

Parent Handbook



Hours of Operation

M - F 6:30am to 6:30pm

475 N 3rd W Rigby, ID 83442

208-745-8187

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OUR MISSION

We are committed to providing a consistent, loving, and nurturing environment where every child feels at home. Our priority is always the children—ensuring their safety, happiness, and growth come before anything else. We create a warm and welcoming space that fosters learning, creativity, and emotional well-being, allowing each child to flourish at their own pace. Through love, care, and a family-like atmosphere, we build a foundation of trust and support that makes every child feel valued and cherished.

COMMUNICATION

Procare is Required! Use procare for sending parent/staff messages and our director and/or another staff member will return it ASAP. You can also call the center and we will get back to you as soon as we can!

HANDBOOK AUTHORITY

This handbook is the final authority on all policies. The Center reserves the right to amend this handbook at any time. This handbook is not a contract.

CONFIDENTIALITY & RECORDS

Personal information of families and staff will not be shared for any reason without prior written consent of the individual.

Each year, Our centers completes an annual audit of enrollment records. After this audit, families will be notified if anything needs to be updated. An updated contract will also be filled out at this time if needed.

FOOD ALLERGY ACTION PLAN

If your child has a food allergy, a completed Food Allergy Action Plan form is required, available in the office. This form will be posted in your child's room, as well as in food preparation areas. Please have your physician sign the Food Allergy Action Plan. The office staff will add any food allergies onto your child's Procare profile.

RATIOS & SUPERVISION

All classrooms maintain Idaho-required ratios and supervision standards at all times.

OUR PROGRAMS

Programs are developmentally appropriate and include structured activities, free play, outdoor play, and rest periods. We provide all breakfast, lunch, and PM snack.

Our preschool curriculum is research based and under current restructure with the help of Idaho Stars. We currently use Learning Beyond Paper, Zoophonics, Homemade aspects. Our current quality focus is environments and curriculum.

DAYCARE STAFF TRAINING

All daycare staff members are required to:

- Pass a criminal background check.
- Maintain current CPR and First Aid (both adult and infant/child) certification.
- Attend daycare staff meetings & trainings.
- Attend 20 hours of early child development training each year through Idaho STARS.
- Complete additional training in accordance with the Idaho Stars PDS program.

ENROLLMENT & ATTENDANCE

Enrollment is complete only when all required forms and fees are submitted.

Enrollment may be terminated if a child is absent for two consecutive weeks without notice.

HOURS, DROP-OFF & PICK-UP

Children must be signed in and out daily using Procare. Drop-ins and pick-ups happen in the lobby/entrance and the child will be directed to their room by a staff member.

Only authorized individuals, through Procare may pick up children. Photo ID may be required. Use Procare to update authorized pickup list, if your contact is not on the list, your child will not be released.

10 hour daily max.

We do not allow drop-offs or pickups from **10:00am to 2:00pm**. This is our lunch and rest time. We do not have our office staffed. Doctors appointments and prior approval can be obtained with 24 hour notice.

Late pick-ups are subject to fees and may result in immediate termination. See fee sheet.

TUITION, FEES & BILLING

Tuition is due regardless of attendance, including illness, vacation, or holidays.

Our billing occurs weekly with the invoice being due upon receipt. Invoices will be sent on Fridays, due on Fridays. If the bill is not paid by Monday, you will be charged a late payment fee. If we have to reach out to you on Wednesday, you will be charged an Account Maintenance Fee. If your payment is not received for the missed week and the current week by that Friday, your door code will be deactivated and your child's enrollment will be suspended until payment in full is made.

After one year of enrollment, 10 days will be granted to be taken in week increments. Two weeks' notice must be given to the center.

Failure to pay tuition may result in immediate termination of care.

Late payment fees are serious and will be applied EVERY time the deadline is missed. We cannot make exceptions. See Fee Sheet for specific fees.

ICCP families are responsible for their bill until they are approved, and a letter of benefits is received by the center. All co-pays are due on the 1st.

ACTIVE SUPERVISION

Active Supervision promotes a safe environment and prevents injuries. The concept of Active Supervision is to be actively engaged with children. It requires focused attention and intentional observation at all times. A process of active watching, counting, and listening.

Active supervision is a use of systems and strategies to observe children at all times while supporting developmentally appropriate learning & teaching children how to assess risk and keeping them safe.

DEVELOPMENTAL MILESTONE TRACKING LEARN THE SIGNS. ACT EARLY.

