

Happy Hearts Learning Center
636 N. Broadway Ave. Moore, OK 73160
Oklahoma DHS Licensed

Welcome to our village at Happy Hearts Learning Center!

We are more than just a childcare center; we are a Christian-based community devoted to seeking first the Kingdom of God by fostering culturally-aware and socially-responsible citizens. From family-style meals to age-appropriate duties, our children learn the value of responsibility and the strength of their voice within our village.

Serving children from infancy through pre-kindergarten, we are a proud Oklahoma DHS licensed program and the winner of the 2025 Best of Moore childcare provider award. This handbook outlines our commitment to exceeding state standards in early childhood education, health, and safety. We are so excited to be a part of your child's learning journey!

Many, many blessings,
The Teachers and Staff at Happy Hearts Learning Center



MISSION, PHILOSOPHY & VISION

MISSION STATEMENT

At Happy Hearts Learning Center, our mission is to advance God's Kingdom by educating, enriching, and nurturing every child we serve. We are committed to excellence, shared accountability with families, and fostering all of God's children in a safe, loving, and Christ-centered environment.

PHILOSOPHY

We believe that every child is created in God's image and that raising them well is a shared calling.

"It takes a village to raise a child."

As partners with families, we seek to anticipate needs, lead with compassion, and provide care that reflects Kingdom values—grace, responsibility, and love—while striving to exceed expectations in all that we do.

VISION

Our vision is to see children grow into confident, capable, and compassionate individuals who reflect God's love in the world by seeking first the Kingdom of God

Youth Development: We nurture the God-given potential of every child, guiding them to seek His Kingdom as they discover who they are and what their PURPOSE is—laying the foundation for engaged, contributing adults tomorrow.

Social Responsibility: We model Kingdom living by giving back, building strong community partnerships, and teaching care and respect for all people.

WHY CHOOSE HAPPY HEARTS

Happy Hearts is dedicated to developing the whole child—mind, body, and spirit. We believe the values learned early become lifelong building blocks for a meaningful life. Every day, we see the impact when a child makes a healthy choice, a mentor inspires growth, and a community comes together for the common good.

"Guide children in the way they should go, so when they're old, they will not depart from it."

—Proverbs 22:6

LICENSING & REGULATORY COMPLIANCE

Compliance: Happy Hearts Learning Center operates in full compliance with **Oklahoma Administrative Code 340:110** and all **Oklahoma DHS Child Care Licensing** requirements.

License Number: K83-0053766

Star Level: One-Star

Ages Served: Infants through Pre-K 4

Records: All inspections, monitoring visits, and corrective actions are documented and maintained on-site.

INCLUSION & NON-DISCRIMINATION

Services are provided without discrimination. Reasonable accommodations that are within our scope of training are made for children with special needs.

CONFIDENTIALITY & RECORDS

All records are confidential and stored securely. 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.

PROGRAM EVALUATION FOR CONTINUOUS QUALITY IMPROVEMENT

Annual surveys, self-assessments, improvement plans, and outcome tracking support five-star quality standards.

HHLC 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.

ENROLLMENT, ADMISSION & WITHDRAWAL POLICIES

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 \$100 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.

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.

HOURS OF OPERATION & ATTENDANCE

Hours of Operation: 6:30 AM to 6:00 PM, Monday through Friday

School Year: Happy Hearts Learning Center follows a traditional school year from September through May, with a summer program beginning between late May and early June.

Tardy: All students must arrive no later than 9:00 AM. For the safety of our children, if a student does not arrive at their expected time without prior notice, our center will immediately contact the parent or guardian. Please ensure all contact numbers are kept up to date.

TUITION, FEES & PAYMENT POLICIES

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.

Tribal, and Military assistance are accepted where applicable. Discounts for Military, Educators, Multi-Family enrollment, First-Responders, and Team members.

WITHDRAWAL & TERMINATION

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.

Transition Plans

1. Joining Our Family (New Enrollments)

We want your first day to feel like coming home. Our "Soft Landing" process includes:

- **Tours & Fits:** Prospective families visit to see our classrooms, meet teachers, and ensure our philosophy aligns with your family's needs.
- **Orientation:** A guided walkthrough where children find their cubbies and play with new peers while parents discuss drop-off routines and separation strategies with teachers.
- **"All About Me" Sheets:** You'll complete a profile sharing your child's interests, health history, and your preferred guidance approaches so we can bond with them quickly.
- **Staying Connected:**
 - **ProCare:** You'll receive real-time updates on meals, naps, and photos throughout the day.
 - **Live Cameras:** Secure, live video feeds are available for parents to check in at any time.

