

Welcome to our family at Happy Hearts Learning Center!

Happy Hearts is not just another child care center... We are a Christian-based family learning center devoted to foster children into being culturally-aware and socially-responsible citizens with an appreciation for difference.

From self-serving family style lunches to having age-appropriate classroom duties, our children will experience how it is to function and be responsible in our amazing school community!

We follow the State of Oklahoma guidelines for child care centers and meet or exceed the standards in all areas.

We are so excited and looking forward to being a part of your child's learning experience!

The Teachers and Staff at Happy hearts Learning Center

MISSION STATEMENT

Our Mission here at Happy Hearts Learning Center is to make a difference in the lives of those we serve, by:

EDUCATING with quality academics, holding educators, families & students accountable to the highest standards;

ENRICHING families and our community with socially responsible citizens;

FOSTERING ALL of God's children in a safe, loving and nurturing environment.

PHILOSOPHY

We believe that:

“It takes a village to raise a child.”

So we make our families our partners, anticipating needs and providing care that exceeds expectations.

VISION

Youth Development: Nurturing the potential of every child

We believe that all children deserve the opportunity to discover who they are and what they can achieve. That makes for confident children today and, contributing and engaged adults tomorrow.

Social Responsibility: Giving back and providing support to our neighbors

Whether we are developing educational or social skills, HHLC is dedicated to building community relationships through collaborations with local businesses fostering the care and respect for all people.

Why Choose Happy Hearts?

Happy Hearts is, and always will be, dedicated to building happy and healthy children-this includes their mind, body & spirit. We believe the values and skills learned early on are vital building blocks for quality of life. Every day our impact is felt when a child makes a healthy decision, when a mentor inspires a child and when a community comes together for the common good. Together we make a difference.

“Guide children in the way they should go, and even when they are old they will not turn from it”

Proverbs 22:6

POLICY

Hours of Operation

HHLC is open from 6:30am-6:00pm, Monday-Friday

We accept Infants-PreK-4

Happy Hearts Learning Center follows the school year starting in September and ends in May Summer program begins end of May to early June

REGISTRATION

Enrollment

There will be a **nonrefundable** \$100 enrollment fee per child upon registration and an annual supplies list. This enrollment fee will also hold your child's position until the specified date, **up to one month**. A child is considered enrolled in the program once the Director has accepted all of his/her form and fees. Enrollment process must be complete prior to the child's first day of attending class- failure to complete process will result in postponement of start date.

Annual Fee

Our annual fee will be renewed at the beginning of every school year in September. Any families enrolled within two months prior to September will be exempted from this first annual fee.

Tuition and Supplies

Tuition is payable in advance and due in full at the first of each month. If payment is not received by the 5th of each month, **a late fee of 10% of tuition is charged for the first day and \$10 each day after**, will be billed to your account. **Tuition and supplies are non-refundable and is due whether your child attends or not, there are no provisions for make-up days due to illness.**

Parents will be notified when payments are past due. If an account is two months past due, parents may be asked to remove their child. There is a \$35.00 returned check fee.

PreK 3-4 will need to submit \$50.00 supplies fee. This will cover workbooks and Highlight subscription for the year.

Period of Fit

We want to provide the best learning environment for both teachers and students. To ensure that we are able to give our children the best possible care, the first two weeks will be a "period of fit." If conditions aren't met for both parties, an alternative plan will be discussed.

PICK-UP AND TRANSPORTATION

Drop-Off and Pick-Up

We value your child being at the center and we want them to receive as much as they can during their time with us each day. **We ask that your child be here by 9:00am.** Being here on time allows children to settle into their daily routine and will give them more opportunities to participate in class activities such as centers and group time. It can be disruptive to the class when children are arriving during structured learning time of the day. ***We cannot accept any child after 9:00am*** unless prior arrangements have been made (for example, doctor's appointment with documentation of visit), and ***no later than 10:30am after doctor's appt.*** We appreciate your cooperation as we work together to make our classroom environment the best it can be for the children.

We ask that you **sign your child in and out each day** via Brightwheel. QR codes are posted at entry for your check-in/out convenience. For accurate attendance and safety of children, please make verbal contact with our management staff in order for us to know that your child has arrived. Do not allow older children to enter the building or classroom alone.

Our center provides breakfast from 7:00am-8:00am(last serving at 7:45am). Please let our AM teacher know if your child needs breakfast. Due to unforeseen allergies, **our center cannot allow students to bring outside food/drinks into our school to finish.** Breakfast bars or any breakfast from home must be thrown away or finished prior to entering school.

