



## Parent Handbook

1104 W. HERROY,  
SPOKANE, WA  
99205

### PHYSICAL LOCATION:

ONE BLOCK WEST OF MONROE, ONE BLOCK SOUTH OF WELLESLEY

MAIN CENTER PHONE: (509)-327-3111

FAX: (509) 327-9282

PORTABLE PHONE: (509)-473-9726

### NON-DISCRIMINATION POLICY

Lil' Hawks is proudly an Equal Opportunity Provider

We do not simply accept difference- we welcome it, celebrate it, support it, and thrive on it for the benefit of everyone. Lil' Hawks does not discriminate against those receiving public assistance; and all children are welcome and accepted regardless of race, creed, color, sex, gender identity, sexual orientation, nationality, political beliefs, or religion. Children with physical disabilities are welcome if our building can sufficiently meet their needs.

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## A MESSAGE FROM MELISSA WELLS, DIRECTOR

"As director, I will do my best to provide you with staff that is educated in early childhood practices and who will nurture your children; as well as encourage them to be creative, kind, and inquisitive. Childhood should be a wonderful time full of exploration, warmth, creating memories, discovery, and fun, The environment we provide will encourage social, emotional, intellectual, and physical growth to optimize your child's learning potential, I strongly believe that young children learn through play and will ensure that the staff provides plenty of opportunities for your child to explore, play, and gain constructive knowledge.

### FACILITY

We want your child's experience with us to be one that will make both you and the child happy. We are always striving for better ways to serve you and consider it a privilege to be a part of your lives. If you have any concerns or suggestions, please speak with our director. For what we are not aware of, we cannot amend.

We are open Monday through Friday, from 5:30 a.m. to 6:00 p.m. inside the main building. The portable hours are 6:00 a.m. to 5:30 p.m.

The clock on the check-out computer will establish the time, and late pickup fees begin starting at 6:00 p.m. There are no exceptions to this rule. Payment of \$1.00 per minute, per child, will be required at the time of pickup, or your child will not be allowed to return until payment is made. There is no credit given for time not spent in our care due to holiday/weather closures, vacations, illness, or for any other reason.

### HOLIDAYS

We will be closed for all Federal Holidays, including but not limited to:

New Year's Day  
Memorial Day  
Independence Day Labor Day  
Thanksgiving Day and the day after Christmas Day  
In-service days in both November and April

We will close promptly at 2:00 p.m. on Christmas Eve and New Year's Eve. If Christmas, New Year's, or Independence Day happen to fall on a Tuesday or Thursday, we will close for a four-day weekend If the holiday falls on a weekend, we will be closed the Friday before, or the Monday after.

You will always receive advanced notice for any scheduled closures.

### RELIGIOUS CONTENT

Although Lil' Hawks is located above a church, we are not affiliated with any religion.

As we serve families of many religions, no religion will be emphasized more than the others, However, at times, religious holidays may be discussed and celebrated such as Christmas, Easter, Hanukkah, etc. We reserve the right to observe any religious holiday by way of art, cooking, books, discussion, and celebration. Lil' Hawks will promote diversity by teaching about multiple cultures and ethnics.

## CLOSURES

If School District 81 closes due to weather or other environmental safety issues, Lil' Hawks will be closed as well. Hours outside of primary school (summer, spring break, etc.) we follow Spokane Community Colleges. If they close, we close.

We DO NOT follow the delayed schedules.

Twice per year Lil' Hawks will be closed during regular business hours for an in-service day. This may be a time that we use to clean or perform maintenance; and this is also a time that can be used for conferences. Advance notice will be given prior to any scheduled in-service day so that you may plan accordingly.

## CONFIDENTIALITY

Each family has the right to confidentiality. Lil' Hawks keeps certain information on file regarding children and families that may be considered personal in nature. We maintain this information in confidence and do not discuss or release it to persons outside of Lil' Hawks unless written permission has been obtained from the parent(s).

## CHILD PROTECTIVE SERVICES REPORTING

Each staff member is a Mandated Reporter. This means that we are required by law to report any suspicious incidents or physical marks involving a child to Child Protective Services (CPS). Additionally, if a child is left at the center 1 hour after closing and staff is unable to reach a parent or emergency contact, we are required to report this as well. All reports will be properly documented and kept in the child's personal file.

