



Family Handbook

Welcome to Lacey's Littles! We are so glad you have chosen us to provide care for your littles!

At Lacey's Littles, we strive for quality and safety, while providing a calm and loving environment. We take pride in knowing children will be able to participate in a wide range of experiences and develop their full potential. To support our inclusive community, we provide a personal approach, a place that is considered home away from home.

Our specially trained teachers are dedicated to helping children develop the skills for success in school and in life through creative, hands-on experiences. Our play-based curriculum allows children to experience social interaction, discovery, and problem solving.

This Family Handbook and Agreement should serve as your guide to our program. It is also part of the contractual agreement between you as the parent or guardian and Laceys Littles LLC. The Handbook, together with the Family Agreement and any addendum or policy issued by the school, governs the terms of your child's enrollment and attendance at the center, your financial responsibility, and the expectations we have of each other in relation to your child and the center. Please save these materials for future reference. We hope that they will help you better understand the policies, procedures, and goals of our center.

We look forward to getting to know you and your child!

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Getting Ready for Your Child's First Day

Changes can be very hard on young children, it is normal for children to be anxious about new experiences, especially starting a new school. Our teachers and staff will work to make sure your child's adjustment goes as smoothly as possible. These suggestions may help make the transition a little easier:

- Talk to your child in an excited way about Laceys Littles LLC. Tell them exactly what will happen several times before that first day. Let them know that the teachers will make things fun for them, and they will be there to help them feel safe and loved.
- Listen to your child's feelings about going to school and encourage him or her to feel good about this new experience. Please share any concerns or fears they may have with the teachers, so that she may pay special attention to these issues right from the start.
- If you feel sad when you leave the first few times, please do your best to hold your tears until your child is out of sight. Most of us have had that experience and can identify with your feelings. While it is hard not to show your emotions, it is best for your child to know that you feel good about leaving them at school.
- Please do not hesitate to check in on your child! We are happy to update you on how they are adjusting.

You must notify Laceys Littles LLC in writing of any changes regarding your child's medical information, allergies, specific feeding instructions, emergency contacts, authorized pickup information, legal or custody information, or need for accommodations and any changes to your contact information by the next day your child attends.

If your child permanently leaves the center for any reason, you must provide us with contact information that will be valid for at least the next 90 days. If you do not provide this information, Laceys Littles LLC is not responsible for any delay in communication with you regarding final financial issues or any other matter.

Safe Arrival and Departure

Parents are required to accompany their child to the classroom or other designated drop-off location each day. You must sign your child in each day via the Brightwheel app on the iPad located inside the main entrance hallway. Before you can finish the check-in process you must complete a wellness questionnaire to make sure your child has not had any illness or issues before coming to the school each day. Parents are required to keep their child close and within direct sight while entering and exiting the building. Laceys Littles LLC may release your child to you or to an authorized pick-up contact, listed in the Enrollment Application or named in writing to center ahead of time, who is either known to staff or provides photo identification. All drop-offs and pick-ups must be completed at the location designated by the center using our sign-in and sign-out procedures. Children cannot be picked up while on the playground, they must be brought inside the building and checked out on the center's iPad. Access to the classrooms via the exterior classroom doors are for emergencies only. We are not permitted to open these doors to parents or guardians to pick-up or drop-off.

Parents must notify their child's teacher when a child is picked up and dropped off; no pick-ups or drop-offs may take place without direct contact with the child's teacher or other center personnel overseeing pick-ups and drop-offs. Parents are responsible for signing their child in and out daily on the proper device and or forms. If your child has not been picked up by the scheduled closing time, we will attempt to contact you and your designated emergency contacts. If these attempts are unsuccessful, after one hour we will contact local authorities and release your child to their custody. Late fees will also be addressed.

Admission & Enrollment

All admission and enrollments forms must be completed and turned in, with the enrollment fee and first week's tuition payment paid before/by your child's first day. A non-refundable enrollment fee of \$100 is due at the time of enrollment. A \$70 material fee is due annually. Lacey's Littles LLC accepts children of ages 12 months to 5 years.

Tuition Rates

Lacey's Littles reserves the right to change tuition rates at any time. A notice of at least 30 days will be given prior to any changes made to pricing.

Tuition rates as of 9.1.2026 (Full time, 4-5 days):

Classroom/Age	Price per week
Buds (6M-15M)	\$265
Woddlers (12-24M)	\$245
Toddlers (24-36M)	\$245
Hoppers (2.5-4Y)	\$225
Blossoms (3-5)	\$215
Sprouts (4-5)	\$215

Inclusion & Discrimination

Non-Discrimination: At Lacey's Littles LLC LLC, equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws.