Difficulty with separation is not unusual for children, especially during their first weeks of attendance. Please help prepare your child for your departure. Do not try to "sneak away" or "slip out" as this action creates anxiety for your child. Tell your child that it is time for you to go to work, then leave. Prolonging your good-byes sends a mixed message to your child and can increase anxiety. A teacher will be happy to assist you if necessary and help your child settle into an activity.

If a child is upset when you leave, please know that children usually calm down and are participating before a parent reaches the parking lot. Please feel free to message/call us at any time to check on your child.

Alternate Drop Off or Authorized Pick Up

Parents and guardians may authorize other people to drop off or pick up a child. A child will be released only to persons listed on the authorization form. Parents **MUST INFORM** the site director and classroom teacher of the days the alternate person will drop off or pick up the child.

The authorized person will show identification to our teacher and sign in before proceeding to the classrooms. The authorized person will identify him/herself to the classroom teachers. Although we try, we simply cannot remember everyone's family member and when in doubt, we will ID. Please kindly remind family members to be patient with us as we take every measure to ensure our center's safety.

If a child does not arrive at expected time and no phone call or notice was given, our center will immediately contact the parent/guardian via phone so please keep contact numbers updated.

Late Pick-Up

Child's tuition is calculated based on a **10-hour school day**, anytime over will be charged **\$5.00 per 15 minutes**. The Center closes at 6:00 p.m. daily so children must be picked up and **off premise by 6pm**. If you are running late, please call the center. The late fee schedule is as follows:

- From 6:00pm-7:00 the fee for the first time late is \$15.00 plus \$1.00 per minute until 7:00pm (maximum charge of \$75)
- Fee for the **second** time late is \$30.00 plus \$2.00 per minute until 7:00pm (maximum charge \$150) and any time after that in a 30-day calendar period, will be \$3.00/minute.
- The center's clock is the time used to determine the late payment. Late fees not paid within 48 hours are added to statement.
- If late more than 5 times in any seven week period, ***the family faces removal from center.***

On the fifth occurrence of late pick-up after 6pm, \$50.00 will be charged on top of the minutes accrued. We ask that you respect our teachers and their time so please plan accordingly.

Transportation

All transportation of children must be approved by parent/guardian. Our facility currently does not provide shuttling service and field trips are not appropriate at this age level.

Infant car seat/carriers

For allergy reasons and sanitary purposes, we cannot allow car seats or infant carriers to be stored at the center.

COMPLIANCE

Compliance Information

The compliance book will be accessible next to the Director's office.

Disenrollment

All children who are accepted and enrolled in the center will be guaranteed a spot as long as their tuition is current. Parents are required to submit a **30 day written notice or monetary equivalent** when a child is withdrawn from the program. This practice allows the center time to contact those on the waiting list.

Our facility will try to resolve matters to the best of our ability. We will conduct conferences with either teacher or Director along with parents. If matters still persist, termination of service may occur.

BEHAVIOR MANAGEMENT AND POSITIVE DISCIPLINE

Learning to live in gentleness and truth of Christ is God's educational goal for every person. Such a goal is the highest calling of a Christian school. Teaching students to conduct themselves to act in loving and responsible ways is the lasting gift to each student. Discipline and guidance shall be consistent and based on understanding of the child's needs and development. Happy Hearts Learning Center shall promote self-discipline and acceptable behavior.

Corporal punishment **WILL NOT BE ALLOWED NOR TOLERATED**. Teachers are trained to redirect children. We model, encourage and praise appropriate behavior. When a child seems too distressed or cannot seem to calm down, timeaway will be given to the child.

Positive Behavioral Strategies

All Happy Hearts Learning Center teachers and staff will use strategies such as these in guiding and managing behavior of children in the classrooms:

1. Using praise, encouragement and other means of recognizing appropriate behavior;
2. Clearly stating expectations for appropriate behavior;
3. Providing children alternative choices and redirection away from inappropriate behavior;
4. Avoid power struggles with children whenever possible;
5. Using the classroom rules that are established at the beginning of the program year;
6. Implement the social emotional curriculum including practicing the techniques and
7. Encourage parents to implement at home.

Challenging behaviors

When continued challenging behavior, that's not a developmental behavior, occurs, the Director, parents and teacher will work together to help each child succeed in his/her classroom. The team will decide on a plan of action that best meet the needs of the child. The plan may include daily notes home or behavior charts to help encourage acceptable behavior.

