Parent Policies and Procedure Manual

Rocking Horse's Adventure LAND

Before & After School Care and Summer Camp

www.RHAdventureland.com

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Table of Contents

About Rocking Horse's Adventureland 3
- Welcome
- Mission
- Philosophy
- Licensing

Enrolling at Rocking Horse Early Learning Center 3
- Open Door Policy
- Confidentiality 4

Hours of Operation and Holiday Schedule 4
- Hours
- Holiday Schedule (Center Closing)

Tuition Rates and Other Fees 4
- Tuition Rate
- Late Fees 5
- Family Discounts
- Late Pick Up Fees
- Withdrawal from RHELC
- Non-Sufficient Funds
- Before/After School Holiday Fees

Dress Code
- Tatoos and Jewelry

Your Child's Arrival 6
- Early Arrivals
- Checking In Procedures

Your Child's Departure 6
- Check Out Procedures

Discipline With The Center 6
- Our Promise To You
- What We Will Not Do
- Time Out Policy 7

Meals and Snacks 7
- Special Diets

Health and Safety 7
- Tobacco Free Policy
- Weapons/Violence/Alcohol
- Electronic Devices Policy 8
- Computers within The Center
- Television and Videos with The Center
- Inspections
- Rest Periods
- Immunizations
- Communicable Diseases 9
- Illnesses
- Severe Personal Injury
- Medications
- Hand Washing
- Emergency Care
- Suspected Child Abuse 10
- Custody Issues
- Weather Related Circumstances/Closures
- Emergency Evacuation and Relocation

Miscellaneous Information 10

ABOUT ROCKING HORSE'S ADVENTURELAND

Mission
At Rocking Horse's Adventureland, we strive to be the early learning center of choice by providing the highest quality care in a safe, secure and educational environment. We strive to provide developmentally appropriate programs to foster the development of children ages 4 to 14 years. We strive to provide a curriculum that fosters the social, emotional, intellectual and physical needs of the children we serve and we strive to provide our students the opportunity to explore experience and succeed.

Philosophy
Rocking Horse's Adventureland exist to enhance the emotional, social, physical, intellectual and language development of children and to help them gain confidence and self-esteem while learning to function in a group setting. We believe children learn through structured environment as well as through play.

Disclosure of Information and Complaint Procedure
Rocking Horse's Adventureland is licensed and regulated by the State of Louisiana, Department of Education. Copies of LDOE Licensing Surveys/Inspection Reports, regulations, and information regarding early learning centers may be obtained online at www.louisianabelieves.com.

Should you have any significant, unresolved licensing complaints, you may contact the Department of Education, Child Care Licensing Division at:

Louisiana Department of Education
Licensing Division
P.O. Box 4249
Baton Rouge, LA 70821
(225) 342-9905
www.louisianabelieves.com

ENROLLING AT ROCKING HORSE'S ADVENTURELAND

Rocking Horse's Adventureland offers enrollment year round. Enrollment is on a space available basis only. Priority for enrollment is given to those parents who currently have or have already had children in our center, then to infants and then to toddlers.

Upon requesting enrollment, you are required to fill out an enrollment form that can be obtained through the office and pay a registration fee.

A completed enrollment packet is required on all children 48 hours prior to the child attending the center. The packet includes a handbook, registration forms, and procedures for obtaining immunization records and any medical assessments or other documents as required by the State of Louisiana.

Discrimination Policy
RHA does not discriminate based on race, color, creed, cultural heritage, sex, religion, marital status, age, national origin or ancestry, political beliefs, disability or special needs, medical condition, sexual orientation, or any other consideration made unlawful by federal, state, or local laws.

Open Door Policy
Rocking Horse's Adventureland has an open-door policy. Quality care for your child includes good

communication between the parents and the center's staff. Parents are welcome to come by unannounced, anytime during the day to visit. The center's only concern is for parents to use discretion when coming to visit during nap or quiet time since it is disruptive to a crucial time of the day for all of the children. The staff is proud of the center, the children and their work, and they welcome the opportunity to "show off" whenever possible!