Educational programs are designed to meet the varying needs of all students. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have

speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: mail to: U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW
Washington, D.C. 20250-9410; fax to (202) 690-7442; or email to program.intake@usda.gov.
This institution is an equal opportunity provider.

Inclusion: Laceys Littles LLC believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in childcare. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on their individual capabilities and needs.

Parents are Partners

Unless a court order is provided to the center states otherwise, parents are welcome to visit the center and their child at any time of the day. You are very welcome here! Parents who are able to comply with the center's volunteer policies are encouraged to volunteer in their child's classroom. The children will benefit greatly from your participation. Examples of opportunities for you to volunteer include helping with meals; making classroom materials; reading stories; speaking to the class about special hobbies or interests; or donating materials for art projects, the home living center, etc. We operate with an "open door policy". This means that during normal program hours that your child is enrolled at the center, we allow parents to visit. We would love to see families share a meal with the enrolled child, read a book to the class, volunteer for a day, or just be involved with their care here with us. The exterior doors WILL remain closed and locked during the day for the safety and protection of the children and staff.

We strongly encourage parents/guardians to participate in parent conferences and meetings. Parent conferences are held twice a year: once in the Spring and once in the Fall. If you have any concerns about your child and would like to request a conference, please speak to the Director. Good communication between parents and teachers is very important. Parents are asked to share any pertinent information with the Director. We always encourage parents to ask questions and make suggestions.

Things to Know

What to Send with Your Child

Parents are asked to send **two changes of clothes, under and outer, including socks, diapers**

(if needed), labeled bottles and cups, and a blanket for nap time. All items should be labeled with your child's name. Each Friday we will send your child's blanket home to be washed, this must be returned with your child on Monday or the next school day. We ask that you not allow your child to bring toys from home because they may create jealousy and tension among the other children. However, if your child uses a soft toy for comfort at nap time, you are welcome to bring it. Laceys Littles LLC is not responsible for any items brought from home. If your child regularly comes to the center without appropriate and sufficient clothing or grooming, the center may require you to address the issue before allowing your child to return to school.

Clothing

Children will spend time indoors and outdoors daily. Please dress your child in washable play clothes suitable for all types of activities, including painting and eating. Closed-toe shoes with at least a strap on the heel must be worn at all times. We ask that you label all clothing items. Every child should have a full change of clothes in their assigned cubby. Laceys Littles LLC is not responsible for lost or damaged clothing. Please check the lost and found if an item is lost. Infants and toddlers are not permitted to wear earrings or jewelry, including teething necklaces, as they can injure a child, especially in a group environment. Jewelry may be removed by teachers for safety. We discourage all children from wearing jewelry to school.

Fingernails

Please keep your child's fingernails always trimmed and well-groomed. Proper maintenance will reduce the incidences of children scratching themselves or others. This is especially true for children aged two and under. You will also help reduce the spread of germs while assisting your child with hand washing skills.

Meals

You are the most important teacher your child will ever have. By working together, you and your child's caregivers can help your child establish healthy food habits that will last a lifetime. By practicing proper health habits, including healthy eating, you can give your child a head start on a healthy lifestyle.

Laceys Littles LLC will provide breakfast and an afternoon snack daily. You will need to provide lunch for your child. We recommend meals that are ready-to-eat. Your child's food must be cut properly to prevent the risk of choking: especially high-risk foods such as grapes, grape tomatoes, raw vegetables, etc. **Popcorn and whole nuts are not allowed at school.** If you want to bring a hot lunch for your child, it must be packed in a thermos or container that will hold the temperature of the meal. If your child is bringing a cold lunch and there are items that need to be kept cold, please add a cold/ice pack to ensure these items stay cold. If your child requires a special diet, our center will make reasonable efforts to accommodate the needs of

your child's diet, but if the center is unable to make an accommodation, you will need to provide all meals for your child. Special diet requests must be presented in writing, and a copy given to the child's teacher as well as the Director. Lacey's Littles LLC reserves the right to require supporting documentation from a licensed physician. These meals provided from home must meet USDA guidelines for nutritionally sound and well-balanced meals. Food from home must be labeled with the child's name and date. As our center promotes healthy eating habits, please do not send chips, snack food, sweet desserts, or carbonated beverages and sugar filled drinks to school with your child.

We do not allow children to be dropped off while eating food/drinks. They must finish any outside food or drink before entering the center.

Nap Time

Infant through pre-school age children will be provided with a nap time daily. We encourage your child to rest during that period. Your child will have a cot for them to use daily and will be sanitized at the end of every day. Blankets will need to be provided and left at school throughout the week we will provide the sheet. The blanket will be sent home to be laundered every Friday and will need to be returned with them on Monday morning.

