



Learn and Grow
Child Care Center LLC

2050 Hwy 51 Suite B
Hernando, MS 38632
662-298-3159

Catherine “Lainee” Jeffers, Owner/Director

Parent Handbook
2018

Revised December 18, 2017

Welcome to Learn and Grow Child Care Center LLC!
We are thrilled that you allow us to be your childcare provider. Our mission is to provide a positive, caring Christian learning environment that helps children develop skills that will assist them throughout school. We hope you participate in the learning process and provide feedback whenever necessary. Please contact our owner, Catherine “Lainee” Jeffers, anytime for questions and concerns at 662-420-3970 (Mrs. Jeffers' cell after hours).



Learn and Grow
Child Care Center LLC

Hours of Operation

Learn and Grow Child Care Center LLC is open year round Monday-Friday from 6:00AM to 6:00PM.

Services Provided to Enrolled Children

All children enrolled in Learn and Grow Child Care Center LLC will be provided the following services:

- Breakfast, lunch, and two snacks throughout operating hours of the center
- Planned curriculum for each age group, infants to pre-k
- Daily or weekly reports on child's progress including daily diapering and/or toileting reports for infants and toddlers
- Monthly newsletters and calendars with information about upcoming events, activities, birthdays, holidays, and meal schedules

Enrollment and Admission procedure

The following items are required and need to be read, completed, and/or signed prior to enrollment:

- Parent/caregiver contract
- Enrollment application
- Immunization record (121 Form) with up to date immunization information at time of enrollment. Your child may not be enrolled if this form is not presented prior to begin date.
- Emergency and parent consent forms
- First week tuition and registration fee

Basic rates, payment dates, other fees

Basic rates for full time enrollment are as follows:

- Infants (0-12 months): \$145/week
- Ones (12-24 months): \$140/week
- Twos (24-36 months): \$135/week
- Threes (Preschool): \$133/week
- Fours/Fives (Pre-kindergarten): \$133/week
- Part time rate (three days/week): \$100/week
- Drop-in care: \$40/day

Enrollment fee: \$40 for infants 6 weeks- 5 years

Camera/video access: Additional \$5 per week.

Tuition payments are due weekly. These payments are expected to be made the Monday of the current week. Payments can be made by check, cash, or credit/debit card. We ask that if paying by cash, the paying individual must have the correct amount due as money is not kept on the premises. If payments are not made before Monday morning or on earliest scheduled day, you may incur the following late payment fees:

Based on a weekly rate:

One day late: waived

Two or more days late: \$10 per week

Based on a monthly rate:

First 2-4 days of month: waived

After the 4th day of the month: \$10 per week

The center hours are from 6am to 6pm. Anytime after 6:05 pickup, the late fee will be \$20. If, and only if, you make arrangements prior to being late will the fee be considered void.

Any parent or guardian whose account is more than two weeks late must make arrangements to pay plus late fees. Otherwise, withdrawal from the center may be necessary.

Court fees: Should it become necessary to go to court over non-payment of fees owed, court costs and attorney's fees will be added to the outstanding balance.

Insurance Coverage

Learn and Grow Child Care Center LLC will provide general liability insurance and accidental coverage for each child enrolled in our program. In the case of any emergency that ambulatory service and/or emergency room care is needed, the center will not be responsible for any additional fees outside the sole treatment of the medical emergency.

Arrival and Departure

All children must be accompanied by an adult when entering and exiting the center. To verify a child's attendance, a child must be signed in and out upon arrival and departure by the parent or person(s) authorized to bring or pick up the child at the front desk. Children will only be released to those on their pick-up list. Parents or guardians must provide written permission in advance before the child can be released to another person whose name is not on their pick-up list.

Learn and Grow Child Care Center will not assume any responsibility for hazards outside the center, including the parking area, entrance into the lot, etc.

All children enrolled, with the exception of infants, must be present for the day by 9:30am. This is to ensure your child is given the opportunity to participate in all the scheduled activities for the day. Also, this is to ensure your child will be provided lunch when it is scheduled to be served.