Even with every effort and attempts made, there will be circumstances when a child must be sent home or removed from the center:

- 1) The child compromises the safety of themselves, teacher and of other children.
- 2) There is a lack of support or communication from family (not showing up to scheduled parent-teacher conference to discuss concerns)
- 3) The behavior continues.
- 4) Student hits staff and/or teacher

Steps taken for challenging behaviors:

1. First offense: Redirection to desired/acceptable behavior
2. Second offense: Written notice to parent, or verbal notice during pick up
3. Third offense: Parent-Teacher conference. Growth Plan to document improvement
4. Fourth offense: Parent-Teacher conference with Director or Assistant Director
5. Fifth offense: short term exclusion including being sent home or removal from center

BITING POLICY

Our center recognizes that biting is, unfortunately, not unexpected when toddlers are in group care. We are always upset when children are bitten at our center, and we recognize how upsetting it is for parents. While we feel that biting is never the right thing for toddlers to do, we know that they bite for a variety of reasons. Most of these reasons are not related to challenging behaviors, but is considered developmental behavior.

Happy Hearts, then does not focus on punishment for the biting, but on effective techniques that address the specific reasons for the biting. When biting occurs, we have three main responses:

1. Care for and help the child who was bitten.
2. Help the child who bit learn appropriate behavior.
3. Work with the child & parents who bit and examine our routine to stop biting.

Our teachers express strong disapproval of biting. They work to keep children safe and to help the child who bit learn different, more appropriate behavior. When there are episodes of ongoing biting, we develop a plan of specific strategies, techniques, and timelines to address it. We do not and will not use any response that harms a child or is known to be ineffective.

We give immediate attention and, if necessary, first aid to children who are bitten. We offer to put ice on the bite if the child is willing. If the skin is broken, we clean the wound with soap and water. If children are bitten on the top of the hands and the skin is broken, we recommend that they be seen by their health care provider.

When children bite or attempt to bite, their parents are informed personally and privately the same day and incident will be documented on Brightwheel. When children are bitten, their parents are informed personally that day and documented on Brightwheel. When we experience ongoing biting in a toddler room, we develop a plan of action with strategies, techniques, and timelines to work on the problem.

Biting and attempts to bite is always documented on Brightwheel. We keep the name of the child who bit confidential. This is to avoid labeling and to give our teachers the opportunity to use their time and energy to work on stopping the biting.

Training sessions and workshops on biting are given during the year as needed for parents and teachers. In addition, we have current resources on biting available to the parents and teachers. We encourage parents to bring their concerns and frustrations directly to the teachers. The administration is kept informed of the problems and will work with the parents and teachers to help bring the biting under control. Communication is very important in order to help children learn not to bite!

Let's consider the implications of these questions:

What would you do if the child that was biting is yours?

Should children be "kicked out" of the program if they bite too many times?

Would you want your child to be kicked out or would you like for us to work with you and your child to help them learn what appropriate behavior is? If a child is kicked out-who will take the time to teach them how to interact appropriately with their peers?

A program that kicks a child out for biting is indicating that it either doesn't know enough to work on the problem or is unwilling to work on the problem-or both. When we do the hard work of acquiring knowledge, developing skills, and deciding our motivation will be to provide the best for children, our program becomes stronger and more appropriate for children and families. When we excuse ourselves from doing this, our program becomes weaker.

When we approach parents about the fact that their child is biting, we ask them to work with us to help their child learn to stop biting. If parents are unwilling to work with us or don't take the problem seriously, or when there's no trust, only then would we suggest that they may have to find another Center. If the parents of the child that bites and the parents of the victim are willing to go the distance, we can work hard to correct the behavior.

A. Action Plan before biting occurs:

1. Create an environment which meets the developmental needs of the children. Monitor and supervise all children while working and/or playing. Observe and take thoughtful notes regarding the behavior and development of all children in our care.

2. Redirect in situations where any physically aggressive incident may occur. Closely observe the children in question and determine possible causes, make changes in response.
3. Maintain an environment that elicits calm, thoughtful behavior.

B. If a child is bitten:

1. The child that bit is calmly removed from the area, using simple words such as "biting hurts," and taken under direct supervision by a staff member for the remainder of the day.
2. A teacher immediately attends to the child who was bitten comforting him/her and applying first aid as needed. The parents of both children are contacted immediately via Brightwheel and an incident report is filled out for both children.
3. We will avoid any immediate response that reinforces the biting. Caring attention will be focused on the child who was bitten.
4. The child who bit will then be shadowed by a staff member and any other attempts at biting or any other harmful behavior will be stopped as they occur. The child will be talked to on a level which he/she can understand. "I can see that you want that truck, but I can't let you hurt him. Biting hurts." "We ask for "help" and we use our words, not teeth, to ask for help." The child will be redirected to other work/play and staff will closely monitor, supervise and observe this child to determine possible causes of the behavior. Notes will be taken and filed in the behavior log.
5. Teacher will report all incidents to the Director on the day of the incident to review the context of the biting incident, whether adequate supervision was present and whether the environment contributed to the biting incident. The teacher will meet with administration to determine the cause and discuss preventative measures to be implemented immediately.