Developmental Screening

To coincide with curriculum-based assessment(s), we monitor each child's achievement of developmental milestones, share observations with parents/guardians, and provide resource information as needed for further screenings, evaluations, and early intervention and treatment. The developmental screening process is a collaborative one, involving parents/guardians and done in conjunction with the child's primary care provider and health, education, and early intervention consultants. Developmental screening is conducted with written consent from the child's parent/guardian(s).

Classroom Observations

To ensure that developmentally appropriate learning experiences are provided to the children in our care, we observe each teacher in assigned classrooms at least once a month. To help teachers grow their teaching skills, observation notes are shared with the teacher after each visit and goals for enhancing teaching practices are agreed upon. These observations are also shared with supervisors and are incorporated into performance appraisals. At times, we may ask a peer or teaching partner to participate in the observation. Additional observations may be scheduled when a teacher requires additional support or coaching. Classrooms may also be observed by external assessors from agencies that regulate childcare services.

Transitions

Many transitions will occur in a child's life. At Lacey's Littles LLC, our goal is to help your child progress in a secure and developmentally appropriate way. When your child transitions to a new class, we encourage you to be involved by talking to him or her about the process and by

sharing special ideas and plans, interests, or concerns with your child's new teachers. Together we can create a sense of security and excitement for your child.

Attendance

We ask that all children enrolled in our center attend on a regular basis and arrive at the Drop-Off Time listed in the Enrollment Application. If your child will not attend as scheduled, please notify the center at least two hours ahead of time. If a child repeatedly fails to attend, the center may require a change to the child's schedule or disenroll until he or she can attend consistently. Please note that we have a strict cut-off drop-off time of 9:30 AM, children must be in their classrooms by 9:30 each day to be counted in attendance. If you have an emergency or your child has a scheduled doctor's appointment and will be later than 9:30, please let us know ahead of time. If your child has an appointment or will be late, they need to be in the building by 10:45AM to allow them time to eat lunch and allow them adequate time to adjust to the routine of the classroom. If a child's tuition is subsidized by a program with an attendance requirement and the child fails to meet the attendance requirement, you will be responsible for any charges not paid by the program, and the child may be disenrolled if payment is not received when due. Full tuition is owed for the days a child is enrolled at the center even if they do not attend, whether the child received the subsidized tuition or not.

Celebrations

We encourage you to celebrate birthdays and holidays with your child. We are happy to suggest healthy snacks such as crackers, fruit, party mix, etc. instead of sweets or sugary snacks. Any food brought for classroom consumption MUST be store bought and in a sealed container. If you would like to celebrate an occasion with your child's class, please discuss the time and event with the director.

Holidays

Laceys Littles LLC operates year-round, Monday through Friday, except holidays and professional development days. The center will be closed on the following holidays.

- Labor Day and Following Tuesday for Staff Development
- Wednesday before Thanksgiving, Thanksgiving, and Black Friday
- **Early Dismissal Friday, December 11, 2026 @ 3PM**
- Week of Christmas - December 21, 2026 - December 25, 2026
- New Year's Day - January 1, 2027
- Good Friday March 26th, 2027
- Memorial Day and Following Tuesday for Staff Development
- Independence Day is observed on Friday July 2, 2027

The center may also close on other holidays and on professional development days but will notify parents in advance of those closures. Because tuition rates and staffing needs are calculated on a weekly basis, tuition credits are not available for holidays, professional

development days, or other unscheduled center closures. Additional holidays may be listed in your agreement.

Sept. 18, 2026 3:30P Goodies w/Grands – Grandparents Day Event	March 17, 2027 3:00P St. Patty's Parties
October 16, 2026 10A Pumpkin Patch Field Trip	March 25, 2027 2:45P Easter Egg Hunt
October 30, 2026 3:00P Halloween Parties	May 7, 2027 3:00P Mother's Day Tea Party
November 24, 2026 3:00P Thanksgiving Parties	June 20, 2027 3:00P Popsicles with Pops – Father's Day
December 18, 2026 3:00P Christmas Parties	July 1, 2027 4OJ Water Day/Cookout
Feb. 12, 2027 3:00P Valentines Parties	Sept. 10, 2027 3:30P Goodies w/Grands – Grandparents Day Event

Upcoming Events for 2026-2027 *Dates are subject to change

Unexpected Closures

If the center is recommended to close unexpectedly for inclement weather or other reasons before the school day begins, the center will attempt to notify parents in advance using Brightwheel and/or local news media. If the center is required to close unexpectedly during the school day, the center will notify parents and if necessary, emergency contacts using available contact information. Please refer to the center's emergency plan for information regarding emergency pick up locations and information about Laceys Littles LLC transportation in emergencies. If local public schools are closed by reason of inclement weather, we will assess the need for closure as well.