Employees of Lil' Hawks are not required to discuss their suspicions with parents prior to reporting the matter, nor are they required to investigate the cause of any (suspected) abuse or neglect prior to reporting. As mandated reporters, we cannot be held liable for reports made to CPS which are determined to be unfounded- provided the report was made in "good faith", We can, however, be held liable for failing to report suspected abuse or neglect. This law is designed to protect the welfare and best interest of all children.

## LICENSING CHECKLIST AND COMPLIANCES AGREEMENT

We are required by law to have the following licensing information available to our clients for review. Please schedule an appointment with the director if you would like to review any of the following documents.

- Copies of the most recent childcare center monitoring checklist & checklist for licensing compliance/ renewal and facility licensing compliance agreement for any deficiencies noted
- Other documents such as: health policy, staff policies, consistent care policy, monthly menu, liability insurance, inspection reports and notices of enforcement actions, crisis and disaster plans, and business license can be found on the bulletin board near the entrance of the building.

# CURRICULUM PHILOSOPHY

Research has clearly demonstrated that the first five years of childhood are critical to children's long-term educational development. We also know that children who have supportive experiences and interactions in their early years will be more successful in school, careers, and relationships throughout their lives.

Lil' Hawk's education philosophy is based on extensive research on the brain, child development, and early childhood experiences. Children's development is holistic in the sense that all learning takes place simultaneously. At Lil' Hawks the whole child is taken into consideration (learning styles, development stages, multiple intelligences, social-emotional needs, etc.). The ability of transferring knowledge gained in one area into other needs in life is a key element in successful learning. We recognize that, for children, the ideal environment for learning is the most natural: PLAY!

The curriculum at Lil' Hawks is play and thematic based so that children learn in a natural environment; and integrates play in a multi-sensory style of teaching using channels of art, drama, and music. By combining these learning channels, students learn to better themselves and achieve higher self-efficacy.

Curriculum is developed based on the research of several early childhood disciplines. These include, but are not limited to: Creative Curriculum, Montessori, The Model Approach, Theme-based Model, Multi-intelligences. Our curriculum is designed to provide children from diverse cultural and economic backgrounds with unique interactions, opportunities, and experiences that will help them reach their full potential in six developmental domains.

## Physical

Gross motor skills (running, jumping, climbing, etc.), fine motor skills (manipulating beads, holding a crayon, etc.) and sensory motor (touch, feel, body awareness, etc.)

## Language

Speaking, listening, reading, and writing

## Emotional

Self-esteem; nurture, support, and guidance

## Cognitive

Mathematical (blocks & patterns), science (cooking, critical thinking, scientific method, outdoor experience, etc.)

## Creative

Art, music, and dramatic play

## Social

Inclusion, multicultural experiences, health, and safety

Teachers have classrooms that are set up based on the criteria established for the highest possible score on Early Childhood Environment Rating Scale-Revised (ECERS-R). An ongoing set of assessments helps teachers and staff to reevaluate the program. Our Parental involvement is important at Lil' Hawks, and highly encouraged, since it takes both family and school to help the child reach his/her full potential.

# PROGRAMS

## TODDLER PROGRAM

Lil' Hawks has three Toddler rooms. Two of our classrooms are in our portable building and have children ages 1 year to 2 1/2 and a ratio of one teacher for every seven children. At such an incredibly fun and diverse age group, our teachers work to help toddlers define their own independence as they begin to explore the world around them, while still dependent upon the adults who care for them.

Transition from the portable happens only with parent permission, and when the teacher observes a child who shows intellectual and developmental growth beyond other children in their class.

Our younger toddler rooms help children transition into a more routine schedule than that of infancy, but also allows for flexibility as needed. At this age, children begin to learn the order in which things occur and will gradually show initiative in participating in the daily schedule. The older toddler room is inside the main building, at a ratio of one teacher to ten children. This room incorporates all that our younger classes offer but with a more enhanced curriculum and incorporation of potty training.

## PRESCHOOL PROGRAMS

Moving from a toddler room to a preschool room changes the focus intently to life skills (toileting skills, communication, sharing, etc.) as well as academic skills (letter, number, name recognition, counting, etc.). We understand the importance of social skills and the desire to learn which is fueled in these early years;

And we know it is through play that children learn most naturally. Our teacher's curriculum is carefully planned to provide as many opportunities for natural learning as possible.

Pre-kindergarten age brings an understanding and ability to enjoy events such as parties and field trips.

With routine observation and assessment, our teachers embrace the incredible growth that takes place between preschool and kindergarten; taking an intense focus on all the children will need to learn before entering kindergarten. This includes academic knowledge, phonetic, social, and emotional regulation, and far more. These classrooms operate at a ratio of one teacher to every 10 children.