C. If biting continues:

1. Classroom teacher will meet with management on a routine basis for advice, support and strategy planning.
2. A teacher conference will be held with the parent(s) of the child who is biting after the third bite within a week and with the parents of the child(ren) being bitten in order to discuss the situation in detail. Outcomes of these conferences will be discussed and any changes will be made at home and in the classroom. A written plan of action on the Behavior Intervention Plan form should be produced and carried out, signed by all adults providing care for the children involved (this may include babysitters, nannies, substitute teachers, etc). This will ensure that all adults are on the same page and that the children are receiving consistent responses to their behaviors.
3. Teachers will note and chart every occurrence, including attempted bites, and indicate location, time, other children involved and their behaviors, teachers present, and circumstances in Brightwheel.
4. Teachers will shadow children who indicate a tendency to bite in order to head off biting situations before they occur, teach nonbiting responses to situations and reinforce appropriate behavior.
5. Management and teachers will work together to adapt the program to better fit the needs of all of the children in the classroom.

If teachers, parents and management are working cooperatively together and providing consistent attention to the matter, and they still agree that the children need more support, Happy Hearts may implement the following steps if appropriate to the situation:

- The parent joins the child become the child's shadow support
 - A classroom placement change is made for either the child who is exhibiting biting behavior or the child(ren) who are being bitten (an early transition and change in environment for children stuck in a behavior pattern, can be helpful if the children are showing other signs of readiness including mastering toilet learning, completing classroom works, showing independence in self-care and communication skills) Parents in the new classroom will be informed of the challenges and the schools efforts and commitment to our children and policy.
6. Teachers will work together as partners with the parents of both children who bite and those getting bitten to keep all informed and develop a joint strategy for change.
 7. In cases where staff or parents feel any child has a special need or is exhibiting behavior beyond normal development, the child will be recommended for a developmental evaluation by a trained therapist or parents may choose to speak to their

pediatrician and obtain a referral for a private evaluation. Parents should provide documentation of the evaluation to HHLC and follow up with recommendations from the therapist as needed. However, biting behavior is very typical and common in all children under the age of three.

8. HHLC firmly believes that children should not be unenrolled/expelled/withdrawn due to developmental behaviors but in extreme cases, expulsion/withdrawal of a child from our program will only take place if it is determined that parties involved have exhausted all efforts and a parent or family is uncooperative with the action plan or shows a lack of support or effort for their child or HHLC's efforts. Short term exclusion including being sent home to return on designated day can only be approved by the Director and/or owner. Happy Hearts Learning Center maintains the right to withdraw the child from the program. If the behavior is consistent and all parties are unable to come up with the needed support and solution for the problem, the child may be withdrawn from our program.

SCHOOL CALENDAR: HOLIDAYS/IN-SERVICE/ CENTER CLOSINGS

Our learning center will be closed on major holidays and in-service days as noted on our monthly/annual calendar. There is no adjustment in the regular fee for these closings since it has already been calculated in monthly tuition. Happy Hearts Learning Center will be closed:

New Year's Day and day after	Christmas- Eve, Christmas day and day after
Independence Day	Memorial Day
Fall Break	Labor Day
Thanksgiving – day before and day after	Spring Break

* If a holiday falls on a weekend, the center will closed on the observed day.
All closing will be posted in our monthly calendar

Snow Days: The center will use the Moore Public City Schools inclement weather closing as a guideline and will communicate via Brightwheel. (see Inclement Weather Policy)

Staff Development: To maintain quality service and up-to-date trainings, we will close for teachers to train and prepare for success; the chosen day can be found on our annual calendar

INCLEMENT WEATHER POLICY

SAFETY IS PRIORITY.

Our staff understands that our decision to open, close or delay school opening during inclement weather often disrupts family schedules. We also understand that our children are better served – academically, emotionally and socially – by being in school. But, as always, our top priority is the safety of our children and staff, so the decision to close or delay opening is not an easy one. The process is complex and involves many people.

HOW DO WE MAKE OUR DECISION?

Please understand that we make the decision to open or close the center in bad weather based on a careful analysis of all relevant factors, including:

- Information on road conditions from transportation staff and from local law enforcement and road crews □ Amount of snow and/or ice accumulated
- Whether precipitation will continue throughout the day
- Temperature and wind chill
- Weather predictions (including those from a weather alert service)
- Storm timing, trajectory and projection
- Building conditions (such as whether our building's electricity and/or heat service is disrupted) □ Parking lot conditions

**Generally, HHLC will be closed or delayed for inclement weather when local school districts and government are both closed or delayed. Still, our center has its own exclusive circumstance. Please contact our Director and/or Assistant Director for the most up-to-date information in each unique situation.*

WHO MAKES THE DECISION?