Video Monitoring

As part of our center's overall safety, video monitoring equipment may be in use at the center. Our policy does not permit the use of recording equipment in restrooms. Video images captured at school are not used for marketing purposes and are periodically deleted. By enrolling your child in our center, you consent to the center's capture of video and photographic images of your child for academic, internal, and security purposes. All persons who come onto the property understand and agree that the center may also capture video and photographic images of them for internal and security purposes.

Recess/Outdoor Activities

Children need fresh air and exercise daily. Children will be allowed to play outdoors on the playground each day, weather permitting. Per the Tennessee DHS Licensing Rules, toddlers and preschool aged kids shall have 60-90 minutes of outdoor play time each day. Indoor activity can be increased if adverse weather does not permit outdoor play. Infant shall be taken outside to play at least two-three times daily, weather permitting. Children will only be kept in during the rain or extreme heat or cold. Please dress your child appropriately for the weather and provide appropriate outdoor apparel (i.e., coats, or jackets, short sleeves or cool material clothing for hot/warm weather).

If your child requires an accommodation to remain indoors during designated outdoor due to a qualifying disability or medical condition, please notify the center in writing of the need and accommodation will be made, if possible, by the center and staff.

Chart 1 - Age Grouping.

Age of Children	Adult:Child Ratio	Maximum Group Size
Six (6) weeks – Fifteen (15) months	1:4	8
Twelve (12) – Thirty (30) months	1:6	12
Two (2) years	1:7	14
Three (3) years	1:9	18
Four (4) years	1:13	24
Five (5) years	1:16	24
School-age (currently registered and attending school)	1:20	No Max

Chart 2 - Age Grouping.

Age of Children	Adult:Child Ratio	Maximum Group Size
Six (6) weeks – Thirty (30) months	1:5	10
Twelve (12) months – Thirty-Six (36) months	1:6	12
Two (2) – Four (4) years	1:8	16
Two and one-half (2½) – Three (3) years (Thirty (30) – Forty-seven (47) months)	1:9	18
Two (2) – Three (3) years	1:8	16
Two and one-half (2½) – Five (5) years	1:11	20
Two and one-half (2½) – Twelve (12) years	1:11	20
Three (3) – Four (4) years	1:12	24
Three (3) – Five (5) years	1:13	24
Four (4) – Five (5) years	1:16	24
Four (4) – Six (6) years	1:16	24
Five (5) – Twelve (12) years	1:20	No Max
Kindergarten through Fifth Grade (ages five (5) – eleven (11) years)	1:20	No Max
Sixth Grade through Twelfth Grade (ages eleven (11) – seventeen (17) years)	1:20	No Max

Chart 3 - Allowable Combined Grouping and Adult:Child Ratio Chart for first/last hour and one-half (½) of each day only:

Age of Children	Adult:Child Ratio	Maximum Group Size
Two and one-half (2½) – Five (5) years	1:11	20
Three (3) – Twelve (12) years	1:15	20
Four (4) – Twelve (12) years	1:20	20
Thirteen (13) – Seventeen (17) years	1:20	20

Staff to Child Ratios

We always ensure the following ratios are followed. These ratios are a state licensing requirement and are checked frequently by our local Licensing Consultant.

Payment Policy

The tuition rates and other charges for our center are set out in the Enrollment Agreement. Each time you make a payment, you will see the payment reflected immediately on your account. In addition, you may request detailed statements of the charges and payments on your account. Please review any receipts and statements carefully. You must notify us in writing of any errors on a receipt or statement of account within 30 days of the receipt or statement being made available to you. If you do not, you and we agree that the receipt or statement is accurate and may be relied upon by the center, and you thereby waive any claim to any refund.

Our general financial policies are set forth below. Please carefully review the Payment Terms section of your Family Agreement for any additional terms that may apply to your School.

Payment Method

All payments must be made via credit card accepted by the center, checking account ACH (to account designated by Laceys Littles LLC), money order (made payable to Laceys Littles LLC), or check (made payable to Laceys Littles LLC), or cash. Payments can also be made through your child's profile on Brightwheel, ACH and cards accepted. Fees apply when paying via Brightwheel. Cash payments will need to be placed in the lock box by the check-in iPad in an envelope with your child's name and the dollar amount that is enclosed.

