



## Parent Handbook

Little Hands at Work and Play believes “loving and learning are one”



Welcome!

We at Little Hands at Work & Play would like to extend a warm heart-felt welcome to you and your family for choosing us to assist with your child's early education and care. We offer excellent care for children ages 6 weeks to 12 years of age. For our infants, we offer loving care in making them feel safe and secure; for our toddlers and preschoolers, we offer a fun academic based curriculum for early learning and for our school agers, we offer transportation to local area schools (inquire with director for specific schools), as well as homework help in the afternoons.

Our teachers are trained and qualified professionals dedicated to helping your child achieve quality education and realize their greatest potential. We understand and trust your place with us when you enroll your child in our program, and strive to go above and beyond to exceed your expectations when it comes to quality care and education for your child.

I believe you will find Little Hands at Work & Play to be an excellent choice for your family. We stand ready to be of service to you in any way possible. We look forward to the opportunity to partner with you for your child's future.

## **Mission Statement**

We know that learning begins at birth and the first few years of a child's life are the most important. Little Hands at Work and Play provides a loving environment that enhances our age-appropriate and developmental curriculum.

## **Philosophy**

Little Hands at Work and Play believes "loving and learning are one." We know that learning begins at birth and the first few years of life are the most important years mentally and physically for your child. Little Hands provides a loving environment that enhances our age-appropriate and developmental curriculum. Children need a lot of love and encouragement as they continue to learn new things. Praise and understanding from both our staff and parents helps children develop the self-esteem they need to be successful and confident in life.

## **Our Program**

Our program is licensed for children ages 6 weeks to 12 years. We will enroll children at any time depending on availability. If an age appropriate opening is not available at the time of enrollment, you can be added to our waiting list if our center is the right place for you. Our waiting list will be on a first come first served basis only. So if this is your desired center, please add your name to the waiting list as soon as possible.

## **Security**

### **Checking In**

Every time you arrive at the center, your child must be checked in on the Child Care Manager system in the front entrance or on the sign in sheet. The director will assign a personal identification (PIN) to the parents for drop-off and pick-up.

### **Checking Out**

Every time you pick up your child from the center, you must check him/her out on the computer management system in the front lobby. If an authorized person is picking up your child, he/she must show proper identification, such as a driver's license, before we will release your child. That person must then check your child out on the computer management system in the front lobby. It is Little Hands at Work & Play policy that no one under the age of 16 (except one who is the child's parent) is permitted to pick up the child. If there is a situation where an individual who has not been indicated on your authorized person list is required to pick up the child, a parent must contact the center PRIOR to the child being picked up. The center may contact the parent after the initial call to ensure that the request is legitimate.

If we suspect that a person picking up a child from our care is under the influence of drugs and/or alcohol, the child will not be released to the individual. A second person will be contacted to pick up the child. In the event that no one can be reached, CPS and/or the local police department will be contacted.

## **Visitors**

All visitors must state the purpose of the visit by signing the visitor log. To ensure the safety of the children, we require picture identification from all unfamiliar visitors. If a visitor is listed as an authorized person to pick up a child, the parent must notify the director that someone else will be picking up their child(ren) and the visitor must show picture identification if he/she is not known by the Director and/or teachers.

## **Emergencies**

Emergency procedures are posted in the center. If an emergency occurs, it is crucial that children respond in a safe and orderly fashion. Therefore, your child will participate in regularly scheduled drills so he/she will know what to do in the case of an actual emergency. Should an emergency affect the Center, we will notify you as soon as possible. As a safety measure, the Director keeps an updated list of names, addresses and phone numbers of the people you have authorized to pick up your child in case of an emergency. It is important for you to notify the Director in writing as soon as possible of any changes or additions to your contact information. (Ex. The emergency contact's name and phone number, to ensure that we can communicate any emergency, illness or injury in a timely manner.)

## **Open Door Policy**

Parents are welcome to visit the center at any time. However, we request that parents be mindful of activities in progress, as interruptions can be very disruptive during some activities.

## **Hours of operation**

The centers will be open from 6:00 a.m. to 6:00 p.m. Monday through Friday.

If you are unable to reach the center by closing, please make arrangements for someone to pick up your child. Repeated late pick-ups may result in termination of care.

After 6:00 p.m., a late fee of \$15.00 per child will be **due at the time of pick up OR before care is given the following day.** For each minute after 6:15, \$1.00 will be added to the total late fee.

We observe the following holidays and will be closed for care:

New Years eve (close at 3:00 p.m.)

New Years Day

Memorial Day

Independence Day (4<sup>th</sup> of July)

Labor Day

Thanksgiving Day and the Friday after

Christmas Eve (close at 3:00 p.m.)

Christmas Day

\*There are no reductions of tuition for these holidays.