2. Growing Together (Internal Transitions)

As your child hits new milestones and gets ready for the next classroom, we make the move gradual and stress-free:

- **Communication First:** We'll contact you for approval and communicate detailing the new room's schedule and expectations.
- **The 3-Day Step-Up:**
 - **Day 1:** 1-hour visit to the new room.
 - **Day 2:** Visit through naptime.
 - **Day 3:** Full day in the new environment.
- **Blended Mornings:** From 6:30 AM to 8:00 AM, we combine age groups. This allows younger children to build relationships with older peers and "future" teachers early on.

3. Navigating the Day (Daily Routines)

Consistency is key to a child's sense of security. We manage daily shifts by:

- **Predictable Schedules:** Every class follows a consistent sequence of play, meals, and outdoor time so children always know "what comes next."
- **Play-Based Focus:** We minimize transitions by protecting long, uninterrupted blocks of play.
- **Transition Cues:** Teachers give ___-minute warnings and use timers to announce changes.
- **Active Waiting:** We turn "boring" moments (like waiting for the bathroom or lunch) into fun through finger plays, songs, and movement games.

4. Moving On (Leaving the Program)

Whether you are relocating or heading to "Big School," we support your next chapter:

- **Kindergarten Readiness:** Because our students go to over 10 different elementary schools, we focus on universal success. We build the **dispositions** (curiosity, cooperation, following directions) and **academic skills** needed for any district.
- **Record Sharing:** When you move to a new center, we provide copies of your child's developmental milestones to ensure a smooth hand-off to their next teacher.

Note: If your child requires outside specialists (Speech, PT, etc.), they are welcome in our center! We ask that they first work with your child at home to build rapport before transitioning to sessions in our classrooms.

PICK-UP AND TRANSPORTATION

Drop-Off and Pick-Up To help your child settle into their routine and fully participate in group activities, we ask that all children arrive by 9:00 AM. Arriving on time minimizes disruptions to structured learning. We cannot accept arrivals after 9:00 AM unless prior arrangements are made (e.g., a doctor's visit with documentation), with a final cut-off of 10:30 AM.

Daily Check-In & Safety

ProCare: Please sign your child in and out daily via the ProCare QR codes at the entry.

Arrival: For safety, always make verbal contact with management staff when arriving. Please do not allow children to enter the building or classrooms alone.

Breakfast: Served from 7:00 AM–8:00 AM (last serving at 7:45 AM). Please notify the AM teacher if your child needs breakfast.

Outside Food: To protect students with allergies, outside food or drinks must be finished or disposed of before entering the building.

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.*

Helpful Transitions Separation anxiety is normal! To help your child feel secure, we recommend a quick, loving goodbye rather than "sneaking away" or prolonging your departure. Our teachers are happy to assist in settling your child into an activity. Most children are happily playing before you even reach the parking lot! You are always welcome to check on them via our live surveillance, messaging, or by calling the center.

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.

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.

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	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 close 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 ProCare. (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 We Make Our Decision

Our center follows Moore Public Schools inclement weather closings. Decisions regarding center operations are also based on several key factors:

- **Safety & Conditions:** Real-time reports from law enforcement, road crews, and our plow service regarding road and parking lot safety.
- **Weather Metrics:** Current temperature, wind chill, and ice/snow accumulation.
- **Forecast & Timing:** Storm trajectory and precipitation timing provided by weather alert services.
- **Facility & Staffing:** Building status (heat/electricity) and the ability of our team—many of whom live in rural areas—to commute safely.

While HHLC typically follows local school district and government closures, we evaluate each situation uniquely. Directors make final determinations after consulting with plow services and other area childcare leaders.

Communication & Timing

- **Standard Notification:** We aim to announce closures or delays the night before. If conditions are uncertain, a final decision will be made no later than **5:30 AM**
- **Unforeseen Issues:** If building-specific issues (like heat failure) arise after 6:00 a.m., a later notification may be necessary.
- **Method:** All updates are sent immediately via ProCare.

Changes to Conditions

- **Early Dismissal:** If weather worsens during the day, we may close early. We will provide as much notice as possible via ProCare to allow you to make arrangements.
- **Safety First:** We encourage parents to prioritize their own judgment. If you feel travel is unsafe for your family, we support your decision to keep your child home and will remain flexible regarding attendance.