Ultimately, HHLC directors are responsible for the final decision based on the above factors and recommendations from our plow service that are out on the road observing transportation conditions. Often our Directors consult with other area center Directors who are similarly affected by inclement weather/school closures.

WHEN IS THE DECISION MADE?

We strive to make decisions on delays and closings as many hours in advance as possible, in consideration of families who require time to make arrangements. The decision will be made the night before, or in uncertain conditions, no later than 5:30 a.m. on the morning of the closing. Please remember that communications will be sent as quickly as possible

following a decision via Brightwheel. Please make sure your contact information is up to date. It is quite possible that building issues could arise and not be discovered until after 6:00 a.m. In those cases, decisions on center closure may be made later in the day.

WILL WE CLOSE HHLC If CONDITIONS WORSEN?

Even if the weather conditions worsen, we cannot reverse our decision in the morning without endangering the children and staff. If conditions worsen throughout the school day, we may need to have an early dismissal, but we will give as much notice as possible through Brightwheel. However, it is very important for parents to have plans in place in case the decision needs to be made later. We encourage you to consider driving conditions. Always allow yourself plenty of time in the afternoon to pick up your child when the center closes early.

Although we do our absolute best in this process, we know that often no perfect decision exists. If you do not feel that it is safe for your child to attend, use your best judgment whether or not he or she should attend. We prefer to exercise flexibility in these situations as opposed to an inflexible policy.

MEDICAL EMERGENCY

If there's a medical emergency at the center, parents will be informed in person, by phone and/or injury report for any injury. All injuries above our CPR First Aid training will result in calling 911 or personally transported to Norman Regional in Moore.

Infant Safe Sleep

The infant sleep schedule is in line with infant's needs, and doing our best to stay as closely to the parental schedule established. As with all age groups, infants are not forced to stay awake when tired.

Appropriate sleep environments: Crib that meets federal requirements with fully raised and secured sides. Infants will sleep in a tight-fitting sheet covering mattress. Only pacifiers without attachments are allowed in crib. Blankets will not be used, however, a child 3 months of age and younger may be swaddled using a lightweight infant sized fabric or sleep sacks may be used.

Inappropriate sleep environments: Infants are not allowed to sleep in other equipment other than a crib. Infants who fall asleep in something other than a crib will be moved to a crib within 20 minutes. Infants who arrive asleep are promptly moved to safe sleep equipment. Soft products, blankets, bumpers, or toys are not allowed in the crib with the exception of infants under 3 months who are being swaddled. Soft sleeping surfaces are prohibited. Elevated mattresses or sleep positioners are prohibited unless medically documented. Only a medical monitor is allowed to be attached to the crib.

Sleep position: Infants are placed on their back to sleep unless there is a medical reason that is documented by a physician. Infants who are able to turn themselves are still placed on their back but are allowed to turn over into a position the find comfortable.

LEARNING CENTER SAFETY

Happy Hearts Learning Center is committed to providing a safe environment for the children who are enrolled as well as the staff members. This policy establishes security guidelines for all Child and Family Center sites.

Access to Centers

Our families will get a 4-digit entry code that will change quarterly. **PLEASE DO NOT SHARE THIS CODE WITH YOUR CHILDREN.** If an authorized person is picking up your child, please have them ring the doorbell and a staff member will gladly guide them. We strongly enforce this rule. Those who violate will be addressed and if problem persists, withdrawal from school.

Parents who cannot recall the access code must knock or ring the doorbell to gain entrance. Additionally, when entering or exiting the center, parents **should not hold the door open for others to enter the center.**

Emergency Weather/Lockdown/Outside Threat to Center

During tornado season, because our weather service provides ample notice and warning, we will close the center down only if there is a Tornado *warning*, otherwise we will be stay open as long as conditions allow (electricity service). All of our emergency evacuation plans and lockdown procedures can be found in our emergency folder located at main entrance.

If there is an outside threat to our facility, we will go on lockdown and parents will be notified immediately via phone/text.

Happy Hearts Learning Center Protection of Minors Provision

The center's personnel adhere to Oklahoma state law on mandatory child abuse reporting to either the appropriate law enforcement agency or the state hotline operated by the Department of Children's Service.

In addition to external reporting, our center has a mandatory internal child abuse reporting procedure. If you have reason to believe abuse or inappropriate behavior has occurred concerning a minor participating in Happy Hearts Learning Center, please consult the program director or report to OK County Child Care Licensing (405) 767-2650.