# **Enrollment**

## **Orientation Tour**

We require all children to tour Little Hands at Work & Play at least once prior to enrollment. This visit gives you and your child a chance to meet teachers, future friends, and to see their new surroundings.

## **Admission Requirements**

- An Enrollment Form must be completed for each child that will be attending Little Hands at Work & Play
- An Authorization to Pick Up/Consent for Medical Care Form
- An Emergency Information Form
- A current immunization record and a current health status for your child(physical)
- A signed copy of the Parent Agreement Contract (the last page of the handbook) must be on file
- A Tuition and Fees Agreement
- A general Transportation Form and/or Transportation Policy Form
- A signed copy of the Behavior Management Procedure and Agreement must be on file
- A completed CACFP (Food Program) Form
- In Nebraska, a DHHS Parent Information Brochure for Licensed Child Care

Each family is asked to meet with the Director or Assistant Director before the first day of attendance to complete the additional paperwork. Feel free to ask any questions or discuss any concerns you may have with the Director or Assistant Director.

Please be sure to update all emergency information as needed including address, home and home, work and cell phone numbers and individuals authorized to pick up your child.

## **Disenrollment**

The Center reserves the right to terminate a child's enrollment for the following reasons:

- Non-cooperation of a child or parent by being rude or abusive to any child or staff
- Delinquency in payment of tuition or other fees
- Recurring tardiness in picking up children
- Inability of child or parent to adjust to Little Hands at Work & Play
- A potential health or safety risk to the child, the other children, or staff are not being met
- If the best interests of the child, the other children or the staffs of the center are not being served.
- Failure to provide updated information may result in disenrollment

Typically, the Center will provide a one week notice of enrollment termination. However, the Center reserves the right to immediately terminate enrollment if circumstances warrant such termination. In appropriate or extreme circumstances, Little Hands at Work and Play reserves the right to terminate care with or without notice.

Families must give Little Hands at Work and Play a two-week notice for dis-enrollment of children. If a two-week notice is not given, you will be charged for those two weeks and payment must be received before those two-weeks are up. If payment is not received in the time allotted, your account will be sent to collections and you will be solely responsible for all fees accrued during the collection process.

Children who are absent for three or more days, without notice from the parents, will lose their position in the classroom and be dis-enrolled. If the parents choose for the child to continue attending, they will be placed on the waiting list as a new student, and new enrollment fees will apply.

In rare instances, an issue may arise that cannot be resolved to the mutual satisfaction of the center and the parents. Under such circumstances it may be necessary to dis-enroll the child. Little Hands at Work and Play reserves the right to do so solely at its discretion, with or without notice.

### **Withdrawal**

A notice is required to allow the Center adequate time to fill the vacancy. We ask that you give a two week notice. These last two weeks need to be paid in full whether your child is in attendance or absent. If your account is not paid in full and/or payment arrangements have not been made, your account may be turned over to a collection agency.

### **Grievances**

A parent with a grievance concerning a staff member should deal directly with the Center Director. If the grievance concerns Center policy, the parent should approach the Center Director. If your grievance is not resolved with the Center Director, you may submit in writing the situation to corporate. Corporate will then evaluate the grievance and will contact the parent/guardian at that time. If Corporate finds that the issue can be resolved by the Center Director and parent, then the parties involved will resolve the situation.

### **Parental Involvement:**

Parental involvement is a very important part of our program. Parents and children working together with staff members is an important element in a quality child care program. Visitation is encouraged by parents and other interested parties who wish to visit the site. A solid relationship with the Little Hands at Work and Play employees should be built on mutual trust and respect, and is key in making your child care arrangement work well for everyone. Keep these tips in mind as you begin to build your relationship:

- Keep the lines of communication open at all times. Let your teacher or directors know if there is something going on in your child's life that may be affecting behavior.
- Be aware of program policies and honor them. Respect drop-off and pick-up times.
- Get involved with the program. The more you participate, the more dedicated you will feel.

There are bound to be certain topics or situations that are difficult to talk about with Little Hands at Work and Play employees. If you have developed an honest, open way of communicating with

one another, discussing these issues as they arise will not be as difficult. Things to consider when discussing difficult issues:

- Raise issues when they first develop. If you put off a discussion, it may be harder to bring it up later.
- Avoid confronting Little Hands at Work and Play employees in front of other parents or children. Set up a time to speak privately, in person, or over the phone.
- Think about what you want to discuss ahead of time, and even practice how you want to say it.
- Be specific about your concerns. Give examples of things that have happened or observations you have made.
- Never discuss a problem when you are feeling angry or not in control of your emotions.
- Remember that conflicts are normal and part of most relationships. They can usually be resolved when both parties can see the other's views and are willing to compromise.

To keep our commitment we need your help throughout the year! Help us stay in tune with your needs and interests!