Payment Deadline and Late Payments

Payment for the week is due at the time your child is dropped off for school on Monday. If the center is closed on Monday, the payment is due the following day. If the center is closed for a longer period of time, such as the week of Christmas, tuition will need to be paid on Monday as usual. **Cash payments will need to be made prior to the extended break.** Please make sure to always check with your center Director to ensure which days payments need to be made during a holiday closure. If payment is not received by 5:30 PM local time on Monday, the late payment penalty fee of \$20 will be applied after 5:30 PM each day.

If payment is not received by 5:00 PM on Tuesday the following day, the center will refuse childcare services until all late fees and tuition payments are paid in full. The child may be disenrolled for nonpayment. After multiple instances of late payments or non-payments, we will have a meeting to discuss the policies that were agreed upon and possible termination.

Late Pick-Up Fees

Late pick-up is not something we can accommodate; **it should only be considered as an emergency occurrence.** There is a late pick-up fee of \$5 per minute and is due at the time of pick-up, no later than the next morning prior to drop-off. Late fees will begin to be added after 5:30PM. Repeated late pick-ups may result in termination of childcare services.

Vacation Week Credits

After six (6) months of full-time enrollment, families are eligible for one week of tuition credit. The credit must be requested at least two (2) weeks in advance and must be used for five (5) consecutive childcare days within the same Monday–Friday week. The child may not attend the Center during the week the vacation credit is applied. Vacation credits may not be split between weeks or used for individual days. The State of TN does not fund or credit parents on the certificate program for vacation week credits.

Other Terms

The center's weekly tuition and other charges may change from time to time, and in any event, annually. New tuition, weekly and or monthly charges, are due when effective. The center may require reasonable evidence of eligibility for any discount (for example, verification of employment) of current participation in a childcare assistance program. Additional fees for special activities or optional programs may apply and are due before the child participates in the child participates in the relevant activity. Nonpayment of any amount when owed is a breach of this agreement and may, at the center's discretion, result in disenrollment.

Withdrawal

Laceys Littles LLC makes future staffing and purchasing decisions based on the number of children currently enrolled. As a result, a two-week written notice to the Director of the center is required if you choose to permanently withdraw your child from the center. If you withdraw your child without two weeks' notice, tuition will continue to be due, and you agree to pay the tuition for the two weeks following your child's last day of attendance, and your child will be unenrolled at the end of that two-week period. Parents have the responsibility to pick up their child's remaining items within 30 days after the child's last day of attendance before the items are donated.

Smoke Free Policy

Children shall be in a smoke free and tobacco free environment. Smoking and the use of any product containing, made or derived from tobacco, including e-cigarettes, cigars, little cigars, smokeless tobacco, and hookah, shall not be permitted on the premises of the childcare center, in vehicles used to transport children, or during any off-premise activities. The use of tobacco (including smokeless tobacco and vaping), illegal drugs, and alcohol is prohibited on all School campuses and during School- sponsored off-campus activities.

Child Abuse or Neglect

Our goal is to protect the children in our care. It is the policy of Laceys Littles LLC to comply with applicable laws regarding the reporting of suspected child abuse or neglect and to cooperate with government investigations of suspected abuse and neglect. You agree that we may also honor a request from government authorities to interview your child at School regarding an investigation into suspected abuse or neglect.

- Every operator, owner, licensee, director, primary educator or staff member of, or substitute staff member or volunteer in, a child care agency licensed by the Department of Human Services is individually responsible and required to immediately report any reasonable suspicion of child abuse or neglect to either the Department of Children's Services and/or local law enforcement or the judge of the juvenile court in the county of the child's residence, pursuant to T.C.A. §§ 37-1-403 and 37-1-605.

Child Injury or Illness While at School

Although Laceys Littles LLC' sick policy and school safety measures are effective in preventing many illnesses and injuries during the school day, we recognize that minor illnesses and injuries may nevertheless occur. If your child becomes ill or suffers an injury other than a minor bump or scrape while at School, we will attempt to notify you first and then your child's Emergency Contacts designated in the Enrollment Agreement or otherwise in writing for further instructions. You agree that if we are unable to reach you, we may rely on the instructions of your child's Emergency Contacts to address illnesses or injuries that do not appear to require urgent medical attention. We will use standard first aid methods to care for minor bumps and scrapes and will notify you of any minor injuries at the end of the day.

In the event of an illness that appears to require urgent attention, if we are unable to reach you, we will call an ambulance if it appears that medical attention may be required before the end of the school day. You understand and agree that, while our teachers are trained in basic first aid, they are not medical professionals and may use the judgment of a reasonable layperson in responding to your child's injury or illness. As between you and the center, you are responsible for any charges for medical care required or received during the school day.