Confidentiality
Information regarding your child and family is kept private. Staff members have been trained in confidentiality and can be expected to keep information about your child private. Written information about your child and family is kept in a locked file with access available only to the teacher and center leadership. Information from your child's file is shared outside of RHA only with your written permission.

Parental Involvement
RHA encourages all parents to be involved in the activities around the center. RHA will provide at least two (2) opportunities per year for parents to participate at the center. Some activities may include: an open house, parent education session, parent and staff conference, family pot luck dinner, holiday party or parent or grandparent's day.

HOURS OF OPERATION AND HOLIDAY SCHEDULE

Hours Monday – Friday 6:30 a.m. – 6:00 p.m.

Holiday Schedule (Center Closings)

New Year's Day	Good Friday	Thanksgiving & Day After Thanksgiving
Mardi Gras Day	4th of July	Christmas Eve (Closed or Altered Schedule)
Memorial Day	Labor Day	Christmas Day

2 additional days to be announced for teacher in-service and center repairs

When the holiday falls on a Saturday or Sunday, the center will follow the same closing schedule as the State and Local Governments.

TUITION RATES AND OTHER FEES

All parents are required to sign a financial agreement with the center upon enrollment.

Current Tuition Rate

Before and After School Care	$55.00 Weekly Draft $235.00 00 Monthly
Holiday Care	$25.00 per Day –Enrolled B/A Care Students
	$35.00 per Day – Non-Enrolled B/A Care Students
Summer Camp	Rates Vary

Tuition is payable in advance for all children. Tuition may be paid either monthly or weekly. If tuition is paid weekly it is due the Friday before the week of attendance. ***ALL WEEKLY TUITION PAYMENTS ARE REQUIRED TO BE SET UP ON AUTOMATIC DRAFT FROM CHECKING, SAVINGS OR CREDIT CARD.*** If tuition is paid monthly it is due on the first of the month. When the first day of the month falls on a weekend or holiday, tuition should be paid the last business day before the weekend or holiday. Tuition is considered late by 12:00 noon the following day

If tuition is more than two (2) weeks past due, childcare services will be suspended until balance is paid in full. If the balance due is not paid within five (5) days of service being suspended, the child will be considered withdrawn, the spot will be filled from a waiting list. If the parent wishes to re-enroll, they will

need to pay another registration fee, get on the waiting list and will be admitted as space permits.

Any account that is past due will be assessed at $35.00 late fee on the first day tuition is past due. The late fee will be billed each week until the tuition is paid in full or your child care services are suspended.

RHA accepts cash, check or credit card for paying tuition. Checks should be made out to Rocking Horse's Adventureland (RHA) and should include your child's first and last name in the memo to ensure proper posting.

Family Discounts
Before and After School Care is considered part-time and does not qualify for family discounts.

Late Pick Up Fees
The center closes promptly at 6:00 p.m. A parent is expected to pick up their child by 6:00 P.M. A fee of $10.00 per child for the first minute and $2.00 for each additional minute after 6:00 P.M. is charged for late pick-ups. Parents should plan ahead for emergency pick-ups by having a friend or relative prepared to cover for them. Parents who are consistently late may jeopardize their child's enrollment in the program.

Withdrawal from RHA
Prior to withdrawal from RHA, a two week written notice is required. Once written is received parent(s) are responsible for two weeks tuition whether the child attends for those two weeks or not.

Non-Sufficient Funds Checks
If a check is returned from the bank due to non-sufficient funds, it is the responsibility of the parent to bring the amount of the check in CASH to the school within one week of notification of returned check. A $35 service charge will be assessed for all returned checks.

Before/After School Students - Early Dismissal and Holiday Fees
Regular tuition for before and after school children will include early dismissal days. When the schools are closed for a holiday or any full day, additional fees will apply as specified above. This will include staff for the additional children as well as breakfast, lunch and snack. Summer Camp is not included in these rate calculations.

Dress Code
Children should arrive clean and dressed. Rocking Horse's Adventureland is designed to keep children actively learning through play both indoors and out. Parents should dress their children in comfortable, washable play clothing. Children will get dirty and clothes may even be stained, so prepare for the worst by not dressing the children in their best clothing. Extra clothing may be sent daily with a child as necessary.