## SCHOOL AGE PROGRAM

Our School Age program offers both before and after school care as well as full time care during breaks and holidays. These classrooms operate at a ratio of one teacher to every 15 children. Our before and after school program allows for our most capable teachers to assist children with homework; additionally providing children the opportunity to either relax, play with friends, or participate in a planned activity.

During breaks, teachers do their best to both keep learning going throughout- as well as keep them interested and having fun. During breaks children may attend field trips or participate in other planned large group activities and celebrations as well.

## OUR STAFF

Our staff works together to provide childcare services for up to 122 children ages 1 through 13 years of age. State Training and Registry System (STARS) is a 30-hour training that all Lil' Hawks staff are required to complete within their first three months of employment. Ten hours of training is required every year thereafter. We encourage our staff to take college courses in Early Childhood Education and/or Child Development Associate credential training.

In addition to initial and annual STARS training, our staff members are also required to have.

First Aid

Infant/Child and Adult CPR

Blood Borne Pathogens/HIV Training

Food and Beverage Handlers Permit

A negative Tuberculosis skin test

Washington State Criminal Background Clearance

Proof of MMR Vaccination or Immunity

Each week teachers are given one hour outside of the classroom for curriculum planning purposes. Since learning through play is the goal, our teachers will use this time to incorporate weekly themes and plan activities that help the children be in control of their learning.

## WELLNESS POLICY

Children may not attend Lil' Hawks if they have diarrhea, vomiting, fever over 100, drainage from the eye, a rash (particularly a draining rash) or head lice/nits. If children are sick, lethargic, are just not themselves, or have any of these symptoms- arrangements should be made by the parents for the child to stay somewhere other than our center.

If a child becomes sick in our care, the parents will be notified and make every effort to pick up their child as quickly as possible. To cut down on illness in our center we have a 24-hour fever/illness free policy, Therefore, if your child is sent home during the day, they will not be able to return the next day even if they are on medication. Please avoid medicating before you drop off as it will wear off and you will be called to pick up.

❖REMINDER❖

Children must be fever/illness free and/or taking medication for a FULL 24 hours before returning to our center,

## CENTER HEALTHCARE PLAN

We have a health care plan in place, posted in the entryway; and it has been reviewed by a nurse consultant. This health care plan covers allergies, emergency procedures, sick child policy, washing/ sanitizing/ disinfecting procedures, laundry procedures, food sanitation and nutrition, medication procedures, as well as other important health issues. Please read this policy, as copies are only given by request.

### ALLERGIES AND INDIVIDUAL HEALTH CARE PI-AN

Children with allergies, asthma, tube feeding, diabetes, nebulizer treatments, or any other special health need not covered by our health care plan will need an Individual Health Care Plan to be completed by the parents. It will include:

- Instructions from your health care provider related to medication, specific food, or feeding requirements, allergies, treatments, and special equipment for health care needs if necessary.
- Written directions from the child's health care provider AND parent identifying the foods the child is allergic to.

All food allergies must be included on the Individual Health Care Plan and will be posted where food is prepared and served. All staff will be notified of both allergies and reactions. Specific alternative foods with comparative nutritional value will need to be noted.

### MEDICATION POLICY

Medications can/will only be given when a medication authorization form has been completed. This must be completed prior to distribution. We will not mix medication with beverages or food unless we are provided with written directions to do so from a health care provider with prescriptive authority.

All prescription and over the counter medications need to be in the original labeled container, as well as including the child's first and last name. We will only give the dosage stated on the container, following the directions on the container for a child's age and weight unless a doctor's note is brought in with a different dosage clearly stated. If the label on the medication states, "Consult a physician" or something similar, we cannot distribute this medication without a doctor's note stating the dosage and frequency we are authorized to administer. A doctor's note is valid for only 6 months. For further information, please see our center Health Care Plan

### MEDICAL EMERGENCY PROCEDURES

If your child should have a sudden illness, accident, or in the case of a life-threatening emergency- a trained staff member will begin any necessary first aid and ask another staff member to make emergency phone calls. If emergency treatment is needed Lil' Hawks staff will request assistance from emergency personnel. For this reason, all children must have a medical emergency consent form signed; this is found in the registration packet. Lil' Hawks will not be held liable for accidents/injuries that occur while children are in our care; and the costs involved in the treatment of a child are the responsibility of the parent/guardian,



## HEAD LICE AND NIT POLICY

De-lousing your child and cleaning your car, home, etc. is a very time-consuming procedure. Head lice and nits are not a dirty person's bug, and in fact- head lice prefer a clean head to live in. Because the process is so tedious, we have a 24 to 72-hour exclusion period if your child is found to have lice or nits. We check each child once a week, and if they are found on your child's head, you will be notified to pick up immediately. We will need to re-check your child's head upon return before you may leave them. We do have resources to help you with this process, so please ask if you need suggestions to rid your household of these little bugs!