As part of our commitment to providing high-quality and individualized care, we track and monitor developmental milestones for each enrolled child.

We use the CDC's "Learn the Signs. Act Early." guidelines as our framework. These nationally recognized milestones provide age-appropriate benchmarks across several key developmental areas:

- Language and communication, Social and emotional development, Cognitive (learning, thinking, problem-solving), & Physical development (gross and fine motor skills)

Tracking Schedule

- Infants (0–12 months): 2, 4, 6, 9, and 12 months.
- Children ages 1 and older: Every 6 months.

What This Looks Like in Practice

Teachers observe and document behaviors during everyday routines and play. They use this information to:

- Identify developmental strengths and areas where support may be needed.
- Plan activities that meet the developmental needs of the group and individuals.
- Communicate with families about their child's progress.

If a teacher has any developmental concerns, they will:

1. Share their observations with parents/guardians in a timely, respectful manner.
2. Provide tools, resources, and guidance for how to support the child's development at home.
3. When appropriate, help connect families with early intervention services or specialists.

Family Involvement

Families are encouraged to participate in this process. Open communication between home and school helps create a supportive partnership for each child's success.

CONTINUING EFFORTS

Our program work side by side with our Idaho Department of Health and Welfare coaches. We participate in an above and beyond approach to all our daycare systems, trainings, and advancement. We will constantly thrive to learn what is best proactive in our facility and what more we can do to enhance the child's experience.

ICCP

Our Daycare participates in the Idaho Childcare Program (ICCP). This program is designed to assist parents with their childcare costs through financial reimbursement based on family income. Families who take part in this program are still responsible to pay their tuition copays on time. Parent copays are due by the 1st of each month.

If you are waiting for ICCP approval, you are required to pay your daily daycare rate until approval is received from the State and we know what your co-pay will be. Once approval is received, you are required to pay your copay as stated in the above paragraph. Renewals are required, check with your benefits to know which date.

COMPUTER/INTERNET POLICY FOR CHILDREN

We prioritize hands-on learning, interactive play, and social-emotional development. For that reason, children do not receive individual internet usage privileges while in our care.

If screen time is ever incorporated into classroom activities, it will be:

- Pre-approved by the center
- Shown to the whole group
- Always supervised by a teacher
- Never accessible for individual tablet use

At this time, no child is permitted to access the internet or use tablets independently. This policy ensures a safe, developmentally appropriate, and distraction-free environment for all students.

RETENTION, SUSPENSION AND EXPULSION POLICY

We believe that all children benefit from a stable and supportive learning environment. Retention, suspension and expulsion are considered only after all other options have been exhausted and are not used as a disciplinary tool but rather as a last resort to ensure the safety and well-being of all children and staff.

Retention:

Retention refers to a decision to delay a child's transition to the next classroom level. This decision is made in partnership with the family and is based on the child's developmental readiness. Our goal is to provide each child with the support they need to succeed at their own pace.

Suspension and Expulsion:

Suspension or expulsion may occur under circumstances where:

- The child exhibits ongoing behavior that poses a serious risk to themselves or others.
- All interventions, including behavior support plans and referrals to outside services, have been attempted.
- There is a lack of parental cooperation in working with the center on necessary interventions.
- A child's needs exceed the resources and capabilities of our program despite our best efforts.

Procedures:

1. Documentation: Incidents will be documented, and families will be informed promptly.
2. Meetings: A conference will be scheduled with the family to develop a collaborative action plan.
3. Support Referrals: Families may be referred to outside specialists or programs better suited to meet their child's needs.
4. Final Decision: If all interventions fail, the decision to suspend or expel will be made in consultation with the Director, teaching staff, and, when appropriate, external.

We will make every effort to prevent suspension and expulsion by working proactively with families and using positive guidance, early intervention, and individualized support.

INCLUSION OF CHILDREN WITH DIVERSE DISABILITIES

At Lolos Academy, we are committed to providing an inclusive environment where all children, regardless of ability, are welcomed, respected, and supported. We recognize that each child is unique and may require different types or level of support to thrive.

Our inclusive approach involves:

- Individualized Support: We work with families, specialists, and support staff to develop strategies that meet the developmental and educational needs of each child.
- Staff Training: Our team receives ongoing training on inclusive practices, disability awareness, and strategies to support diverse learners.

If your child has specific needs or a diagnosed disability, we encourage you to share this information during enrollment so we can plan together for a successful experience.