The maximum number of hours a child can stay at the center is **no more than 11 hours** in a single day. If the child remains after the center closes more than one hour without proper notice, the authorities must be called per MSDH rules and regulations. Once the authorities have been called, you will be asked to withdraw from the center immediately with no exceptions. It is imperative that this rule be followed as we take precautions to make sure each and every child is cared for properly.

Verification of legal custody

Learn and Grow Child Care Center LLC must have on file a copy of the court order recognizing the parent who has custody of the child. Otherwise, we must release the child to either biological parent.

Confidentiality

Information received from parents on enrollment forms is available to the administrative staff or teachers who work directly with their child. Learn and Grow Child Care Center LLC respects the confidentiality of written, verbal, and observed information. Any information regarding an individual child is discussed with parents privately. A parent is permitted to review records or medical logs containing information concerning their child upon written request made to the director.

Communication

Daily communication with parents is very important. This is usually done verbally and with occasional progress notes. If parents or staff feel it is needed, a conference can be scheduled. Newsletters are sent home or posted monthly to inform you of activities, general information, and upcoming events. We ask that you communicate to us any changes within the home or family which may affect how children feel or act at school.

Personal items

Children are not allowed to bring personal items, including food or drinks, due to food allergies other children may have. All items brought to the center must be labeled with the child's name. Children will be supplied a place to store their coats and other outerwear. We ask that personal toys be left at home, as the center will not be responsible for lost, stolen, or broken items.

Withdrawal procedure

In order to terminate enrollment, written notice must be provided at least **two weeks** in advance. If written notice is not provided, payment is to be made for the following two weeks after the child is withdrawn from the center. Please adhere to the section entitled “Basic rates, payment dates, other fees” for more information about non-payment, court fees, etc.

Discharge policy

A child may be discharged from the center for reasons such as, but not limited to the following:

- A problem continues with the child which negatively affects other children in attendance at Learn and Grow Child Care Center LLC such as threats directed towards a child, staff, or other personnel
- Failure or repeated failure to pay child care tuition and fees on time
- Failure to meet the policies put forth by Learn and Grow Child Care LLC
- Inability of child care program to meet the needs of the child (this will be discussed in length with parent or guardian prior to formal discharge of child from the center)

Field trips

All field trips will require parental consent prior to date of departure. Parents and/or guardian will be asked to sign a permission slip that will be sent home for each planned activity. Verbal consent will not be accepted.

Medical Emergencies

Immediate first aid will be administered to all injuries and emergencies at the center. If the injury is serious, an ambulance will be called and the recommendations of the paramedics will be followed. Parents will be notified as soon as possible. If you are not available, other family or persons listed on your registration form will be notified immediately. Parents are responsible for any expense incurred as a result of emergency room care and ambulance.

First aid procedures

First aid will be in accordance with the Red Cross First Aid and the Poison Control Center. A complete first aid kit, ice packs, and emergency numbers will be kept on the premises. Parents will be notified of all accidents and record of injuries will be kept on file for each child.

Sick/Illness policies

The parent will be called and asked to remove their child in any case of the following:

- Fever of 99.9 degrees Fahrenheit or more (checked under child's arm)
- Diarrhea occurring more than once in an hour
- Vomiting
- Other contagion as listed on the communicable disease chart

Please inform us as soon as possible if your child will not be attending due to illness.

Holidays and closings

The center will be closed on the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and Friday after
- Christmas Day

Learn and Grow Child Care Center will make determination on the following days on closure or partial closure of the center:

- New Year's Eve
- Christmas Eve

All holidays require payment unless it falls on a weekend day. Payment is expected for holidays that fall during the work week, defined as Monday-Friday.

Parents will be given one free week for vacation per year. This must be communicated to the director or owner at the very latest two weeks prior to vacation date. All other weeks will require full payment. If no payment is received after two weeks, the child may be discharged from the center. Please understand we depend on these payments for daily operating costs for the center including food and supplies.

Religious Observances

Learn and Grow Child Care Center LLC is a Christian based child care center. We teach from religious materials that are Biblical based. We welcome any child into our center regardless of religious background. We observe the right to pray, teach lessons based on Bible verses and/or stories, and listen to music with a Christian theme. We want your child to experience a positive, loving, caring learning environment while he/she is enrolled at Learn and Grow!