When You Should Keep Your Child Home

To protect the health of the center community, children exhibiting the following illnesses or physical symptoms are not permitted to attend school until they do not have symptoms or meet the specific return-to-school criteria listed below. A child with any of the illnesses or symptoms listed below should not be sent to school, and a child who develops any of the listed illnesses or symptoms while at school may be sent home and should not return until the child is symptom free after at least 24 hours have passed and medications are no longer needed. Meaning, if a child is sent home with an illness, they are not to return the following day since 24 hours would not have passed. A doctor's note stating they are able to return to school may be requested at any time before the child is able to return after an illness, and a health check will be done prior to the child being checked in. In some instances, a doctor's note is required before they can return. For Flu, COVID, RSV, HFMD, and Pink Eye, a doctor's note is required before they can return. We at the center will conduct a health check with parents upon arrival to ensure they are well enough to return, if they still show signs of being ill, we will have the child stay home until well. Too many times a note from the physician states they can return in a time frame when the child is still too sick to fully function in the classroom. Please make sure to always truthfully answer the questions on the health screening when checking in your child each day.

*If a child has a sibling at home that also attends the center, and they are home with any of these illnesses and or symptoms, during peak flu and cold season, we ask that both children be kept home as a precaution to help cut down on the spread of illness. Depending on circumstances and illness, we may ask that the sibling who is "well" be kept home during the time that the sibling is home with the contagious illness.

Symptoms which exclude children from attending school:

- Abdominal pain lasting more than two hours or other symptoms
- Breathing difficulty, rapid breathing, and/or severe coughing
- Diarrhea – in diapered children if stool is not contained in the diaper; in toilet-trained children, if diarrhea is causing "accidents"; in any child, if the child experiences two stools more than usual during the school day (e.g., three or more stools in two hours)
- Fever – (a) 100 degrees or above (child may return after they have been fever free without meds, for at least 24 hours)
- Head lice (may return when free of all lice and nits)
- Impetigo, ringworm, or trench mouth (Ringworm must be treated and covered)
- Mouth sores with uncontrolled drooling
- Rash or hives over the body
- Red eyes with discharge
- Severe or harsh cough with thick green discharge from the nose
- Severe pain or discomfort

- Sore throat
- Vomiting – two or more episodes of vomiting in a 24-hour period
- Weeping or bleeding skin lesions
- Yellow eyes or jaundiced skin
- Any temporary illness or injury that prevents the child from participating comfortably in activities or results in a greater need for care than staff can provide without compromising the health and safety of the other children at the center.

Illnesses which exclude children from attending school:

- Campylobacter
- Chickenpox (may return when all lesions have dried or crusted, and no new lesions have appeared for at least 24 hours)
- COVID-19 positive test or potential exposure (may return when CDC or state/local guidelines allow) A doctor's note is required prior to returning, no sooner than 5 days after positive test.
- E-coli
- German measles
- Giardia lamblia
- Hand Foot and Mouth Disease (may return 5 days after diagnosis, after all sores have started to scab over, blisters are gone, all sores in mouth have healed, and no fever for at least 24 hours) A doctor's note is required prior to returning.
- Hemophilis influenza
- Hepatitis A virus infection
- Impetigo (untreated or uncovered)
- Influenza (may return after 3 days have passed since positive test and all symptoms have resolved for at least 24 hours – without the use of medications) A doctor's note is required prior to returning.
- Measles
- Meningococcus
- Mumps
- Pertussis
- Rubella
- Respiratory Syncytial Virus (*may return after 5 days have passed since positive test and symptom free with the exception of a minor cough*) A doctor's note is required prior to returning.
- Salmonella
- Scabies
- Shigella
- Strep throat (antibiotics for at least 24 hour AND fever free for at least 24 hours without fever reducing medication)
- Tuberculosis (active infection)
- Whooping cough

Immunizations and Physicals

Laceys Littles LLC work to protect health and safety of all members of the center community starts with the requirement that all children receive all immunizations and examinations required by state law before attending the center. Please review the State Immunization requirements for a list of required immunizations in Tennessee. If you do not comply with the requirements for Tennessee and with this policy, the center may separate your child from the center until he or she has received the required immunizations or examinations.

Exemptions: Tennessee permits exemptions to vaccination or other student health requirements in certain instances. You are solely responsible for providing to the center in writing all materials required to request such an exemption. You understand that the center will require strict compliance with any state standard regarding such request for exemption and may decline your request for an exemption if the center determines in its sole discretion that you have failed to strictly comply with such standards.

Disclosure Regarding Reporting

It is the policy of Laceys Littles LLC to comply with state and local laws that require reporting of certain communicable diseases.

Medication Administration

If your child requires medication administration during the school day, you must be the one to administer this medication. Laceys Littles LLC does not administer any medication unless it is a life-threatening medication, such as an epi-pen, during an emergency. We will apply sunscreen to children before any outdoors activities on days where sun exposure is high and there is a risk for sun burn. A form will be filled out by your child's teacher each time it is applied.