DOCUMENTATION OF SPECIAL HEALTH CARE NEEDS

An Emergency Care Plan must be on file for any child with special health care needs (seizures, etc.).

MANDATORY CHILD ABUSE REPORTERS

Each staff member is a mandatory child abuse and neglect reporter and must contact the Idaho Department of Human Services whenever abuse or neglect is suspected. In the case that a child is brought in with signs of abuse or neglect, we report these signs immediately to the Idaho Department of Human Services.

PARENT RESPONSIBILITIES

Parents must provide required supplies, label belongings, and maintain respectful conduct. The center is not responsible for lost or stolen items.

See supply list.

Disrespectful or abusive behavior toward staff will result in immediate termination.

PARENT-TEACHER CONFERENCES

Parent-teacher conferences will be held as needed at the request of either the teacher or the parent. Times can be scheduled that are convenient for the parents throughout the year but are generally scheduled in January.

ITEMS FROM HOME

Please do not bring items from home that are not on the required supplies list. The center is not responsible for any items lost or stolen.

FOOD FROM HOME

We do not accept food from home in substitute for our Menu items without an Allergy Action Plan. We encourage children to bring in special treats for birthdays or holidays. However, to accommodate for food allergies and dietary restrictions, we ask you bring store-bought snacks in the original packaging.

BREASTFEEDING

We support and encourage breastfeeding for the health and well-being of infants in our care. Our facility provides a welcoming environment for breastfeeding parents and offers the following accommodations:

- Breastfeeding On-Site: Parents are welcome to breastfeed their child at our facility at any time. A comfortable and private space will be made available upon request.
- Breast Milk Storage: We accept and properly store expressed breast milk. Breast milk must be labeled with the child's name and date of expression. It will be refrigerated or frozen as needed and handled according to safe storage guidelines.
- Feeding Preferences: Parents must provide written instructions regarding the handling and feeding of their child's breast milk. We will follow feeding schedules as outlined by the parent.
- Supportive Environment: Our staff is trained to support breastfeeding parents by providing encouragement and accommodating their needs as best as possible.

If you have any specific requests related to breastfeeding, please let us know so we can work together to meet your child's needs.

PARENT VISITS

Open-Door Policy

- Parents and legal guardians are welcome to visit at any time during operating hours.
- Visits may include observing your child, participating in activities, or meeting with staff.
- While we encourage visits, we ask that they do not disrupt the daily schedule or other children's routines.
- If a parent wishes to speak with a teacher at length, we recommend scheduling a meeting to ensure quality time for discussion.

BITING POLICY

Biting is common at certain age levels and we do everything in our power at our centers to protect and monitor to prevent this behavior.

If your child happens to be a biter, we will send home after 3 painful bites to another child in the same day. If a child breaks the skin, we send home immediately. If biting persists, enrollment may be terminated.

ILLNESS & EXCLUSION

The Center has sole authority to determine whether a child may attend. We follow guidance from the childcare manual. See full illness policy on Appendix A. Doctor's notes are not accepted.

Children must be symptom-free for 24 hours without medication before returning.

Parents must pick up ill children within one hour of notification. If your child is not picked up within 1 hour, your child cannot return the next business day.

IMMUNIZATION RECORDS

Before admission, each child must have appropriate immunizations. Children will not be admitted or retained unless all immunizations are up-to-date. A child is generally considered up-to-date on the vaccination series if she or he has had 4 doses of DTP, 3 doses of polio, 1 MMR 3 doses of Hib, and 2 doses of hepatitis B vaccine by 24 months of age. Each child must stay current with their immunizations and boosters. It is the responsibility of the parent to ensure the timeliness of immunizations. The daycare will pull immunization records for all children. Immunizations are required by the State of Idaho. Our records are checked by the State to ensure each child is immunized.

NOTICE OF EXPOSURE & REPORTING DISEASE

A message will be sent to all parents through procare.

MEDICATION AUTHORIZATIONS

Our centers do not administer any medications.

SUDDEN INFANT DEATH SYNDROME (SIDS)- SAFE SLEEP POLICY

Sudden Infant Death Syndrome (SIDS) is a mysterious and unexpected death of an infant under the age of one, where the cause of death cannot be determined. While the cause of SIDS is still unknown, certain sleeping practices have been linked to an increased risk for SIDS. To mitigate this risk, We implement a strict infant sleep placement policy.

- All infants under the age of one will be placed on their backs to sleep.
- Infants who are able to roll from front to back and back to front will be allowed to sleep on their stomachs once placed in their crib for a nap.
- No heavy blankets, stuffed toys, or pillows are allowed in the crib.