## CRISIS & DISASTER RESPONSE PLAN

We have developed a Crisis/Disaster Response Plan which details the step-by-step procedures that we will follow in the event of an emergency. All staff will be trained for these events which include:

Missing or kidnapped child  
Child Abuse, or assault on staff or child  
Fire alarms/emergency, building evacuation,  
Earthquakes, tornados, flooding, power outages, snow, and storms,  
External hazardous and internal hazardous materials accidents  
Shelter in place procedures, emergency lockdown/intruder alerts  
Field trip incidents, bomb threats, or suspicious mail

Our Crisis/Disaster Response Plan is posted up front, as well as on bulletin boards outside of the classrooms. If you have questions, concerns, or would like a copy- please speak with the director.

## PESTICIDE USAGE

We will comply with licensing requirements of chapter 1 7.21 RCW on posting and notification requirements. Pesticide usage will be done over the weekend in most cases. In cases where a pesticide will be used during the week (bees, for example), notification of application will be posted in the front office at that time. If a professional applicator is called in, a copy of the records will be posted within 24 hours of the application.

Notification will include the product name, intended date and time of application, location of where pesticide is to be applied, the pest to be controlled, and the name/number of a facility contact person. A 4x5 marker of contrasting colors will be placed at each primary point of entry to the center grounds and left in place for at least 24 hours following the pesticide application. The marker will include a headline stating that the landscape has recently been treated with pesticide, who treated it, and who to call for more information.

## FIELD TRIPS

Field trips may occur throughout the year, however, most often will occur in the summertime. Parents will be notified in advance, and permission will be required for the child to attend Lil' Hawks will always provide sufficient supervision for field trips according to the number of children attending- as well as location. Lil' Hawks reserves the right to cancel a field trip without notice for any reason.

## ENROLLMENT

It is mandatory for all parents to meet with a staff member prior to enrollment for a tour of our facility, as well as an overview of the center policies listed within this parent handbook. All the following items must be completed, returned, and kept in your child's file:

Registration form  
Consent for medical treatment  
Medical history form (Including last physical exam date)  
Enrollment/income Eligibility form (for the food program)  
Financial agreement contract  
Parent agreement form and disclaimer  
Crisis/Disaster plan compliance agreement  
Early Achievers Consent for On-Site Evaluation  
Immunization records  
Permission to transport

## ON OR BEFORE YOUR CHILD'S FIRST DAY

You will need to meet with a staff member to register your fingerprint for drop off and pick up. Please allow at least 5 minutes at drop-off time for this process. All children are required to have the following items on their first day of attendance and each day thereafter:

Diapers/pull ups (if applicable)  
Baby Wipes  
Two CHILD SIZE blankets -or- one CHILD SIZED blanket and one crib sheet  
Any medication (and doctor's notes when necessary)  
Two full changes of clothing (shirt, underwear, pants/shorts, socks)  
Backpack or other bag used to transport items to and from daycare-home.

## FAMILY ENGAGEMENT AND COMMUNICATION

Included in your registration packet is a survey regarding your child and family culture; and this information is used for teachers to get a head start on how our program can best accommodate your child's personal needs and characteristics.

We understand that parents are the expert of their own children, thus, the more information we can gain from you regarding strengths, weaknesses, discipline, and history- the better we can provide appropriate care. Thus, in addition to routine daily and/or as-needed communication with Lil' Hawks staff, twice per year you will either be provided with a progress report- or invited in for a parent-teacher conference.

Parents are welcome to visit the center at any time during business hours unless prohibited by court order. Please understand what we cannot legally withhold a child from a parent without a court order.

## ATTENDANCE

If your child will be absent on a scheduled day, please call the center and leave a message to let us know. It is very important that you stay with your schedule. We base our staff upon the children we are expecting throughout the day. Therefore, Lil' Hawks honors the "No call, No Show" policy, or in other words, if your child is absent without parent notification on more than three occasions during a month, we have a right to terminate your childcare.