- Tell us about your day when you pick up your child.
- Help us learn about your child's special talents and strengths.
- Tell us when your child needs extra help or support.
- Keep us informed about any important changes in your child's life.
- Let us know about your family and cultural traditions.
- Make suggestions when you think we could serve you better.
- Ask questions if you don't understand our policies or procedures.
- Tell us the best ways for you to connect with your child's experience in our program.
- Visit whenever you can ó You are always welcome!!

We want to build positive relationships with all of our familiesí ..help us achieve this goal!

### **Attendance at the Center**

#### **Arrival and Departure**

It is important that your child's day begins on a positive note. When you arrive at the Center, please accompany your child to his/her classroom. Make sure to let the teacher know your child. Many children enjoy it when their parents spend a few moments in the classroom at the beginning of the day, and we encourage parents to do this when they are able to do so. In some instances, long good-byes can make the child upset. If you see this is the case, we recommend the parent/guardian leave promptly after saying goodbye.

The parent must call the center by 9:00 a.m. to let us know if your child will be attending daycare that day. This ensures that we properly prepare for the day's activities. No child will be allowed after 9:00 a.m. unless prior arrangements have been made and approved by the director.

Please call the center if your child will not be attending by 9:00. We plan according to children/staff ratio and will send teachers home if numbers are low.

There will be no fee reduction or make up days for any absences.

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At the time of pickup, please feel free to come into the classroom and talk with our teachers about the child's day. Upon leaving, notify the teacher that you are leaving. Parents are responsible for their own children once the child have been taken from the classroom.

If a child is suspended from school or from another child care center that he/she attends, he/she may not attend Little Hands at Work & Play until the child is no longer suspended from the other location.

## **The First Day**

**Arriving Together:** The first day at Little Hands at Work & Play can be an emotional one for everyone involved. However, there are some positive steps you can take to help make the day a great experience for your child.

- Talk with your child about what is to come ó new friends, fun activities and nice teacher
- Make sure your child brings a special security item (blanket) for those who need one. While this item will need to be stored in your child's cubby during the day, your child's teacher will be happy to show your child where the item will be kept for safekeeping.

Note: Please label your child's item.

Since children will be arriving and departing at various times, please enter quietly and try not to disturb any activities in progress.

In order to ensure the safety of all children during arrivals and departures, please observe the following rules:

- Children must be taken to and picked up from their classroom.
- Never leave a child in the car.
- Never leave your car motor running.
- Open all doors cautiously to assure they do not swing into a family entering the building.
- Hold your child's hand when coming into and/or leaving the Center.

## **Adjusting**

The first day can be a time of high anxiety for families too. Feel free to call the center throughout the day to see how your child is doing.

New situations affect every child differently. Sometimes a child does wonderfully on the first day because everything is new and exciting, but gets anxious on the second day when he or she recognizes this is going to be a set routine.

Most children need two or three weeks to fully adjust to a new environment. The best way to support your child is to show enthusiasm, encouragement and patience. If you need reassurance or suggestions for helping your child feel more at ease, speak with your child's teacher or the Director. Remember, the Center's primary goal is to work with you to provide a safe, nurturing fun environment for your child in which to learn and develop.

### **Combining Age Levels**

As the day narrows towards close, we will let teachers combine classes in order to clean their classrooms, get ready for the upcoming activities, etc. Age groups of close proximity will be combined and safe activities for all ages will be used.

### **Release Policy**

Your child will not be released to anyone that is not authorized on the child's enrollment form. Anyone not recognized will be asked to show proper ID, such as driver license and will be confirmed as an authorized person. (ID may be required several times after the individual's first time picking up the child.) There will be some "getting used to" at the beginning, but as the teacher recognize an individual ID's may not be required unless we have a substitute teacher.

### **Drop In Policy**

We do not accept drop ins. In order for your child to get the most benefit from our program, we ask that your child have a regular schedule and stick to it. If the schedule needs to be adjusted, please speak with the Director to make those changes.

### **Clothing**

Dress your child for fun! Little Hands at Work & Play day is filled with all kinds of hands-on learning, Children should wear simple, washable clothing and comfortable shoes. Since our classrooms extend to the outdoors please dress your child appropriately for the weather. (No flip-flops please!)

Days at the Center can sometimes be messy so bring a change of clothes for your child, including pants, shirts, socks and underwear.

Mark all clothing with permanent ink or name labels. Please do not send heirlooms or meaningful blankets, pillows, clothes, etc. Although we encourage children to take care of their clothing, the Center cannot be responsible for lost, torn, damaged, stained or soiled clothing or other personal items. Please do not send your child in clothes that are expensive or valuable to you in any way.

### **Jewelry**

Because jewelry may be easily damaged and sometimes may be hazardous during active play, we encourage parents to have their children leave all jewelry at home. Little Hands at Work & Play is not responsible for jewelry that your child is wearing or brings from home.