STAFF QUALIFICATIONS & PROFESSIONAL DEVELOPMENT

All staff meet DHS and STARS workforce requirements including education credentials, background checks, CPR/First Aid certification, and annual professional development.

Professional Development Plans are reviewed annually and aligned with Oklahoma Core Competencies.

CURRICULUM & EARLY LEARNING

Our curriculum is developmentally appropriate, evidence-based, and aligned with Oklahoma Early Learning Guidelines. These can be accessed on ProCare app

Lesson plans are planned monthly & weekly and reflect individual learning goals.

CHILD ASSESSMENT & DEVELOPMENTAL SCREENING

Children are observed and assessed regularly. Results are shared with families via ProCare

CLASSROOM TRANSITION POLICY

Classroom placements and transitions typically occur at the beginning or end of summer to align with our September–May school year. Transitions are based on:

- **Development:** Mastering milestones outlined in the *Oklahoma Early Learning Guidelines*.
- **Requirements:** Meeting DHS regulations regarding toilet training and sink proximity.
- **Capacity:** Adhering to DHS student-to-teacher ratios and current classroom availability.

INFANT PROGRAM POLICIES

Safe sleep practices are strictly followed. Feeding, diapering, and individualized care plans are documented daily via ProCare.

Infant Room Routine (team may adjust to suit classroom needs):

Morning Routine

- **06:30 – 08:00 AM:** Greet Parents / Drop-Offs
- **08:00 – 08:15 AM:** Diaper Changes
- **08:15 – 09:00 AM:** Breakfast (Baby Food)
- **09:00 – 09:15 AM:** Diaper Changes
- **09:15 – 10:00 AM: Circle Time** (Songs & Stories)
- **10:00 – 10:15 AM:** Diaper Changes
- **10:15 – 11:00 AM: Free Play** (Bouncers, Tummy/Mat Time)
- **11:00 – 11:15 AM:** Diaper Changes

Mid-Day & Afternoon

- **11:15 AM – 02:00 PM: Nap Time** (Flexible based on child)
- **02:00 – 02:15 PM:** Diaper Changes
- **02:15 – 03:00 PM:** Lunch (Baby Food)
- **03:00 – 03:15 PM:** Diaper Changes
- **03:15 – 04:00 PM: Group Play** (Floor Toys, Bubbles, Music/Outdoor)
- **04:00 – 04:15 PM:** Diaper Changes
- **04:15 – 05:15 PM: Nap / Rest Time**
- **05:15 – 06:00 PM:** Diaper Changes / Parent Pick-Up

Infant Safe Sleep Policy

We prioritize the safety and well-being of our infants by adhering to established Safe Sleep standards.

- **Scheduling:** We align sleep times with each infant's individual needs and aim to follow the schedule established by parents as closely as possible.
- **Safe Environment:** Infants sleep only in cribs that meet federal safety requirements. To maintain a safe sleep space, cribs are kept free of blankets, toys, and other soft items.
- **Sleep Position:** In accordance with safety guidelines, infants are always placed on their backs to sleep. Once an infant is capable of rolling over independently, they are permitted to remain in their preferred sleeping position.

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.

Crib sheets: Happy Hearts Learning Center will provide crib sheets for all infants in our care. However, you are welcome to provide your own preferred sheets, as we understand that infants often find comfort in familiar scents from home. For your peace of mind, we also use hypoallergenic detergents for all laundering at the center.

Infant Feeding (Under 1 Year) Parents provide formula and baby food until the child transitions to our meal program. We offer three convenient ways to manage infant feedings:

1. **Premade Bottles:** Brought daily, refrigerated, and heated per regulation.
2. **On-Site Preparation:** You may leave formula and infant water at the center; please bring labeled bottles daily for us to prepare as needed.
3. **Breastmilk:** Frozen or premade milk is stored and prepared per regulation. We ask that you provide only one week's worth of supplies at a time.

TODDLER PROGRAM POLICIES

Toddlers are supported through routines, language development, and social-emotional growth with developmentally appropriate guidance.