According to Washington Administrative Code 170-150-170, each child must be signed in and out upon arrival and departure using a fingerprint of the person authorized for drop-off or pick-up of each child through our PROCARE software. Fingerprints sometimes have a tough time registering. In this case, we can also use a code for sign in and out. All state clients will be privately billed as stated in the licensing regulations if you do not sign your child in and out properly.

Children may remain in our care for 10 hours or less per day, except for care needed beyond that to accommodate the parents work schedule, and travel to/from the center and work. Time spent in our care over 10 hours must be preapproved by the director.

If you are more than an hour later than your scheduled time and do not call to make arrangements, we may not accept your child for the day. If your child will not be in attendance for a scheduled day or are going to be more than an hour later than their scheduled time- please call our center and leave a message if you are unable to reach a staff member. Any child arriving after 10:30 without having called may not be able to attend that day.

## DROP OFF

Lil' Hawks uses an electronic fingerprint system to keep track of your child's attendance. When you drop your child off you MUST walk them all the way up to the door and wait to be greeted by staff before leaving. There is a computer located in the entryway for you to sign your child in and out, a staff member will walk you through the sign in/out process as they register your fingerprint. The door code is given only to staff for safety purposes. A doorbell is located on the front door for all parents to use. If your child cannot reach the doorbell, please refrain from allowing them to climb to reach it, it simply is not safe for them to do so.

Cleanliness and sanitation are especially important at Lil' Hawks, and so when your child arrives at daycare, they will need to first wash their hands before heading to class. We may also require that a temperature be taken, and a mask be worn (for children 5+), depending on current state requirements.

## PARKING LOT REMINDERS

Lil' Hawks is not responsible for the loss or damage of personal items left in or taken from cars during drop off and pick up. For your safety, do not leave your car running, and be sure to lock it when you leave it. We have had issues in the past with parents leaving their cars running and/or open when dropping their children off. We are not liable for any items taken from your car during this time. Please make sure your vehicle is locked and personal items are out of sight (purse, wallet etc.).

Be mindful that at any time, there may be children in our parking lot. Please watch of your speed in the parking lot, and please pay attention.

## PICK UP

Your child has waited all day to see you and is excited when they get to the door. At pick up please put away your cell phone and give your full attention to your child.

When picking up your child, always remember to sign them out just as you sign them in. Even if they are playing outside, you must walk into the main building to sign your child out. If anyone who does not have a registered fingerprint will be picking up your child, you will need to inform us beforehand. Any unfamiliar person picking up your child must bring their ID; staff will ask to see it before releasing your child.

## SUBSTANCE AND WEAPON POLICY

Lil' Hawks strictly prohibits the use of alcohol, tobacco, cannabis, and any other drug on our premises. All smoking or vaping must be done at least 25 feet away from any entrances, air vents, windows, etc., and 50 feet away from any children. No weapons are permitted on Lil Hawks Property.

Child Safety is our number one priority at Lil Hawks. Although we cannot legally withhold a child from the legal guardian, if that person appears to be intoxicated or under the influence, all reasonable steps will be taken to prevent the person from leaving with the child.

The first time a parent enters the center suspected to be under the influence of drugs or alcohol the staff will encourage parents not to leave with the child; and asked to contact another person to pick up their child. If the parent argues, or does leave with their child, 9-1-1 will be called and the staff will report the car license plate number, home address, and phone number of the family. If the parent has tried at least three people and is unable to find a ride for their child, Lil Hawks will pay the first \$10.00 of a cab ride to take the parent and child home. Anything above \$10.00 will be the responsibility of the parent. Lil' Hawks is not responsible for the parents' car in our parking lot.

The second time a parent enters the center suspected to be under the influence of drugs or alcohol, the above steps will be followed. However, we will also contact Child Protective Services to report this second incident. Staff will then follow instructions given by CPS. If there is ever a third occurrence, staff will call 9-1-1 immediately and report that a parent has entered the building for a third time under the influence of drugs or alcohol. Staff will then follow the instructions given by the emergency operator. The family will have childcare terminated that day.

Our primary concern is for the safety of the child, but also for those adults who care for the child in their home environment.

## CHILDREN'S CLOTHING

Please make sure to dress your child in clothing that is appropriate for the weather. We do tons of art activities and painting as well as outside time; and all of these can cause children's clothing to get soiled and need washing. For this reason, please do not send your child in something that they are not to get dirty.