### **Health and Safety**

Immunizations and Health Records are to be kept up to date at all times.

### **Illness**

Your child's health is of the utmost importance. Please do not bring your child to the Center if he or she is sick. We understand that this may cause you some difficulty, but if everyone cooperates, your child will be sick less often.

If your child becomes sick during the day, we will remove him/her from the regular room and place him or her in the care of the office personnel. We will notify you immediately to come and pick up your child if he or she shows signs of illness.

Children may not remain at the center when any of the following symptoms are present:

- Vomiting
- Diarrhea: Three occurrences within a course of two hours
- Runny nose with green or yellow discharge or associated with fever, or cough with mucus secretions. Any discharge other than clear may be the sign of infection.
- Temperature of 100.0 degrees under the arm: Children may return to the center after being fever free for 24 hours without tylenol or other such products.
- Conjunctivitis or Pink Eye: Children with red, itchy, draining, or crusty eyes may have conjunctivitis. Children may return to Little Hands at Work & Play after 24 hours of successful antibiotic therapy, a doctor's release, or with written notice from the doctor stating that the child is not contagious.
- Rashes or skin conditions such as poison oak, impetigo or contagious cold sores: Any unusual rashes must be examined by a doctor. Children may return to the center after any sores are crusted over and dried or a doctor's release is presented.
- Chicken Pox: Children with chicken pox may exhibit the symptoms of low fever, rash, blisters, scabs and malaise. Children may return to the center after any sores are crusted over and dried.
- Lice/Hair Infestation: Children may return to the Center after receiving a specified shampoo treatment and all signs of eggs or nits are gone.
- Stiff neck with fever and headache or glandular swelling: Children may return to the Center with written notice from the doctor stating that the child is able to participate in Center activities.
- Severe coughing, sneezing or breathing difficulties: A doctor's note may be required for the child to return to the Center.
- Other symptoms: Any symptoms the Director or Health Department determines to be inappropriate for the child to attend Little Hands at Work & Play will be upheld.

Please remember that your child must be symptom free for a full 24 hours without medication before returning to the center. This also applies to any other illness listed above.

Should your child become ill at the center, the following steps will be taken:

- They will be removed from their class and isolated from the other children
- You will be contacted and expected to pick up your child within 30 minutes of the call
- All measures will be taken to disinfect the areas where the child might come in contact with communicable diseases
- We will keep you informed of any such illnesses in our center

Please be advised that a doctor's release stating the type of illness and that your child is no longer contagious may be required upon returning to the Center. This policy will be left to the Director's discretion.

A child should not be in the care of the Center if he or she cannot participate comfortably in Center activities, including outdoor play. If you feel your child is not well enough to go outside, he or she should be kept home.

We ask that to help us track and control the spread of infections by notifying the center if your child comes in contact with a contagious disease or infection or any type. In certain cases, a notice stating symptoms, treatments and requirements for returning to the center will be posted to alert our parents what to look for and how to treat it. The name of the child will not be mentioned.

Non-contagious chronic health problems will be managed according to the physician's written instructions.

### **Medications**

We know that many children need to continue medication even after they are well enough to return to the center. However, in order for us to give medicine at the center, the following guidelines MUST be met:

- Prescribed medicine must be in the original container labeled by the pharmacist with the child's name, name of medication, expiration date, dosage, instructions for administration and date of prescription
- Non-prescription medicine will NOT be given to any child (over the counter medications such as cold medication or pain medication)
- Parents must complete and sign a medical form and leave the medicine with the Director or Assistant Director.
- Little Hands at Work & Play will not administer medication that is expired.
- All unclaimed medication will be disposed of after 5 consecutive days of non-use.

All medications will be kept in the center office in a locked container.

### **Allergies**

If your child has allergy issues, please speak to your child's teacher and the Director so we can take the right precautions. The Director can provide a copy of our policy regarding caring for children who have allergic reactions.

### **Immunizations**

A completed immunization record must be on file at the center prior to the first day of attendance.

### **Injuries/Incidents**

At Little Hands at Work & Play, we make every effort to create a safe environment for children. However, accidents do occasionally happen. We make every effort to create a safe environment for children. If a child is injured while in our care and the injury requires medical attention, you will be contacted to pick up your child. If for some reason we cannot reach you, the center will seek the appropriate medical attention.

It is crucial that all emergency numbers and medical information be kept current at all times. If you need to make changes to the information, please contact the Director.

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Safety at Little Hands at Work & Play is our number one priority. However, as children begin exploring their developing abilities, accidents sometimes happen. We take precautions to prevent childhood accidents. Our staff is trained to be watchful and take precautions to prevent accidents and injuries. We approach safety as continuous improvement.