All clothing, to include jackets, sweaters, mittens, hats, bathing suits, towels, and footwear should be labeled with your child's name.

Children must wear shoes at all times. Rubber or crepe-soled shoes with closed toes are best in preventing accidents or discomforts. No boots, flip flops, platform, or dress patent leather shoes permitted.

Tattoos and Jewelry
Children are in awe of "press-on" tattoos and jewelry however, there are some pieces of jewelry that pose choking and entanglement dangers and are unsafe to wear at the daycare. "Press-on" tattoos, rings, bracelets, necklaces, anklets, and toe rings are not permitted at the center.

YOUR CHILD'S ARRIVAL

Early Arrivals
Children and parents may not enter the center prior to 6:30 a.m. No child may be left in the school without an adult present to supervise.

Checking In Procedure
Parents/guardians must accompany their child(ren) into the classroom and sign the child in. The State requires us to keep accurate sign in and sign out records of the children in our care and these sign in/out pages are also used for invoicing and billing.

- Sign your child in on the biometric finger scanners located in the lobby of the center.
- Accompany your child to his cubby and assist him/her with putting away their belongings.
- Provide the staff with any special instructions for the day.

YOUR CHILD'S DEPARTURE

Check out Procedure

- Sign your child out on the biometric finger scanners located in the lobby of the center.
- Accompany your child to his/her cubby to collect his belongings.
- Collect the written communications from the teacher and center in your child's cubby.

Only a parent/guardian or an authorized adult (16 years of age or older), as listed on your enrollment form may pick up your child. Changes to your enrollment form can easily be made, but they must be in writing. If you call in by telephone to inform the center that another person is picking up your child, identify yourself and your child. Person(s) picking up your child will need to provide a picture ID.

DISCIPLINE WITHIN THE CENTER

Our Promise To You
We believe that all children need discipline and want boundaries. With this in mind, we try to make sure that all children know what we expect of them and that it is because we care about them and expect certain behaviors. We always tried to "catch them being good" and give sincere praise for their actions.

- We try to be consistent in our discipline.
- We try to have a positive approach using kind firmness.
- We make suggestions more often than commands.
- We follow through when we have asked for a response to request.
- We let the child know when we expect certain responses.
- We keep parents informed about their child's behavior.
- We let the aggressive or disobedient child know that we disapprove of his/her actions.
- We give the child an opportunity to work out differences when at all possible.

What We Will Not Do
Rocking Horse's Adventureland's behavior management policy shall prohibit children from being subject to any of the following:

- Physical or corporal punishment which includes but is not limited to yelling, slapping, spanking, yanking, shaking, pinching, exposure to extreme temperatures or other measures producing physical pain, putting anything in the mouth of a child, requiring a child to exercise, or placing a child in an uncomfortable position;
- Verbal abuse, which includes but is not limited to using offensive or profane language, telling a child to "shut up", or making derogatory remarks about children or family members of children in

the presence of children;

- The threat of a prohibited action even if there is no intent to follow through with the threat;
- Being disciplined by another child;
- Being bullied by another child;
- Being deprived of food or beverages;
- Being restrained by devices such as high chairs or feeding tables for disciplinary purposes; and
- Having active play time withheld for disciplinary purposes, except timeout may be used during active play time for an infraction incurred during the playtime.

Time Out Policy

Time Out may be used if after a verbal correction, the child continues to act inappropriately:

- Time out shall not be used for children under age two;
- A time out shall take place within sight of staff;
- The length of each time out shall be based on the age of the child and shall not exceed one minute per year of age;
- For children over age six, a time out may be extended beyond one minute per year of age, if a signed and dated statement, including a maximum time limit, from the parent granting such permission, is on file at the center.

If any child continues to break the rules, the teacher will refer the child to the Center's Director. The Director will contact a parent at work or home to speak with them about the child's behavior and develop a plan of acceptable solutions.
If a child's behavior becomes uncontrollable to both the staff, the director and the owner, we will require a parent/teacher/director conference. At that time, the parent may be asked to remove the child from the center or the child may be suspended for a 3 day period.