As our little ones are still working on perfecting their bathroom skills, please keep this in mind when dressing. Clothes that are easy to manipulate with minimum assistance will help empower them to do this independently.

## TODDLER FEEDING AND CARE

Pacifiers will only be allowed in the toddler rooms when a child is being held or laying down. Children 12 months or older will be provided "tippy cups" for their use at meals, snacks, or as otherwise needed. If you would like to bring a special cup for your child, please make sure it is a cup that can stay here rather than going to and from home. We make sure to wash cups daily and as needed.

## DIAPERING PROCEDURE

Guidelines set by the Department of Licensing will be followed. Disposable latex gloves are provided for staff to use, and the diaper changing table will be sanitized after each use. All soiled clothing will be sealed in a plastic bag and sent home, Staff and children will wash their hands with soap and warm water following the procedure.

The state requires that we check and change children every two hours (unless needed sooner). For a child who is here for 10 hours, which means that they would need roughly 5 diapers/pull ups per day (possibly more).

## TOILET TRAINING

Toilet training will begin when the parent and caregivers agree that the child has the necessary muscular maturation and desire to do so. We will follow a routine to help them learn to go and use positive reinforcement to encourage children to sit on the toilet (stickers and stamps); but we will not rush them to do so. It is important that your children are dressed in clothing that is easily removed so they may do so independently.

## NAPTIME

All Lil' Hawks staff has been educated on the importance and practice of safe sleep for children. As indicated by WAC 110-300-0265, each classroom is required to offer supervised daily rest periods. Children will be provided a mat which is disinfected after each use.

For rest periods, your child must have either a sheet and a blanket, or two blankets. Bringing blankets from home makes taking a nap more comfortable for children. We do have extra blankets in case they are forgotten, however, we expect that blankets from home be supplied the next day. Please make sure that the blankets you provide are child sized- due to limited cubby space. The state requires that children's personal items must fit into their cubby without touching another child's belongings. This is difficult with large blankets and comforters.

On Fridays, parents must bring their children's bedding home to be washed and return them on Monday.

## OUTDOOR POLICY

It is important for your child to go outside every day. In colder weather, we will go outside even if just for a few minutes. In severe weather (below zero, pouring rain, thunder, and lightning storms) we will, however, stay inside. Please bring your child prepared for outdoor weather every day, as we are unable to provide extra staff to stay inside. If your child is too sick to go outside, then they are too sick to be in our care.

## GUIDANCE POLICY

Behavior management and discipline is based on the individual child's needs and stage of development. Positive reinforcement and redirection are used to encourage appropriate behavior. Staff will be fair, reasonable, and consistent with their expectations and guidance techniques. If discipline action is needed, our policy states:

- The child will first be given a warning and explanation that their behavior is inappropriate, why, and what acceptable choices they do have.
- If the behavior continues, child will be removed from the activity for a period of one minute per age of the child.

In cases where the child is causing physical danger to themselves, others, or the environment, they will be taken to the director until the child is ready to rejoin the group. In the most severe case, we will call parents to come and take the child home for a time determined to by the director.

If behavior continues to be a problem, the child will be suspended for a period to be determined by the director. An incident report will be written and provided to parents at this time.

If the behavior continues after suspension, the Director will decide if childcare needs to be terminated.

## BITING POLICY

First and foremost, our biting policy is implemented for the safety of all children. When children bite, they put others at risk of contracting blood borne diseases. Our staff is trained to work with children who have trouble with biting, and staff will always use universal precautions when dealing with bodily fluids.

- If a child bites more than three times in one day, they will be sent home.
- If a child's bite results in broken skin or draws blood, the child will be sent home immediately.
- At this point, the Director will observe the class to see if there is a determining factor for the biting. The director will work with the teacher to try to discover alternative activities for the child that do not interfere with the class schedule.

If the Director finds that the teacher is using developmentally appropriate methods and practices, and we have tried all other possible methods, we will need to terminate childcare.

### ❖ IMPORTANT ❖

Washington state law states:

"Any form of corporal punishment by any person (parent, staff, etc.) on the premises of a childcare facility is illegal. "

Physical restraint is only used as a last resort, if it is needed, for the safety of both the child, and/or their peers; the entire incident will be fully documented, and a copy of the report will be given to the parent, Child Protective Services, and our Licensor.

# MEALS

Mealtimes are as follows:

## Toddler and Preschool 1

Breakfast:

6:30 a.m. - 8:00 a.m.

Morning Snack:

9:00 a.m. - 9:30 a.m.

Lunch:

11:00 a.m.-11:30 p.m.