Although safeguards are in place, accidents and injuries are still possible. Should your child have an accident or suffer a minor injury while at our center, we will administer basic first aid and you will be notified. If your child needs non-emergency care, we will promptly call you so that you can arrange to pick him or her up to be seen by a doctor. If in the event of an emergency, we will call 911 and notify you.

### **Incident Reports**

If an incident or minor injury occurs, first aid is administered and a report is filled out and signed by the parent or guardian and kept in the child's file. In some situations, the parents will be notified by telephone, per our discretion, unless otherwise specified by the parent. A copy of the incident report will be available for the parent.

### **Inclement Weather**

The outdoor play experience is an important part of your child's day at Little Hands at Work & Play. It is our policy for all children to participate in outdoor activities on a daily basis, weather permitting. With that in mind, we ask that you dress your children accordingly. In the event of inclement weather or extreme temperatures, outdoor play may be limited or cancelled. The teachers will apply sunscreen on your child, which you provide and as you direct. Your written authorization for applying sunscreen is required. Remember to label your child's sunscreen with his/her first and last name.

In tornado related weather, we will immediately escort the children to their designated shelter. They are required to stay there until the National Weather Center cancels or expires the warning. **For their safety, we will not release any children at this time.** If you arrive at this time, you are more than welcome to stay with your child. We appreciate your cooperation with this. Remember this is for your child's safety.

### **Health and Nutrition**

#### **Hand Washing**

Frequent and proper hand washing prevents the spread of many germs. Both staff and children are instructed in proper hand washing procedures. Parents, teachers and children must always wash their hands before and after eating, after using the toilet or diapering and after coming in contact with bodily fluids such as mucus, blood or vomit. Parents and staff are to wash hands before and after joining children's activities.

#### **Nutrition**

Our nutritious healthy breakfasts, lunches and snacks satisfy your child's rapidly growing body. At our center, we believe in the importance of nourishment. Your child receives a minimum of three healthy nutritious meals and/or snacks each day. Menu includes food children love, which meet their daily nutrition needs as well as meal requirements.

Little Hands at Work & Play's first and foremost priority is to ensure that we provide a healthy and safe environment for the children in our care. Therefore, our policy and the requirements of the food program does not allow food or any kind to be brought into the center except in the following instances:

**Baby Food and/or Formula:** We supply a formula that meets the nutritional needs of your baby. However, if you prefer to bring your own formula you may do so or if your child has special nutritional needs. Please ask the Director regarding the formula provided.

**Food Allergies, Religious or Special Dietary Needs:** All arrangements for special dietary needs must be discussed with the Director prior to enrollment to determine if your child's needs can be accommodated. In some cases, a doctor's note may be necessary.

**Birthday Treats:** Special treats brought in to share with your child's class and/or other children must be commercially prepared and packaged. Please check with the center Director to see if there are any children with food allergies that may need to be accommodated. In such instances, the Director is responsible for inspecting the food. They will look at the expiration date, serving directions, etc. to ensure that the food we serve your child is healthy and safe.

If food is brought in for any of the above reasons, it must be clearly labeled with your child's first and last name and the current date.

Little Hands at Work & Play participates in the USDA Child Food Program. In accordance with federal Law and U.S. Department of Agriculture policy, the Center is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.

We provide nutritionally balanced snacks and meals. A menu is posted in your child's room.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at:

[http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

## **Safety**

For the safety of the children and staff, daily and monthly inspections are made of the facility and equipment. Broken or damaged equipment is promptly repaired or removed.

Fire drills and severe weather drills are routinely conducted and annual inspections help to maintain a safe environment.

Emergency Evacuation and Relocation: Evacuation plans are posted in each room of the building. Should the children need to leave the building in the event of an emergency, they will be moved to the appropriate location. Please check with the Center Director. Parents will be contacted and advised regarding emergency pick up procedures.

## **Our Responsibility in Reporting Suspected Child Abuse and Neglect**

As caring and concerned childcare providers, we take responsibilities seriously. Abuse and neglect, whether physical or emotional, can happen in all types of families, from all walks of life and in varying degrees. When abuse occurs, both children and parent/guardians are the victims and need support, understanding and help.

Little Hands at Work & Play employees have been trained to recognize the signs and symptoms of abuse and neglect. Furthermore, the law requires us to report all suspected cases of abuse and neglect.

## **Financial Information**

A \$50.00 non-refundable enrollment fee for one child and \$75.00 per family, also the first week's tuition are required at the time of registration. If you register then decide on alternative care, your payment will not be refunded.

Tuition is due and payable on Monday of each week. If your child will not be in attendance at Little Hands at Work & Play for any reason of illness, vacation or holiday. We require that the entire week's tuition be paid in full prior to the absence; this will guarantee his or her space upon return. Weekly statements are available through the Director and tax statements are available for you at the end of January.

