held or sitting up.
- Infants are fed “on cue” to the extent possible (at least every 2 hours) and by a consistent teacher.
- Expressed breast milk may be brought from home if frozen or kept cold during transit. Fresh breast milk must be used within 48 hours. Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with your 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 3 months.
- Formula must be brought in a factory-sealed container in a ready-to-feed strength or powder or concentrate. Formula brought from home must be labeled with your child’s name.
- Solid foods will only be introduced after a consultation with the child’s family.

Toddler Feedings

- Children are encouraged to self-feed to

the best of their abilities. 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: whole grapes, peanuts, popcorn, thickly spread peanut butter and hard candy.

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. We check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. If a child is not going to be immunized for medical or religious reasons, the parent will be asked to complete a form required by state regulations. 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 at the time of registration before your child begins at our center. Families are responsible for ensuring that their child's physicals are kept up-to-date and that a copy of the results of the child's health assessment is provided.

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Illness

We understand that it is difficult for a family member to leave or miss work, however to protect the other children, sick children are not permitted. We have the right to refuse a child who appears ill. You will be called and asked to pick up 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 (above 100°F under the arm, above 101°F in the mouth, above 102°F 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 24 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.

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 my care is required.

Allergy Prevention

Families are expected to notify the center regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide a letter detailing their child's symptoms, reactions, treatments and care.

Medications

All medications should be handed to the director with specific instructions for administration. Medications should never be left in your child's cubby (mailbox) or with your child to administer

on their own. The director 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 your child's physician. The label on the medication should meet 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.

There will be forms available for parents to fill out and sign with instructions on medication.

- **Non-prescription medications** require a note signed by the parents. Non-prescription medication will not be administered for more than a 3-day period unless a written order by the physician is received.

- **Non-prescription topical ointments** (e.g., diaper cream) require a note signed by the Parent, specifying frequency and dosage to be administered.

Parents must provide sunscreen for their child and give us authorization to apply it during daycare hours. Same instructions apply for insect repellent.

Communicable Diseases

When a child in our center has a suspected reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We are also required to notify the families of other children about exposure so their children can receive preventive treatments. Included amongst the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- COVID-19
- 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

Facility Safety

We pride ourselves on having a warm, loving and safe environment in which your child can explore, learn and experience many different things. Some features that help ensure your child's safety are:

- Working smoke detectors in each room and near cooking and sleeping areas.
- Working carbon monoxide detectors are near the sleeping area.
- Adequate Ventilation throughout the facility.
- No guns or firearms on premises.
- Fire extinguishers are maintained properly.
- Toys are age appropriate, in good repair and of a non-violent nature.
- Electrical outlets are covered.
- Pens, pencils and office supplies are out of reach.
- Knives and adult scissors are out of reach.
- Cleaners, chemicals, matches and fire starters are out of reach.
- The hot water heater is regulated at 120°F.
- Medications are out of reach.
- A well-stocked first aid kit is kept near and expiration dates are observed.
- All staff members are certified in Infant & Child CPR and Pediatric First Aid.
- Safe grassy areas to play.
- Playground is free of splinters and harmful objects.
- Safety approved play equipment and toys.
- Playground area is routinely treated to deter insects.
- Outside areas where children play are fenced and the gate is locked.
- Children do not play outside unsupervised.

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. The playground is used as an extension of our center, and daily activities 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 program play and may make it difficult for your child to participate in some activities.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside heat index temperature is greater than 100°F or less than 55°F degrees.

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Injuries

First aid will be administered by the director in the unlikely event that your child sustains a minor injury (e.g., scraped knee). You will receive a 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. Our center is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, your child will be taken to the hospital immediately by ambulance, while the director contacts parents and/ or emergency contacts.

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. I will work with the families of both 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 families. Hostile or aggressive behavior will not be tolerated. If this occurs, we reserve the right to ask you to control your behavior or to remove your child 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 environment used by my program are non-smoking areas at all times. The use of tobacco in any form is prohibited on our premises.

Prohibited Substances

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence 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 or guests (other than

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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 the 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 event that a child becomes lost or separated from the group during an outing or field trip and is not located within 10 minutes, the family and the police will be notified.

Fire Safety

Our facility is fully equipped with fire safety, alarms, and rolling cribs. Emergency evacuation drills are reviewed and practiced with the children on a monthly 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

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will be called for transportation. A proper escort will accompany and remain with your child until a family member or emergency contact arrives.

FAMILY ACTIVITIES

From time to time, we offer an opportunity for families to participate in the activities that help with growth and improvement of their child's education. We encourage families to take an active role. Please be sure to check the "Parent Parking Lot" bulletin board for announcements regarding activities and events .

Some of our Family Events will include but aren't limited to:

- Holiday Gatherings
- Open House
- STEM Night
- Family/Teacher Conferences

Parent Handbook Acknowledgement Form

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

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

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

I have received and reviewed the **Parent Handbook**. It is my responsibility to understand and familiarize myself with the **Parent Handbook** and to ask questions if I do not understand any of the policies, procedures or information contained in the **Parent Handbook**.

Recipient Signature	Date
Provider's Signature	Date