Communication/Information Change

Communication is essential as we work together to meet the needs of your child. Please call, if you have any questions. We need and welcome your input.

It is required that all changes and updates of personal info, numbers etc... be turned into the director in writing immediately. A new enrollment packet can be given upon request.

Confidentiality Policy

The only information teachers should share with parents, is information concerning his or her child. Conversations about other children, other parents, co-workers, and supervisors are unprofessional, a violation of Happy Hearts LC policy, and in some instances illegal.

Outdoor Play

All children go outside every day. Please send labeled clothing appropriate for the weather. During a light rain, we may take a walk, so a raincoat is advisable. On snowy days, send boots, hats, gloves and layers of warm clothing. During the summer, we will have lots and lots of water play so we will ask that you bring preferred sunscreen labeled with your child's name. Insect repellent will be used unless parents notify facility of known allergies.

We ask that children wear rubber-soled shoes for outdoor play. Sandals, "jellies" and flip-flops hinder a child's ability to participate and often create safety hazards. You may provide a pair of water shoes that follow these shoe guidelines for water play.

We feel that outdoor play is important for each child, each day. Please do not ask that your child stay inside, as we are not staffed for one-to-one care.

Clothing

All children need at least one complete, labeled, change of clothing at the Center. As the seasons change please check and change the outfits left at the Center. Young children may need several changes of clothing each day, especially those involved in toilet learning.

Diapers

Considerable controversy exists concerning the use of disposable versus cloth diapers. In terms of containment and absorption, disposable diapers are used in group care situations.

You may bring in a max, one sleeve, of disposable diapers for your child. **Please initial each diaper prior to bring into center.** Teachers will note on the daily report form when your supply is low.

Toilet Learning

We ask that you advise us when you are ready to begin toilet learning with your child. It is best if we can duplicate the routines and methods that you are using in order to have consistency for the child. (see Toilet Training policy)

Personal Belongings

The Center provides sheets for both nap pad and cribs. We ask that you provide a small sleep sack and pillow to be kept at school. We will send this home to be washed weekly. If your child has a favorite sleep toy or any other security item, they are welcome to bring them to school. Often children may want to bring in items related to the unit being studied or share items from a vacation.

You should check with your child's teacher to see when "Show and Share" is scheduled. Please label all items brought to school.

We ask that children not bring the following items to the Center:

Toys or toy weapons of any type

Cosmetics

Money

Jewelry

Gum, candy

FOOD SERVICE

No outside food is allowed (except for infant formula or baby food); food will be served during specified time only. A personal, reusable sippie-cup will be required for each age-appropriate child. **We ask that the cups be filled with ONLY water in the morning and taken home to be washed in the evening. (No juice or laxatives)** Monthly menus will be messaged out via BrightWheel and posted in the classrooms.

Until infants turn one and are able to participate in our food program, parents are required to supply formula and baby food. When your child is making the transition to table food, we will work with families and offer appropriate selections from the daily menu. Milk and water will also be available.

Children in the toddler through preschool classrooms are expected to participate in the food program. Milk bottles are no longer allowed and we cannot warm milk.

For infants, there are a variety of ways:

- 1) Premade bottles may be brought to the center which will be stored in the refrigerator and heated per regulation. Used bottles will be rinsed and returned to the child's bag.
- 2) Formula container and infant water may be left at the center. Bottles must be brought daily and labeled. We will make the bottles as needed.
- 3) Frozen/premade breastmilk will be prepared per regulation and stored properly. We ask for only one week's worth of supplies.

As Always, we encourage communication and will do our best to find a way that works for both family and center.

OUTSIDE FOOD POLICY

We prioritize the safety and well-being of all children under our care at Happyhearts. We do not encourage homemade meals or snacks unless it is recommended and documented by a medical provider.

In the case of this, we have implemented the following policy.

All food brought into the center by parents or guardians must be **ready to serve**. This means that all food should be cooked, cooled, or reheated to the appropriate temperature before it is brought to the center.

Food that requires further cooking, reheating, or other preparation will not be accepted.

However, we ask that parents follow safe food handling practices and ensure that all food is properly stored, labeled, and transported to the HappyHearts.

This policy helps us maintain a safe and healthy environment for all children by reducing the risk of foodborne illness or contamination. We appreciate your cooperation in following this policy.

HEALTH MONITORING

Immunization

A current immunization record will be needed prior to the first day of school. Children are NOT allowed without a record on file.