## **Late Fee**

There is a late fee of \$35.00 added to all accounts paid after 5:00 pm on Monday. If your account is one week past due on tuition, we will not be able to accept your child until the balance is paid down or a payment arrangement is made with the Director.

## **Returned Check Fee**

There is also a \$35.00 fee for a NSF check or payment that is returned by your financial institution. After 3 returned checks, you will be required to make your payment in money order or cash.

### **Tuition Discount**

There is a discount for multiple children in the same custodial home. There is a 10% discount for the eldest child and 5% discount for each additional child. There is also a 5% discount for families that choose to pay their tuition on a monthly basis. If this option is chosen, the tuition must be received by the 5<sup>th</sup> of the month to receive the discount.

### **Holiday**

Regular tuition rates apply during weeks containing holidays for which the center is closed.

### **Pro-Rated Tuition**

Tuition will only be pro-rated for the first week of enrollment if the child is not enrolled on the first day of the week.

### **Late Pick Up Fees**

Your child may become very upset when you are late picking him/her up. Additionally, licensing allows the center to operate only within certain hours, so please make every effort to pick up your child on time.

After 6:00 p.m., a late fee of \$15.00 per child will be due at the time of pick up or before care is given the following day. For each minute after 6:15 p.m., \$1.00 per child will be added to the total late fee.

### **Vacation**

**Vacation is for full time students only and can be used after 1 year.** Children are allowed 5 (five) days and must be used all at one time. Please fill out a request form two weeks before; you would like to use vacation days. Vacation days do not roll over to the next year. You cannot use vacation days if your child will be attending on those days.

### **Refunds**

Refunds will be made through our Corporate Office. If the payment is in the form of assistance, the refund will be given once the tuition amount due is paid by the state or other paying organization. If the payment is in the form of check from a parent, the refund will be given to the person who wrote the check once the check has cleared the bank. This will be done 10 days to 2 weeks after the check was deposited.

### **Program Information For Children**

#### **Diapering and Toilet Training**

Little Hands at Work & Play requires you to supply diapers and wipes for your child. The staff will notify you when your supplies are running low. Children's diapers are changed as needed and are checked routinely. This generally happens every two hours.

The center will work in conjunction with you and your child on toilet training. Toilet training will not be attempted with children under 18 months in Nebraska or 24 months in Iowa. Children are never punished or forced when toilet training. Diapering procedure guidelines are used when cleaning up a toileting accident. You are asked to supply extra changes of clothing while your child is in the toilet training process.

## **Curriculum**

In each of the programs at Little Hands at Work & Play: infant, toddler, preschool and school age, we provide activities that meet each child's emotional, social, cognitive and physical needs. Developmentally appropriate and play based learning experiences include a substantial amount of time outside. Activities conducted outdoors offer children exposure to new experiences and opportunities of exploration. Additionally, it promotes a healthy, active lifestyle.

Information about your child's day is posted on the parent board in your child's room.

## **First Day of Attendance**

The following items should be labeled with your child's name and placed in his/her cubby the first day of attendance:

### **Infants and Toddlers**

- Two complete changes of clothes clearly marked with your child's name
- Sweater or jacket with head covering, depending on the season
- At least one week's supply of disposable diapers and wipes
- Small blanket for naptime
- Bottles and pacifiers as needed clearly marked with your child's name

### **Preschool**

- Two complete changes of clothes clearly marked with your child's name
- Sweater or jacket with head covering, depending on the season
- Small blanket for naptime, travel size pillow
- Sunscreen for outdoor play clearly marked with your child's name

You are required to provide all diapers, wipes, non-medicated, creams, powders for your child.

## **Discipline**

We take a preventative approach to discipline that teaches children positive behaviors rather than punishing them for misbehaving. Our goal is to provide children with the opportunity and motivation to make choices, to function independently, and to learn social skills through gentle encouraging and guidance, respect to others adapt to routines and simple rules, and become responsible group members.

As a matter of policy, physical punishment is never permitted on the Centers premises by anyone. Behavioral expectations at Little Hands at Work & Play are consistent with the age and developmental needs of your child. Redirecting children to more appropriate activities, acknowledging and affirming positive behaviors, teaching by example and helping children to understand logical consequences to their behavior usually resolve most situations. Little Hands at Work & Play reserves the right to terminate a child's enrollment for persistent, unacceptable behavior that threatens the safety and/or quality of the program.

If your child is experiencing a change in his or her home environment that may affect behavior, please let the Director and/or your child's teacher know. Communication is important to your child's progress. Little Hands at Work & Play will keep you informed of any issues we feel should be addressed. We will work with you to address the situation. However, should it be

necessary, the Center reserves the right to ask families to make temporary or permanent alternative arrangements for their child.