MEALS AND SNACKS

An afternoon snack is provided by for children attending the School Age program. On days when the public school is not in session, school age children will be provided breakfast, lunch and afternoon snacks.

Special Diets
If a child requires a special diet, it is essential that parents/guardians notify the Center**. Depending on the situation a note from the child's medical provider may be required, or a special written plan developed.** The center will try to accommodate the dietary needs as it is able to fit in with the food program guidelines and general meal preparation.

HEALTH AND SAFETY

Tobacco Free Policy
We are a 100% tobacco-free child care center, inside and outside. This includes all premises owned, leased, or rented by the company, including parking lots. This includes cigarettes, smokeless tobacco and electronic cigarettes

Weapons/ Violence/Alcohol
Under no circumstances is anyone permitted to possess alcohol, firearms or other weapons while at one of our facilities or sponsored events. An exception may be made for sworn law enforcement officers if

required by law. If children are found to be in possession of such contraband, center management will confiscate the item(s) immediately and notify proper authorities. When the behavior of a particular child or parent becomes abusive toward other children, parents, or staff, we may disenroll the child immediately.

Electronic Devices Policy

RHA teachers may use electronic devices from time to time as part of the learning experience. These include but are not limited to television, movies, games, videos, computers and hand held electronic device.

All use of electronic devices shall adhere to the following limitations:

- Electronic device activities for children under age two are prohibited.
- Time allowed for electronic device activities for children ages two and above shall not exceed two hours per day.

Computers within the Center

- Any computer which allows children to access the internet will be equipped with monitoring or filtering software that limits access by children to inappropriate websites, e-mail, and instant messaging.

TVs and Videos within The Center

- Programs, movies, and video games with violent or adult content, including but not limited to soap operas, television news, and sports programs aimed at audiences other than children, shall not be permitted in the presence of children.
- All television, video, DVD, or other programming shall be suitable for the youngest child present.
- PG" programming or its television equivalent shall not be shown to children under age five.
- "PG" programming shall only be viewed by children age five and above and shall require written parental authorization.
- Any programming with a rating more restrictive than "PG" is prohibited;
- All video games shall be suitable for the youngest child with access to the games.
- "E10+" rated games shall be permitted for children ages 10 years and older; "T" and "M" rate games are prohibited.

Inspections

Rocking Horse's Adventureland undergoes routine inspections for health, fire, and safety as outlined and defined by the requirements for operation of a childcare center. These reports are available for review at the center.

Rest Period

Children need a balance between periods of activity and periods of rest. When children are at the center full time, quiet time will be given each day. Children are not required to nap, but are allowed to lounge around quietly with a movie or other quiet activity.

For Swimming Activities (Any activity with standing water)

Whenever, children are engage in a water activities (swimming pool or other with standing water) children will be monitored by two certified lifeguards and additional staff members. Staff members will carry a clipboard and complete a name to face roll call prior to the children entering the pool and a name to face

roll call after exiting the pool to ensure all children are accounted for. Lifeguards and staff will remain on the deck of the pool at all times for supervision of all children.

Immunizations
Before any child can begin care, the center must have on file the current and complete up-to-date immunizations. There will be no exceptions to this rule. A "complete date" is to include month, day, and year the vaccination was given.

Communicable Diseases
Childhood diseases are a natural part of life. When a child contracts measles, chicken pox, etc., all parents will be notified in accordance with the guidelines established by the "Communicable Disease Chart." Children out due to a contagious disease may return to the center with a physician's statement indicating the child is no longer contagious and is ready to return to center activities.

Illnesses
Children who are obviously ill will not be admitted to the center. When a child becomes ill while at the center a parent or guardian will be contacted to pick up the child immediately. Ill children must be "fever-free" at least 24 hours before returning to the center.

Rocking Horse's Adventureland must not admit an ill child for care if one of the following exists:

1. The illness prevents the child from participating comfortably in childcare center activities including outdoor play.
2. The illness results in a greater need for care than caregivers can provide without compromising the health, safety, and supervision of the other children in care.
3. The child has one of the following, unless medical evaluation by a healthcare professional indicates that you can include the child in the childcare center's activities:
    a. Temperature of 100.7 degrees or greater accompanied by behavior changes or other signs or symptoms of illness.
    b. Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrolled diarrhea, two or more vomiting episodes in 24 hours, rash with fever, mouth sores with drooling, wheezing, behavior changes, or other signs that the child may be severely ill; or
4. A healthcare professional has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious.