Please understand, our staff are not medical personnel and are not responsible for administering medications. If your child has a prescription, with instructions from his/her physician that reads it must be given during hours of care, please see the Director with all information regarding this matter.

Behavior and Guidance Policy

The center relies on all of its members – children, staff, teachers, parents, and family members – engage in appropriate and respectful behavior that supports our mission. When behavior fails to meet this expectation, the center uses positive guidance to promote positive behavior. In cases of serious or ongoing issues, the center may be forced to suspend or permanently disenroll a child.

Generally, teachers will address inappropriate behavior in an age-appropriate way by verbally discouraging the behavior and/or redirecting a child to an appropriate activity. Short cooling-off periods followed by a discussion of the incident and appropriate behavior may be used with preschoolers and older children at the teacher's discretion. Corporal punishment is not allowed at Laceys Littles LLC. Physical restraint is not used or permitted for discipline.

Expulsion Policy

If serious or repeated behavior issues develop, the center may notify Parents and provide copies of relevant incident reports, copies of which will be kept in the Child's file. We also invite Parents/Guardians to work with us and our staff to prepare an Individual Action Plan for a child. The Individual Action Plan is used to determine cause for concern, based upon repeated or serious behavioral issues, to ensure the child's best interest is being considered, and to identify any reasonable changes to the center's environment that may address behavioral concerns. The center, Child, and Parents are expected to implement the Individual Action Plan.

If an Individual Action Plan is not successful in addressing repeated behavior challenges, or in the case of behavioral challenges that the center determines to be very serious, the school may determine that the most appropriate response is to separate the Child from the School on a temporary (suspension) or permanent (disenrollment) basis. While the decision to separate a child ultimately rests with the center in its sole discretion, the center will communicate its recommendation for separation to the child's parent and will, when reasonably possible, discuss with the parent whether alternative measures are safe, reasonable, and appropriate for the child and the center. Examples of behavior challenges that may result in separation include a child's failure to adjust after a reasonable amount of time and multiple attempts using different strategies, uncontrollable tantrums, or angry outbursts, physical or verbal abuse to staff or other children, and or excessive biting. If a Child is separated from the center for behavioral reasons, full tuition must be paid for periods of temporary separation and no refunds will be offered for temporary or permanent separation.

The center may also be forced to act when the behavior of others in the community is disruptive, disrespectful, or abusive. While the center will generally rely on the Resolving Parent/Guardians concerns process outlined in this Handbook to address Parent or family member concerns, in serious or ongoing cases, the center may be forced to limit a Parent's or family member's communication with the center or to permanently separate the Child involved from the center to protect the center community. Examples of Parent and or family member behaviors that may result in consequences include: a failure to cooperate with a child's Individual Action Plan, a failure to attend as scheduled for two consecutive weeks, a failure to complete required forms, including health and immunization information, and physical or verbal abuse to staff or other members of the center community.

Laceys Littles Expulsion Policy

The purpose of this policy is to provide clear, consistent, and appropriate expectations and consequences to address disruptive and severe injurious behaviors that jeopardize the safety and well-being of other children and staff members of Laceys Littles. Laceys Littles reserves the right to evaluate the consequences of each case in light of its severity and content. This policy is accompanied by the understanding that Laceys Littles has exhausted **any and all** efforts and resources available to assist the child and family to prevent suspension and/or termination. Prior to expulsion, a parent will be contacted, and correspondence will be sent home indicating the issues that have occurred. If, after a having discussed the child and their consistent behaviors, depending on the risk to the other children's welfare and safety in the program, behavior does not improve and the provider finds that they can no longer accommodate the child, the parent may be asked to find alternate care within the week or immediately.

A child is allowed two (2) serious incidents in a day that may cause injury to another child or staff member before the following actions are taken. Serious incidents may include, but are not limited to: biting, hitting, scratching, punching, pushing, attacking, pulling hair, etc. This includes any action that causes a visible mark, knot, injury, or immediate bruise to another child and/or staff member at Laceys Littles.

_____ First Offense _____ Second Offense

_____ Third Offense

_____ Fourth Offense

_____ Zero Tolerance Incident

*Parent signature on Behavior Report/Detailed Incident Report

*Parent signature on Behavior Report/Detailed Incident Report, child picked up in 30 minutes, suspended until next school day, parents retain financial obligation for day missed

*Parent signature on Behavior Report/Detailed Incident Report, child picked up in 30 minutes, suspended for next 3 school days, parents retain financial obligation for days missed

*Parent signature on Behavior Report/Detailed Incident Report, child picked up in 30 minutes, termination from program indefinitely, forfeit tuition/fees previously paid

*Parent Signature on Behavior Report/Detailed Incident Report, immediate termination, forfeit tuition/fees previously paid

At any level of offense listed above, it is understood that destruction of Laceys Littles property due to an incident will result in the financial obligation of the parents to replace/repair the property destroyed.