### **Discipline Policy**

We will use positive methods of discipline that encourage self-control, self-direction, positive self-esteem and cooperation.

Discipline at Little Hands at Work & Play is individualized, yet consistent for each child. The child's level of understanding is considered and discipline efforts will be directed toward teaching the child acceptable behavior and self-control. Our staff is instructed to follow these guidelines:

- We will use praise and encouragement of good behavior instead of focusing only on unacceptable behavior.
- We will remind children of behavior expectations daily by using clear, positive statements
- We will monitor and analyze the situations and redirect play and learning activities
- We will guide children toward more appropriate behavior using positive statements
- Limits and rules will reflect the children's stage of development and will be consistently regulated
- We will handle disagreements between children fairly. We will avoid taking sides or the word of one child, especially about situations we did not witness
- We will encourage children to handle non-dangerous situations by themselves
- We will remember it is the misbehavior we dislike not the child
- In some situations, a brief, supervised separation from the distressing situation may be used to allow the child to refocus before rejoining the group. The amount of time which a child may be separated from the group is limited to no more than one minute per year of the child's age.

There will be no harsh, cruel or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- Corporal punishment or threats of corporal punishment
- Punishment associated with food, naps, toilet training, or outside play, pinching, shaking or biting a child
- Hitting a child with a hand or instrument
- Putting anything in or on the child's mouth
- Humiliating, ridiculing, rejecting or yelling at a child
- Subjecting a child to harsh, abusive or profane language
- Placing a child in a locked or dark room, bathroom or closet with the door closed
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age

The Director or other personnel may become involved if the child is not responding to the teacher's efforts. At this point, the parents may be contacted and suspension or expulsion may occur.

If all of the above have failed, a meeting will be set up with the parents to determine a positive way to handle the behavior.

## **Biting**

Because biting is a common occurrence in programs serving children less than three year of age and because biting is a common concern in parents of infants and toddlers, the following procedures will be followed:

- If the biter is biting things as well as people, careful supervision is used and a chewable toy will be provided
- Some children bite because they are trying to imitate kisses or playful bites of adults. Parents are warned that biting may encourage their child to bite in the future
- If the biter is verbal and communicating by biting rather than using words to get results, the biter is encouraged to use words and given the words to say. Ex: the teacher will say "Tommy, use your words".
- We will look at the time the child is biting to see if there is something the child needs such as a snack, break or a little extra attention from the teacher
- If the child is old enough to understand, he/she will be taken aside and will discuss with the teacher why we do not bite
- Never will a biter be bitten back. This only provides the child with an inappropriate role model.

## **What Happens When a Child Bites**

- If a child bites two times in one day, the child will be sent home for a 24 hour period
- If a child breaks the skin, the child will be sent home for a 24 hour period
- If a child is sent home three times within a 90 day period, the child will be dismissed.

## **Dismissal Due to Behavioral Issues**

If the result of the parent meeting is not successful in correcting the behavior issue, or if a child exhibits behavior that threatens the safety of the child or others, we may no longer be able to care for the child.

A child may be temporarily or permanently disenrolled from the Center, at the discretion of the Director and/or Corporate. No refund will be given.

## **Communication**

It is our hope that parents and staff will become partners in the education of your children. To do this, we will need your help from time-to-time. Since you know your child better than we do, we ask that you share any information that may help us to understand your child better and to meet his/her particular needs. We will also want to share with you the progress your child is making. We will communicate with you through daily sheets, memos, phone calls, and parent meetings.

## **Parent Code of Conduct**

Little Hands at Work & Play has developed the parent Code of Conduct to ensure that you, your child, our staff and all that enter our Center enjoy a safe, welcoming and respectful environment. Actions that demonstrate respect for others are expected in our Center. Behavior that is inappropriate, illegal, threatening or disrespectful in nature or language that is abusive or instigative is not acceptable. We reserve the right to refuse service without warning to anyone who violates the Parent Code of Conduct, including refusing access to the Center.

**Bulletin Boards/Parent Notices**

Every class has a parent board which has lesson plans, menus, classroom schedule. Please ask the teacher to show you the parent board and look at it frequently.

**Record Updates**

Please fill out an "Emergency Information Update" form immediately if there is a change in any of the original enrollment information, including release information and emergency contacts. We will do a general file update every year to make sure all of the information in our file is correct.

**Daily Reports**

Each infant and toddler class has a daily report that is given to parents at the time of pick up. Reports for older children may be completed if requested.

**General Information****Naptime**

All children up to preschool age are required to rest quietly on their mat during naptime. We recommend that each child bring a small blanket and travel size pillow for naptime. These items will be kept at the Center in the child's cubby during the week and should be taken home on Friday of each week to be washed and return it on Monday. Soiled items will be sent home during the week and should be replaced the following day.