Medication

Occasionally, children will need to receive medication while at the Center. If your schedule allows, you may wish to come during the day and give the medication yourself. In order for the Center to assume that responsibility, the following guidelines must be followed:

- 1) Prescription medication must be ordered by a physician for the child to receive the medication. Do not ask that we administer medication that was prescribed for another child or member of your family. Prescriptions must be in the original container with your child's name on the prescription
- 2) No medication, whether prescription or non-prescription, will be administered to a child without written parental authorization. Permission to administer medication form is available in the office. The medication form must include the following:
 - A. Name of medication D. Date(s) to be given
 - B. Amount of dose E. Parent signature
 - C. Time to be given

All medication will be labeled and stored in the Director's office. Sharps and lancets will be disposed properly in our biohazard waste basket. Please hand all medication to your child's teacher rather than leaving it on the counter or in a cubby

Illness

For a child who is ill, the center requires child to be picked up within an hour. If parents cannot be reached, HHLC will call emergency contacts.

According to State Licensing Standards, a child must be fever free for 24 hours **without the use of a fever-suppressant** before returning to the Center. **Please do NOT administer a fever-suppressant and bring your child to the Center.** This is unfair not only to your child but also to the other children and teachers. Listed below are criteria for EXCLUDING ill or infected children from the Center.

FEVER as follows: Infants younger than 4 months 100F
 4-24 month olds 101F
 Older than 24 months 102F

SIGNS OF POSSIBLE SEVERE ILLNESS, unusual lethargy, irritability, persistent crying, difficulty breathing

UNCONTROLLED DIARRHEA, increased number of stools compared with the child's normal pattern, with increased stool water and/or decreased form that is not contained by the diaper or toilet use

VOMITING, two or more times in the previous 24 hours unless the vomiting is determined to be due to a non-communicable condition and the child is not in danger of dehydration

MOUTH SORES, with drooling unless the child's physician has determined the illness not to be a communicable disease

RASH, Fever or behavior change until a physician has determined that the illness is not a communicable disease

PURULENT CONJUNCTIVITIS, Pink or red conjunctiva with white or yellow eye discharge, often with matted eyelids after sleep, including a child with eye pain or redness of the eyelids or skin surrounding the eye

INFESTATION (e.g., scabies, head lice), until 24 hours after treatment was begun

IMPETIGO, until 24 hours after treatment was begun

STREPTOCOCCAL PHARYNGITIS, until 24 hours after treatment has been initiated and until the child has been fever-free for 24 hours

PINWORM, until 24 hours after treatment was begun

RINGWORM, until 24 hours after treatment was begun

CHICKEN POX, until 6 days after onset of rash or until all lesions have dried and crusted. RUBELLA, until 7 days after the rash appears

TERMINATION OF SERVICES

We are committed to communicate and work with families for the sole purpose of teaching a child. We believe “it takes a village to raise a child,” therefore, we strongly stress on family participation and guidance on teaching each and every student. Even with all of our efforts, there may be times when a child or family may be discharged from Happy Hearts Learning Center. Please read carefully.

Attendance:

- Failure to call/report absences
- Repeatedly picking child up late or remaining in building after 6pm
- Repeatedly dropping child off after 9am Nonpayment of Fees:
- Failure to abide by sign payment policies
- Failure to pay late tuition
- Failure to pay late pickup fees Center:
- Failure to abide by policies in the Enrollment Packet or Parent Handbook
- Failure to return any dated material as sent by the Center in necessary time frame Inability to Function

within the Center:

- When child and/or classmate’s success is compromised through persistent behavior problems
- When Center does not receive family support and/or cooperation
- Failure to resolve concerns that may interfere with learning success Harassment of Threatening

Behavior:

- No parent is allowed to verbally harass or verbally threaten any member of the staff - No parent is allowed to verbally or physically attack a child

Toilet Training Policy

When you feel your child is ready for toilet training, we ask that you begin teaching at home during a weekend or vacation. **PLEASE NOTE: We are only able to assist your child in toilet training if you have successfully begun training at home for one week prior.** We will follow through and encourage your child while in care. toilet training will be done in a relaxed manner with the cooperation of the family. We require that the child be at least 2 years of age and **must also** show signs of readiness (Please read the Toilet Training Readiness Checklist below). Positive reinforcement and consistency must be continued at home.

In a group setting and for our center's sanitary purpose, the child **must** be kept in pull-ups at all times. Please keep in mind that the activity level here at the center can distract your child from responding to an urge to use the toilet, *more so than at your home*. Therefore we will use diapers until your child can and will announce that he/she must use the bathroom and can control his/her bladder and bowels for a few minutes beyond that announcement. It is required that parents provide pull-ups, diaper (until child is ready for pull-ups only) and a few extra change of clothing.