Severe Personal Injury
In the event of a serious personal injury, the center will attempt to notify the parents or their designee immediately. If the parent or designee is unavailable, the physician named on the enrollment form will be contacted and EMS will be called to transport the child to the nearest medical facility.

Medication
Rocking Horse's Adventureland does not dispense medications. Most medications can be received in doses that are required once or twice daily. Please ask your physician to prescribe a dose that can be given by the parent prior to coming to the Center or when the child gets home from the Center. If a child absolutely needs medication during the day, the parent or another designated adult will need to come to the Center and administer the medication to the child.

Hand washing
Staff and children must wash their hands after using the rest room, before eating a meal or snack, and when soiled. Our staff monitors hand washing and assists a child when needed. Staff and children are to

dry their hands with paper towels that are provided.

Emergency Care
The staff is trained in first aid and CPR and uses this knowledge in the event it is needed. If a child receives a minor cut or abrasion while in our care, the staff person follows Pathogen procedures and washes it out with soap and water and applies a Band-Aid and/or cold pack. Any further treatment must be done at home.

If the staff person feels the wound requires medical attention, the parent is notified. If a serious accident should occur, the staff is instructed to contact the 911 emergency system. A parent is then notified. If a parent cannot be reached, those listed on the emergency card are contacted.

Suspected Child Abuse
All child care workers are mandated by law to report any suspected child abuse to local authorities. The Center has child abuse reporting policies and copies are available upon request. Each day a child enters the center, Louisiana law requires child care staff to make special notations of any bruises, marks and unexplained cuts, scratches, etc. that were present upon the child's arrival. If a child shows an excessive amount of unexplained injuries we are REQUIRED to report it. TO REPORT CHILD ABUSE: Office of Child Protection, 23075 Hwy 1, Plaquemine, LA 70767.
(225) 687-4373

Custody Issues
Rocking Horse's Adventureland has no legal authority to refuse the release of a child to either parent EXCEPT in the case of legally served court orders. A copy of a signed court order stating custodial assignment must be in a child's file to refuse release to a parent. Any additional information or questions regarding this should be addressed with the Director.

Weather related Circumstances / Closures
If the West Baton Rouge Parish Schools are closed, due to severe weather or other emergency, Rocking Horse's Adventureland will also closed. We will notify local television stations for public announcements. No refunds are made for that day.

If the inclement weather causes an early closing, the staff will call a parent to notify them that the child must be picked up as soon as possible. If the parent is unable to pick the child up early, the parent must make special arrangements for the child. The staff must be notified of these arrangements.

Emergency Evacuation and Relocation
An emergency evacuation and relocation plan is posted at the center. In the event there is an emergency evacuation, all children of the center will be relocated to a safe facility. Once a month the children and staff will practice a fire drill as required by state law.

MISCELLANEOUS INFORMATION

Rocking Horse's Adventureland keeps a copy of the Louisiana State requirements for Child Care Centers on file and any of the inspection reports, including the Licensing inspection report, on site for review by anyone who request it.

As required by Louisiana Law, the telephone number and address for the Iberville and West Baton Rouge Parish Office of Family Support (Office of Child Protection) is posted in the main building on the bulletin board in the hallway. It is also provided here:

To **REPORT CHILD ABUSE** contact:

Office of Child Protection
23075 Hwy 1
Plaquemine, LA 70767
(225) 687-4373

Acknowledgment of Receipt of Parent Policy and Procedures Handbook

Please read this handbook carefully and refer any questions you may have to your Center Director

After you have read this handbook, please complete this acknowledgement form and return it to your center director on or before your child's first day.

I have read and fully understand the guidelines and procedures set forth in the Policy and Procedure Manual. I have a copy of this handbook for my personal reference.

Child's Name(s)_____

_____	_____	_____
Parent Signature	Parent Print	Date