**Transportation and Field Trips**

Transportation will be provided to and from school and select field trips. Please contact your director for availability in transporting children to school. Permission to transport must be given in writing. This can be done on the General Transportation Form. It is also required to be filled out on the Summer Field Trip Form. The Summer Field Trip form has additional information regarding the field trips and rules associated with our summer program. Children may not be allowed to attend field trips based on behavior.

Notification and details of the trips will be posted in advanced. If your child has arrived after your child's group has left, they may not stay. Please be on time for field trips.

Children and staff must follow all safety rules and procedures, as well as State licensing requirements. All van drivers have taken the Nebraska Driver Training class and have received training in van safety.

Parents are to inform Little Hands at Work and Play if their child does or does not need transportation.

*Parents are responsible for providing the appropriate restraint system for their child, as required by Neb. Rev. State. 60-6,267 and 60-6,268, if the child is 6 years of age or younger, or has not exceeded 60lbs.*

### **Little Hands at Work & Play Employee Training**

We take great pride in the competency of our staff. Each member of our team strives to maintain the highest integrity and professionalism, while making every child and family feel loved. We seek employees who value working as a team with parents and colleagues.

Every member of our Little Hands at Work & Play staff is required to complete pre service training before being placed in a classroom. All part time classroom staff must have 6 hours of in-service per year and full time classroom staff must have 12 hours of in-service per year. In addition to this, all staff members must be certified in First Aid and CPR, Safe With You. All van drivers must complete the driver safety training. A DHHS and Nebraska State background or SING and FBI Fingerprint check is completed for each employee prior to the first day of employment.

### **Hiring Staff to Babysit**

At times parents ask our teachers to babysit children away from the Center. Please understand that Little Hands at Work & Play does not take any responsibility for any services by staff beyond the daily operation of this Center.

### **No Smoking**

Little Hands at Work & Play is a non-smoking facility. According to minimum standards, smoking may NOT be permitted on the premises.

### **Scheduling**

Each classrooms daily schedule will include times for: breakfast, bathroom breaks, hand washing (before and after each meal, bathroom break and room transitions), center times, free play, napping, lunch, circle time and afternoon snack.

### **Centers**

Centers will be set up in a way that there are individual manipulative available for children to work on independently. Center items are kept on trays and stored on shelves. During this time children can choose a center and find a seat at a table or rug to work at. Teachers will circulate throughout the room, spending one-on-one time with each child, asking questions, solving problems and conquering new challenges.

### **Free Play/Indoor & Outdoor Play**

All areas of the child's classroom will be open and available to the children. This is a time of the day when children get to choose what, where and with who they want to play with. Again the teachers will circulate the room, engaging each group of children by asking questions and actively participating in whatever activity they are working on. Examples of areas the children may play in are: Art, science, math, dramatic play etc.

Outdoor play is another time when children will be the ones choosing what, where and with who they want to play with. For the older children, organized games may be played a few times a week during outdoor play.

### **Circle Time**

Circle time is the traditional teaching part of the day and is usually scheduled in the morning in order for teachers to discuss their plans for the day with the children. The following items are

taught at circle time: songs, alphabet, shapes, colors, age appropriate vocabulary, space and time concepts (near-far / yesterday-today), and calendar. During circle time teachers will also read, on a daily basis, developmentally appropriate literature.

### **Reading & Literacy**

In addition to daily reading during circle time, there will be a set time each day that the teachers will read to the children, stopping several times throughout the story to talk about words or actions going on and discuss things in an developmentally age appropriate manner. Free play is another section of the day that the children are able to choose time to read books or look at pictures independently. Our book centers will be set up in a way that the area is quiet and allows for children to have space to themselves.

### **Nap / Rest Time**

No child will be forced to nap or have nap used as a disciplinary action. Nap and rest periods are scheduled after lunch and allows for the opportunity for each child to sleep or rest for at least two hours. Children may bring pillows and blankets to nap with (Infants may not have anything in their crib except a sleep sac.) however, the parent is responsible for taking nap items home at least once a week to be washed.

*Research shows that children's school readiness depends not only on their cognitive skills, but also on their physical, mental and emotional health. Through our unique approach to teaching here at Little Hands at Work and Play, we believe we have succeeded in fostering all of your child's developmental needs while still brining out each child's unique personality.*

## **Parent Receipt of Parent Handbook**

I acknowledge that I have read and understand Little Hands at Work and Play Parent Handbook. I agree that I will abide by all policies, terms and conditions set in place for the health, safety and well-being of my child/children. Failure to do so may result in termination of care from Little Hands at Work and Play. I also understand that Little Hands at Work and Play reserves the right to modify and change any company policy stated herein at any time at its sole discretion.

Parent Signature \_\_\_\_\_

Date \_\_\_\_\_

Parent Printed Name \_\_\_\_\_