Proper Clothing

Do not bring your child in panties or underwear until he/she has naptime and bedtime control established. During toilet training your child needs to be dressed in "User friendly" clothing as much as possible. The best items are shorts and pants with elastic waist. Please **DO NOT** dress your child in the following since it can make it difficult for your child to reach the toilet in time and/or hinder their ability to pull pants up/down: Pants with snaps & zippers, overalls or bib type clothing, belt, one-piece outfits

Required Supplies

The following items are to be left at the center and replaced as needed. Soiled clothes will be returned in a plastic bag at the end of the day:

Two (2) changes of clothing including socks (an extra pair of shoes if available), A bag of pullups – you will be notified when the supply is running low.

Toilet Learning Schedule

For the first week, the child will be scheduled to use the toilet at consistent times of the day whether the child indicates the need to use the toilet or not:

- Upon arrival at the center
- Before and after breakfast
- Before and after lunch
- Before and after nap
- Before and after outdoor play
- Just before going home **Toilet**

Training Readiness Checklist:

Verbal Readiness: The child is able to speak in three to four word sentences

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|---------|---|
| Stage 1 | The child tells you he/she has a wet diaper, recognize when he/she is wet. |
| Stage 2 | The child tells you he/she is wet, recognizes the sensation of being wet. |
| Stage 3 | The child tells you he/she will wet, can control himself and uses the toilet. |

Physical and Psychological Signs of Readiness

1. Stays dry for a long period of time (the child is able to "hold" urine and bowel movement).
2. Can recognize when diaper is wet or soiled.
3. Has bowel movement at regular times (child chooses when to move their bowels)
4. Can undress and pull up own pants (Important because this is child's responsibility and teacher assists)
5. Initiates interest in using the toilet and asks to wear underwear.
6. Wants to be independent which is very important for the learning process.
7. Child is emotionally ready and is open to learning (is child generally cooperative?)
8. Can use consistent words or gestures to communicate.
9. Is able to physically get to the toilet and sit on it without help.
10. Must show a willingness to want to sit on the toilet and understand its function.

Classroom Transition Policy:

Happy Hearts school year starts in September and ends in May. Therefore, any classroom changes will be made either beginning or end of summer. Being in the appropriate learning level and environment is vital for our student's success. Therefore, we base classroom placement and transition on several factors:

- a. Child's age and development: Happy Hearts uses the Oklahoma Early Learning Guidelines for Infants, Two's and Toddler's as a guideline for placement (A copy is found on our website) Once majority of the milestones have been mastered, students will then start their transition over to our PreK 2-5yr Program
- b. DHS toilet training requirements: This can be a little tricky since those who are still in diapers/pulls-ups must be a certain distance from sinks/restrooms- therefore, even though a student may be mature enough, additional help with toilet training may determine classroom placement.
- c. DHS student to teacher ratio: classroom & teacher availability will determine transition timeline since the center must abide by DHS student to teacher ratio
- d. School Year: Happy Hearts curriculum starts on September 1st each year and end with our Summer program

Parent Involvement Policy:

"It takes a village to raise a child."

Happy Hearts encourage parents/guardians to visit, volunteer, and participate as equal partners in the education of their child(ren). For security and safety reasons, however, all visitors must register in the office at the beginning of any visit, no matter how brief. This includes arrival on campus in the morning. You may arrange to visit during the school day by contacting your child's teacher or the office. Please schedule conferences either before or after school.

Social gatherings are planned several times a year to provide families with an opportunity to become more familiar with each other and the center. Happy Hearts is open to parents for visits and we welcome helpers for lunch visits, or special occasions.

Vacation Policy:

Each child enrolled at Happy Hearts Learning Center will receive one free week per school year (September – August) for vacation purposes. The following rules apply:

- The child must have been enrolled at Happy Hearts Learning Center for at least 3 months to be eligible for the free week of vacation.
- You have notified the Director or Assistant Director prior to the absence by filling out a “Vacation Notice” form and giving it to management **at least two weeks** before the vacation will be taken.
- Your child is absent all 5 days in a single week (Monday – Friday); and the days must be operating business days- not holidays when the center is scheduled to close. The child must be absent the entire week for the free week to be allowed. Discounts are not given on a per day basis.
- Vacation credit cannot be carried over to the next year.
- Accounts must be current and paid in full.
- Tuition credit will be added to the following month’s tuition statement. Statements are sent out 10 days before the 1st of every month so, if the vacation is completed after the billing cycle, credit will not be reflected in the next month. For example, if the vacation is completed September 28th and statements have already been sent out, the credit will be added to November’s statement and not October.

Your child’s vacation week may not be used within the two week notice period of your child’s disenrollment.