Toddler Schedule (team may adjust to suit classroom needs):

- **7:00 AM – 8:00 AM:** Arrival / Breakfast
- **8:15 AM – 9:00 AM:** Diaper Check / Changes & Table Toys
- **9:00 AM – 9:45 AM:** Outdoor Play
- **9:45 AM – 10:15 AM:** Diaper Check / Changes & Snack
- **10:15 AM – 10:30 AM:** Music & Movement
- **10:30 AM – 10:45 AM:** Circle Time
- **10:45 AM – 11:15 AM:** Diaper Check / Changes & Table Activity
- **11:15 AM – 11:30 AM:** Storytime
- **11:30 AM – 12:00 PM:** Lunch
- **12:00 PM – 12:20 PM:** Diaper Check & Wash Face / Hands
- **12:00 PM – 2:00 PM:** Nap / Rest Time
- **2:00 PM – 2:45 PM:** Diaper Check / Changes
- **2:45 PM – 3:00 PM:** Circle Time
- **3:00 PM – 3:45 PM:** Outdoor Play
- **3:45 PM – 4:15 PM:** Diaper Check / Changes & Music & Movement
- **4:15 PM – 4:30 PM:** Centers / Free Play / Clean Up
- **4:30 PM:** Close Room / Move to Common Area

BITING POLICY

At Happy Hearts, we recognize that biting is a stressful but common *developmental stage* for toddlers in group care. We do not focus on punishment; instead, we use effective techniques to address the specific reasons behind the behavior while keeping all children safe.

Our Approach

- **Immediate Care:** We prioritize comforting the child who was bitten and providing first aid (cleaning with soap and water or applying ice).
- **Guidance:** We calmly teach the child who bit that "biting hurts" and guide them toward appropriate behaviors, such as using their words and/or redirecting their biting to a teething necklace or toy
- **Communication:** Parents of both children will be notified personally and via ProCare on the day of the incident. To avoid labeling, the identity of the child who bit remains confidential.

Action Plan for Ongoing Biting If biting becomes a pattern, we work as a "village" to resolve it:

1. **Observation:** Teachers will shadow the child and document triggers in a behavior log to adapt the environment or routine.
2. **Collaboration:** After three incidents in one week, we will hold a parent conference to create a formal **Behavior Intervention Plan**.
3. **Support:** We may suggest developmental evaluations or classroom transitions if the pattern persists despite our best efforts.

Our Commitment to Your Child We believe in teaching children how to interact appropriately rather than excluding them for developmental behaviors. Withdrawal from the program is only considered a last resort if a family is uncooperative with the action plan or if all efforts to maintain a safe environment have been exhausted.

PRESCHOOL PROGRAM POLICIES

Preschool classrooms focus on kindergarten readiness, self-regulation, early literacy, and math concepts.

PreK 3-4 years Schedule (team may adjust to suit classroom needs):

Morning Routine

- **08:00 – 08:45 AM: Free Play** (Classroom exploration)
- **08:45 – 09:00 AM: Potty Break & Clean Up**
- **09:00 – 09:30 AM: Circle Time** (Music & Movement)
- **09:30 – 09:40 AM: Morning Snack**
- **09:40 – 10:00 AM: Potty Break & Quiet Reading**
- **10:00 – 10:30 AM: Outdoor Play**
- **10:30 – 11:00 AM: Transition Inside & Potty Break**
- **11:00 – 11:30 AM: Carpet Time / Table Toys**

Mid-Day & Afternoon

- **12:00 – 12:20 PM: Lunch Time**
- **12:20 – 02:30 PM: Nap / Rest Time**
- **02:30 – 03:00 PM: Potty Break & Table Toys**
- **03:00 – 03:30 PM: Music, Movement & Story Time**
- **03:30 – 03:45 PM: Afternoon Snack**
- **03:45 – 04:00 PM: Afternoon Activity**
- **04:00 – 05:00 PM: Outdoor Play**
- **05:00 – 06:00 PM: Wind Down, Potty & Departures (Home)**

Time Block	Activity Type	Primary Focus
Morning	Enrichment	Literacy, movement, and fine motor skills
Mid-Morning	Active Play	Gross motor skills and fresh air
Mid-Day	Rest	Recharging with a consistent nap period
Afternoon	Social/Creative	Storytelling and group activities
Evening	Outdoor/Departure	Physical play and parent pick-up

Personal Belongings

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

Cosmetics

Toy weapons of any type

Money

Gum, candy

Jewelry

HEALTH & SAFETY POLICIES

Daily health checks, illness exclusion, medication administration, sanitation, and emergency preparedness are enforced.

Immunization

A current immunization record will be needed prior to the first day of school. Children are NOT allowed without a record on file or an exemption form from health professional or health department.

ILLNESS & EXCLUSION

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. (also see Emoji handout)

FEVER as follows:

- Infants younger than 4 months 100F
- 4-24 month olds 100.4F
- Older than 24 months 102F

Signs of Possible Severe Illness: Unusual lethargy, irritability, persistent crying, or difficulty breathing.