DOCUMENTATION OF ACCIDENTS/INCIDENTS

We record all accidents /incidents in Procare.

TOBACCO USE

Cigarettes and smokeless tobacco products are prohibited on our premises, including parking lots and outdoor play areas. Smoking and the use of smokeless tobacco products is also prohibited in our vehicles or personal vehicles being used for the transportation of daycare children.

DAMAGES

Parents/guardians will be responsible for any damages (excluding normal wear and tear on toys) caused by their child to the childcare provider's property or belongings during their child's attendance at the childcare services.

LIABILITY

The Childcare Provider is not liable for any injuries or damages that may occur while the child is under their care. The Parent/Guardian is responsible for any damages caused by the child while under the care of the Childcare Provider.

FAMILY SUCCESS GUIDE

This guide outlines simple recommendations that help children thrive, classrooms run smoothly, and families experience consistent, predictable care. These are not rules — they are best practices that support your child's success at our center.

CONSISTENT ROUTINES

1. Maintain consistent drop-off and pick-up times whenever possible.
2. Establish predictable morning and bedtime routines at home.
3. Ensure your child arrives rested and ready for the day.

ON-TIME ARRIVALS

1. Arrive on time so your child can fully participate in daily activities.
2. Late arrivals may disrupt classroom routines and learning flow.

CLEAR COMMUNICATION

1. Notify the center of absences, late arrivals, or schedule changes as early as possible.
2. Share important updates about sleep, behavior, or changes at home that may affect your child.

PREPARED EACH DAY

1. Bring all required supplies daily, including labeled clothing and personal items.
2. Check cubbies regularly and replenish items as needed.

POSITIVE PARTNERSHIP

1. Speak positively about school and teachers with your child.
2. Support classroom expectations at home.
3. Address concerns calmly and directly with administration.

HEALTH & WELLNESS SUPPORT

1. Keep children home when ill to protect the entire community.
2. Follow illness exclusion and return-to-care guidelines.

When families and the center work together with consistency, respect, and clear communication, children feel secure, confident, and ready to learn. This partnership is the foundation of your child's success.



REQUIRED SUPPLIES

Parents/guardians are responsible for providing the items listed below every day.

Children may be denied care if required supplies are not provided.

ALL CHILDREN

1. One full change of clothes (weather appropriate)
2. Shoes hoes suitable for play
3. Weather-appropriate outerwear (coat, hat, gloves as needed)
4. All personal items labeled with child's first and last name

INFANTS

1. Diapers
2. Formula and/or breast milk, clearly labeled
3. Bottles, clean and ready for use
4. Pacifier (if used), labeled

TODDLER/PRESCHOOL

1. Diapers or pull-ups (if applicable)
2. Water Bottle / Sippy Cup, labeled
3. Extra underwear for toilet-training children

NAP/REST TIME

1. Blanket, labeled (must be left at the center)

NOT ALLOWED

1. Toys from home
2. Outside food or drinks (unless approved by the Center)
3. Unauthorized medication
4. Items that are unsafe or disruptive

ITEMS PROVIDED BY THE CENTER

1. Wipes
2. Food (Breakfast, Lunch, PM Snack)
3. Blankets & Sheets (If needed)
4. All learning materials & crafts

IMPORTANT:

1. The Center is not responsible for lost or damaged personal items.
2. Parents will be notified when supplies run low.
3. Repeated failure to provide required supplies may result in refusal of care for the day.

When families and the center work together with consistency, respect, and clear communication, children feel secure, confident, and ready to learn. This partnership is the foundation of your child's success.

ILLNESS POLICY

Our priority is providing a healthy, safe learning environment for every child.
IF a child is experiencing any of the following conditions the requirement is to be kept home for 24 hours.

- Fever of 100.4 or greater and other symptoms, **until 24 hours symptom-free without fever-reducing medication.**

Signs/symptoms of severe illness, including lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, and/or wheezing

- Diarrhea (not associated with diet changes or medications) (Three instances) until diarrhea stops for 24 hours.

- Blood in stools that is not explainable by dietary change, medication, or hard stools.

- Vomiting (One instance) the child can return after vomiting has been resolved for **24 hours.**

- Persistent abdominal pain (continues for more than 2 hours) or intermittent pain associated with fever or other signs/symptoms of illness

- Mouth sores with drooling.

- Head lice, until **all signs of lice are gone.**

- Scabies, until after treatment has been completed.