Afternoon Snack:

2:00 p.m. - 2:30 pm

Dinner:

4:30 p.m. - 5:00 p.m.

## Preschool 2 and Pre-K

Breakfast:

6:30 a.m. - 8:00 a.m.

Morning Snack:

9:00 a.m. - 9:30 a.m.

Lunch:

11:30 a.m.-12:00 p.m.

Afternoon Snack:

2:30 p.m. - 3:00 pm

Dinner:

4:30 p.m. - 5:00 p.m.

## School Age

Breakfast:

6:30 a.m. - 8:00 a.m.

Morning Snack:

10:00 a.m. - 10:30 a.m.

Lunch:

12:00 a.m. - 12:30 p.m.

Afternoon Snack:

3:00 p.m. - 3:30 pm

Dinner:

4:30 p.m. - 5:00 p.m.

We participate in the adult and childcare food program. All meals prepared will be USDA approved. Mealtimes will promote good nutritional habits as children will be served in a family style setting; this gives the children the opportunity to serve themselves whenever possible. Children need to arrive at least 15 minutes before the end of a meal period to be served,

We will post a monthly menu on our bulletin board at the beginning of each month on a five-week rotation. Our menu is subject to change without prior notification; and any changes in the menu will be noted on the cook's menu at the time of change.

If you would like to bring a special treat for your child's class, please let us know. The Washington Administrative Code 170-295-3160 states that parent provided snacks must be limited to store purchased uncut fruits and vegetables, and store purchased foods, pre-packaged in original manufacturer's container.

We do not allow children to bring in food from home, as we are responsible for their nutritional needs while they are in our care. Due to the extreme nature of some allergic reactions to peanuts/nuts and products containing peanuts and/or nuts in some children, Lil' Hawks is a peanut & tree nut free facility!

❖ LIL' HAWKS IS A PEANUT AND TREE NUT FREE FACILITY ❖



## BEFORE & AFTER SCHOOL TRANSPORTATION

Children under 60 lbs. will be in a center provided booster seat.

There is a transportation fee. For state pay clients, the state does NOT pay this fee

### Drop Off

Children are no longer in our care once they have been dropped off at their school. We make sure that a school official is outside before leaving the children. When the children are waiting in line for school to start, the child must remain on school property, in line. The child will respect others and their personal space. Vandalism on school property will not be tolerated.

### PICK UP

Upon pick up, children are not officially in our care until they are INSIDE a Lil' Hawk's vehicle for transportation back to the center or are in the presence of a staff member for children at Willard.

You MUST notify us no later than 2:15 p.m. when we do not need to pick up your child from school. If we went to a school for only one child, and the parent fails to notify us that they did not need picked up, they will be required to pay a \$20.00 fee.

The child MUST be at the designated pick-up area within 5 minutes of the bell ringing. The driver will not be able to wait for the child after an initial phone call to the school. If the child does not make it to the designated pick-up spot within 5 minutes of the bell ringing, the parent will either need to pick their child up from the school or pay an additional \$20.00 for the driver to go back and pick up the child.

### Van Rules

For safety reasons, the following basic rules will be enforced when riding in the van:

- Children must respect other people, and their property. No ripping, tearing, or writing in any part of the van
- No open food or drink in the van
- Children must remain seated, facing forward, and in a seat belt at ALL times
- Children will use inside, quiet voices.

Should a child choose not to follow the above rules, the child will be asked once to stop the inappropriate behavior. If the child continues the behavior, the van will stop, and that child will be moved to the seat directly behind the driver.

If the child has a recurrence during another van ride, the child will be suspended from the van for one day. In this case, it is the parents' responsibility to transport the child, as staying at the center for the day is not an option.

If the van is vandalized, the child must attempt to fix it. If it is a tear or something that will cost the center money to fix- the parents' transportation cost will be increased for us to provide higher supervision.

If one of these rules is broken, they will first receive a warning. Second offense requires a call to parents. Third offense results in suspension from the van for one week.



## Walking Rules

When waking children to Willard Elementary, the following rules apply,

All children MUST have a backpack. If you are unable to provide a backpack, please speak with us and we can offer resources so that your child may have one. Sometimes it is hard for children to focus on safety when their hands are full. Also, it is common for papers or items to be dropped or blown away. We would hate to lose an important note- or risk children running into the road to retrieve their items,  
Children must have a backpack if they are walking for their own safety,

All children must stay in the group: remaining close to the teacher while walking and while waiting before and after school. Wandering away could result in loss of transportation.