Child's Name: _____

Parent/Guardian Signature: _____ Date: _____

Child Custody and Legal Matters

We understand that, from time to time, families may experience disputes over child custody or other matters. For the health and safety of all within the center community, and to ensure our resources are devoted to all students, it is the policy of Laceys Littles LLC to avoid becoming involved in child custody disputes whenever possible. You agree that teachers are not experts on parenting, child psychology, or family relations, and agree that you will not call any employee to testify in any family law proceeding as an expert witness. In the event a center employee is a necessary fact witness in a family law proceeding, you agree that you will provide at least 60-days' notice of any hearing, deposition, or other setting; will notify the Director in writing of your request for testimony before issuing a subpoena; and that it would be unduly burdensome, unreasonable, harassing, and costly to require a center employee to testify in a family law proceeding except in compliance with this paragraph. At the center's sole and absolute discretion, you agree that you will pay the center's costs of complying with any subpoena for documents or testimony issued on your behalf, including its attorneys' fees and the costs of substitute personnel.

You agree that you are responsible for providing the center with a current, complete, signed copy of any court order that affects access to your child while at the school, or that prohibits your child from being released to his or her natural or legal parent, and that the center is only responsible to act as a reasonable layperson would in attempting to comply with the clear and obvious terms of such an order.

Records

Parents may request a copy of a child's enrollment paperwork, attendance records, and discipline records by sending a written request to the Director. You understand and agree that it may take up to two weeks to process a request for records. In the event your request for records pertains to a legal matter, you agree that you will present your request in writing to the Director and allow at least seven days to respond to your request before any subpoena is served or issued on your behalf. You understand and agree that Laceys Littles LLC may use any information you provide in the Enrollment Application, Family Agreement, or otherwise, including personal information, to make enrollment decisions, determine eligibility for enrollment and other center programs, comply with required reporting in connection with accreditation, funding, and other programs in which Laceys Littles LLC participates, and to communicate with you regarding center operations and opportunities.

Resolving Parent or Guardian Concerns

Laceys Littles LLC deeply values feedback from members of our center community and find that many concerns, which might become conflicts, can be addressed through clear and direct communication. As a result, we have a formal process to address concerns raised by Parents and other members of the center community. Following the steps below helps to ensure that your concerns are heard by those who are in the best position to address them. While the Parents and Laceys Littles LLC agree to follow the Three-Step Communication Process below, there are two important exceptions. First, we take all concerns around abuse and neglect seriously. Any suspected child abuse or neglect should be immediately reported as required by law. Please report suspected child abuse or neglect to the Director. Second, if you believe that a condition at the center places any person in danger, you should immediately report that condition to the center Director.

1.Meet with the appropriate staff person.

2.Meet with Center Director.

3.Follow up on issue if needed.

Inappropriate or Disparaging Communications

Parents and Laceys Littles LLC agree to use the Three-Step Communication Process to resolve disputes and concerns. As such, Parents agree not to publish to any other person or entity, in any public forum, including on social media, any defamatory, false, or disparaging remarks, comments or statements concerning Laceys Littles LLC, its business, or any of its employees, officers or directors, or any of its associated third parties, now or in the future. Parents' refusal to follow the required Three-Step Communication Process may result in termination of childcare services, in Laceys Littles LLC' sole discretion. Nothing shall prevent or in any way restrict the two important exceptions set out above to immediately report (i) child abuse or neglect; or (ii) any unsafe conditions.



Family Handbook Acknowledgement

Parent/Guardian Acknowledgement

By my signature below, I represent and covenant to Laceys Littles LLC that I have received, have read, understand, and agree to the terms of the Family Handbook. I understand that the Family Handbook forms a part of our contract with Laceys Littles LLC and is a legally binding document. I understand that my child as well as each Parent/Guardian of child must comply with the Family Handbook.

Parent/Guardian Printed Name

Date

Parent/Guardian Signature

Notice of Received Licensing Summary

Please see the attachment titled Licensing Summary Requirements and complete the following statement.

I, (PRINT NAME) _____, have received the Tennessee Department of Human Services Summary of Licensing Requirements for Child Care Agencies. I understand that it is available to me via online access through the Brightwheel app as well as posted on the bulletin board at the entrance of Lacey's Littles LLC.

Parent Signature

Date