- Tuberculosis.

- Impetigo.

- Strep throat, until **24 hours after cessation of fever.**

- Chickenpox, **until all sores have dried and crusted (usually 6 days).**

- Hand Foot and Mouth sores have **dried and crusted and no fever.**

- Pertussis.

- Mumps.

- Hepatitis A Virus, until **1 week after onset of illness**

- Measles, until **4 days after onset of rash**

- Rubella, until **6 days after onset of rash**

- COVID-19, until **3 days after onset of symptoms and cessation of fever.**

- Unspecified respiratory tract illness accompanied by another illness which requires exclusion

- Herpes Simplex, with uncontrollable drooling a child who becomes ill while at our facility must be removed from the classroom to limit exposure of other children to communicable disease.

An ill child will be sent to the office to wait for his/her parent to arrive. **Parent must arrive within 1 hr.** Our facility reserves the right to make the final determination of exclusion due to illness.



LOLOS ACADEMY RATES

Tuition Payments are due weekly on Fridays.

HOLIDAYS: CARE WILL NOT BE PROVIDED, BUT PAYMENT IS DUE WHEN THEY OCCUR ON A DAY THE CHILD(REN) IS/ARE REGULARLY SCHEDULED:

5-Day Contract	Tuition Cost/Week	4-Day Contract	Tuition Cost/Week
0-2 Years	\$195.00	0-2 Years	\$175.00
2-3 Years	\$185.00	2-3 Years	\$165.00
3-4 Years	\$180.00	3-4 Years	\$160.00
4-Pre-K	\$170.00	4-Pre-K	\$150.00
Elementary (Summer)	\$160.00	Elementary (Summer)	\$140.00
Elementary (School Year)	\$100.00	Elementary (School Year)	\$87.50

FEES

Enrollment Fee: \$50.00 (one time charge at enrollment).

Account Management Fee (For Manual Billing): \$10.00 per instance. When staff initiates a collection of your unpaid balance.

Annual Supplies Fee: \$75.00 (Charged on Mar. 1st).

Door Code Turn-On (First Free): \$15.00 per instance. When shut off for non-payment.

Late Payment Fee: \$20.00 per invoice.

10+ Hours Fee: \$10.00 per hour.

Field Trip Fees: \$5.00 per field trip.

Drop-In Care: \$50.00 per day.

Annual Sunscreen Fee: \$10.00(Charged May 1st)

Returned Payment Fee: \$10.00 per instance.

Unenrollment Fee - 2 weeks tuition if no notice.

Collections Processing Fee: 30% of Final Balance.

Transportation Fee: \$10.00 per way

Late Pick-Up after closing: \$5.00 per minute.

Special Dietary Adjustments: \$5.00 per week.

School Closure: \$15.00 per day.

1:1 Care when ill(Behavior) if not picked up within 1 hr: \$5.00 per hour.

Contract Change Fee: \$10 per instance.

DISCOUNTS

Military / First Responder / Nurse Discount	\$30/Month
Need Valid proof	
Multi-Child Discount	\$5/Week

ACKNOWLEDGMENT OF PARENT HANDBOOK

LOLOS ACADEMY

I acknowledge that I have received and read the parent handbook and parent handbook. I understand the following rules & regulations (Please Initial each one):

Initial	Policies	Initial	Policies
	Commucation through Procure		Parent Responsibilities
	Confidentiality		Biting Policy
	Enrollment & Attendance		Illness & Exclusion
	Hours, Dop-off & Pick-up		Required Supplies
	Tuition & Billing		Rates & Fees
	Retention, Suspension, & Expulsion		Immunization Records

By signing below, I understand and agree that:

- The Parent Handbook governs enrollment and care at the Center.
- Policies are enforceable as written and are not subject to individual interpretation.
- The Center has the authority to enforce policies consistently, including illness exclusion, payment requirements, behavior expectations, and termination of care.
 - Tuition is owed according to policy, regardless of attendance.
- The Center reserves the right to update, revise, or amend policies at any time, with notice provided through official communication channels.
- Failure to follow policies may result in immediate termination of enrollment, when applicable.

I understand that continued enrollment at the Center constitutes acceptance of all policies outlined in the Parent Handbook.

PARENT SIGNATURE

Lolos Academy 2026

January

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26	27	28	29	30

February

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23	24	25	26	27

March

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30	31			

April

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June

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July

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August

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September

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November

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December

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Holiday Closure



Teacher Trainings