Children need to respect other people's property. We do not run into yards, pull on trees and plants, climb fences, etc.

Should a child choose not to follow the above rules when walking, the child will be asked once to stop the inappropriate behavior. If the child continues the behavior, the child will have to hold the teacher's hand, and may result in a call to parents. If the child continues the behavior with a recurrence during another walk, the child will be suspended from walking for one day. At this point, if it happens again your child may not be able to continue waking in our before and after school program.

## TRANSPORTATION COSTS

Lil' Hawks transports via van to Ridgeview Elementary and Madison Elementary. Due to close distance, we also walk children to Willard Elementary. The van, and the walking group leave the center at or near 8:00 a.m.

For this reason, if you would like your child transported- they must be here by 7:50 a.m. so that we can get a proper head count and staff accordingly.

1 child - \$45.00 per month

2 or more children \$65.00 per month

THE STATE DOES NOT PAY THIS FEE; thus, this will be the parents responsibility.

# TUITION AND PAYMENT POLICY

## Annual Childcare Registration Fee: \$50.00

This is collected on or before the child's first day of attendance, and every January 1st thereafter. Registration fees will hold a child's place for a maximum of four weeks. This fee is non-refundable. Tuition and co-payments are due monthly by the 5th of the month and is due whether or not your child is in attendance for the day.

A 5% discount will be given for the second child in each family- the discount will be going towards the oldest child's tuition. This discount is for private paying clients only and is only applicable towards the cost of tuition.

A full day is considered between 5 and 10 hours, whereas a half day is considered less than 5 hours. The State regulates that children should not be in attendance more than 10 hours per day in a 24-hour period, unless special circumstances arise, and it has been pre-approved by the director.

Late payment fees are strictly enforced beginning the day after your payment is due at a rate of \$5.00 per day. Childcare will be temporarily suspended if more than 3 days overdue. You will still be held liable for payment of two weeks' notice- even if your child does not return.

A fee of \$35.00 will be added to any returned check. After two occurrences, we will only accept cash or money orders.

### ALL CLIENTS WITH STATE ASSISTANCE

We require approval from your DSHS caseworker BEFORE your child's first day. Your co-payment will be due on the first day of attendance. After your termination date, we MUST receive verbal notification from your caseworker before your child may return, or you may be responsible for payment.

### PRICES

as of December 1<sup>st</sup>, 2022

(Daily Rate: \$70.00)

TODDLERS (12 – 35 MONTHS OR NON-POTTY TRAINED 36 MONTHS+)	PRESCHOOL (36 MONTHS- KINDERGARTEN)	SCHOOL AGE (1 <sup>ST</sup> GRADE AND UP)
5 full days per week, monthly: \$1250.00	5 full days per week, monthly: \$1185.00	5 full days per week, monthly: \$1050.00
3 days per week, monthly: \$1140.00	3 days per week, monthly: \$1090.00	3 days per week, monthly: \$850.00
2 days per week, monthly: \$1040.00	2 days per week, monthly: \$990.00	AM or PM only, monthly: \$500.00



# AND JUSTICE FOR ALL

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Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) should contact the responsible Mission Area, agency, staff office, or USDA's TARGET Center at **(202) 720-2600** (voice and TTY) or contact USDA through the Federal Relay Service at **(800) 877-8339**.

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at

[www.usda.gov/sites/default/files/documents/usda-program-discrimination-complaint-form.pdf](http://www.usda.gov/sites/default/files/documents/usda-program-discrimination-complaint-form.pdf), from any USDA office, by calling **(866) 632-9992**, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR)

about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

**mail:**

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or

**fax:**

(833) 256-1665 or (202) 690-7442;

**email:**

[program.intake@usda.gov](mailto:program.intake@usda.gov).

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La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieran medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con el Área de la misión, agencia u oficina del personal responsable, o con el TARGET Center del USDA al **(202) 720-2600** (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de la Información al **(800) 877-8339**.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en

[www.usda.gov/sites/default/files/documents/usda-program-discrimination-complaint-form.pdf](http://www.usda.gov/sites/default/files/documents/usda-program-discrimination-complaint-form.pdf), en cualquier oficina del USDA, llamando al **(866) 632-9992**, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción

discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

**correo postal:**

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; o´

**fax:**

(833) 256-1665 o´ (202) 690-7442;

**correo electrónico:**

[program.intake@usda.gov](mailto:program.intake@usda.gov).

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