Discipline Policy

Learn and Grow Child Care Center LLC does not institute corporal punishment and will not tolerate any parent to use corporal punishment on their child/children at the center. We will use redirection to encourage the child to engage in another activity whenever necessary.

Biting Policy

Explanations, policies and procedures regarding biting in the child care center.

A child biting another child is one of the most common and most difficult behaviors in group childcare. It can occur without warning, it's difficult to defend against, and provokes strong emotional responses in the biter, the victim, the parents, and the caregivers involved.

For many toddlers, the biting stage is just a passing problem. Toddlers try it out as a way to get what they want from another toddler. They are in the process of learning what is socially acceptable and what is not. They discover that biting is a sure-fire way to cause the other child to drop what they are holding so the biter can pick it up. However, they experience the disapproval of the adults nearby and eventually learn other ways of gaining possession of objects or expressing difficult feelings.

For other children, biting is a persistent and chronic problem. They may bite for a variety of reasons: teething, frustration, boredom, inadequate language skills, stress or change in the environment, feeling threatened, or to feel a sense of power.

No matter what the cause, biting in a group situation causes strong feelings with all involved. It does help, however, to be aware of the potential problem before it happens, and to form a plan of action if it does occur. The staff of the Center, after consulting child care experts and manuals, has developed the following plan of action to be used if and when biting occurs in any of our rooms.

Before biting occurs:

1. Discuss the issue of biting with all parents at the time of enrollment.
2. Distribute written policy to all families and include the written policy in the enrollment packet.

When a child is bitten:

For the biter:

1. The biter is immediately removed with no emotion, using words such as "biting is not okay – it hurts." Avoid any immediate response that reinforces the biting or calls attention to the biter. The caring attention is focused on the victim.
2. The biter is not allowed to return to the play and is talked to on a level that the child

can understand. "I can see that you want that truck, but I can't let you hurt him. We don't put our teeth on people." Or "That hurts Johnny when you bite him, he is sad."

3. Redirect the child to other another play area.

4. Write an accident report and notify the parents of the biter.

For the victim:

1. Separate the victim from the biter.

2. Comfort the child.

3. Administer first aid.

4. Write an accident report and notify parents of the victim (in writing).

If biting continues:

1. Room staff meet with the director on a routine basis for advise, support and strategy planning.

2. Chart every occurrence, including attempted bites, and indicate location, time, participants, behaviors, staff present, and circumstances.

3. Let all parents know that there is a problem and the procedures that will be followed to deal with it.

4. "Shadow" children who indicate a tendency to bite:

- Head off biting situations before they occur.

- Teach non-biting responses to situations and reinforce appropriate behavior.

- Adapt the program to better fit the individual child's needs.

5. "Shadow" children who have a tendency to be bitten:

- Head off biting situations.

- Teach responses to potential biting situations: "No" or ""Don't hurt me!"

6. Work together as partners with the parents of both biting children and frequent victims to keep all informed and develop a joint strategy for change.

7. Prepare the parents of the biting child for the possibility that the child may have to be removed from the Center and help them to make contingency plans.

8. If it is deemed in the best interest of the child, center, and other children, termination of the child from Center enrollment for the duration of the biting stage may occur. Written warning will be given to the parents before this action will be taken.

Emergency Policy

Learn and Grow Child Care Center LLC has an emergency policy for fire, weather-related, and potentially threatening persons entering the center. It is posted in the director's office.

If a fire occurs at the center, immediate steps will be taken to evacuate the children to a safe area away from the source. Evacuation maps are located in each room to the nearest exit. We will have contact information for each child's parent to notify if such event occurs. It is important to notify the center of any changes to parental/guardian information for such reasons.

If a tornado or inclement weather occurs, we will immediately move all children to the center of the building until the warning clears or until officials notify it is safe to return to normal activity. Rest assured we will take every precaution to make sure your child is safe during such times.

If a potentially threatening person enters the building, the authorities will be contacted immediately. Children will be escorted to a safe place inside the building away from such intruder. The owner or director will make the call to notify parents if such situation occurs. In all above situations, parents will be notified as soon as it is safe to do so.

We have the right to change, amend, and add to these rules at any time. You will be notified as to the changes as they occur. Thank you for your understanding.