Uncontrolled Diarrhea: An increased number of stools compared to the child's normal pattern, with increased water or decreased form that cannot be contained by a diaper or toilet use.

Vomiting: Two or more times in the previous 24 hours, unless determined to be a non-communicable condition and the child is not at risk of dehydration.

Mouth Sores: Accompanied by drooling, unless a physician determines the illness is not communicable.

Rash: Accompanied by fever or behavior changes, until a physician determines it is not a communicable disease.

Purulent Conjunctivitis (Pink Eye): Pink or red eyes with white or yellow discharge, often with matted eyelids after sleep, or eye pain and redness of the surrounding skin.

Infestations (Scabies, Head Lice): Exclusion until 24 hours after treatment has begun.

Impetigo: Exclusion until 24 hours after treatment has begun.

Streptococcal Pharyngitis (Strep Throat): Exclusion until 24 hours after treatment has started **and** the child has been fever-free for 24 hours.

Pinworm: Exclusion until 24 hours after treatment has begun.

Ringworm: Exclusion until 24 hours after treatment has begun.

Chicken Pox: Exclusion until 6 days after the onset of the rash or until all lesions have dried and crusted.

Rubella: Exclusion until 7 days after the rash appears.

MEDICATION ADMINISTRATION

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 may also be found online.
- 3) 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

EMERGENCY & DISASTER PREPAREDNESS

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.

Fire, tornado, lockdown, and evacuation plans are posted in every classroom and drills are conducted regularly and documented.

NUTRITION & FOOD SERVICE

Menu & Timing: Monthly menus are shared via ProCare and posted in classrooms. Food is served only during specified mealtimes.

Outside Food: To ensure the safety of all children and reduce the risk of contamination, outside food is not allowed. Exceptions are made only for infant formula, baby food, or meals medically documented by a provider.

Hydration: Each child requires a labeled, reusable sippy cup. Cups must be filled with **water only** (no juice or additives) and taken home daily for washing.

Toddler and Preschool (1+ Year)

- **Participation:** All children in these classrooms are expected to participate in the center's food program.
- **Transitions:** We will partner with you as your child transitions to table food, offering appropriate selections from our daily menu.
- **Bottles:** Milk bottles are not allowed in these classrooms, and we do not warm milk for older children.

Medical Exceptions & Safety If a medical provider recommends outside food, it must arrive ready to serve (fully cooked). For safety, we cannot accept food that requires further cooking or preparation at the center. All items must be properly labeled and transported following safe food-handling practices.

We encourage open communication and look forward to working together to find a routine that works best for your family and our center.

BEHAVIOR GUIDANCE & POSITIVE DISCIPLINE

Our goal is to guide children toward the "gentleness and truth of Christ" by teaching them to act in loving, responsible ways. Guidance at Happy Hearts is consistent, age-appropriate, and designed to promote self-discipline and positive behavior.

Positive Behavioral Strategies We use redirection and positive reinforcement rather than punishment. Our staff is trained to:

- Recognize and praise appropriate behavior.
- Clearly state behavioral expectations.
- Provide alternative choices and redirection.
- Implement a social-emotional curriculum that parents are encouraged to use at home.
- *Corporal punishment is strictly prohibited.*

Managing Challenging Behaviors When persistent, non-developmental challenges arise, the Director, teachers, and parents will collaborate on a customized success plan, which may include daily progress notes or behavior charts.

Disciplinary Steps:

1. **First Offense:** Redirection to acceptable behavior.
2. **Second Offense:** Verbal or written notice to parents at pickup.
3. **Third Offense:** Parent-Teacher conference and implementation of a Growth Plan.
4. **Fourth Offense:** Conference including the Director or Assistant Director.
5. **Fifth Offense:** Short-term exclusion or removal from the center.

Immediate Removal or Dismissal A child may be sent home or removed from the program if:

- They compromise the safety of themselves, staff, or other children.
- The student hits a staff member or teacher.
- There is a lack of family support or communication (e.g., missing scheduled conferences).
- The behavior continues despite all interventions.

OUTDOOR PLAY & PHYSICAL ACTIVITY

Daily Outdoor Exploration Because we believe outdoor play is essential for every child, we go outside every day. Please ensure your child has labeled clothing appropriate for the weather. On rainy days, a raincoat is advisable for our walks, and on snowy days, please send layers, boots, hats, and gloves. If your child is well enough to be at the center, they are expected to participate in outdoor time, as our staffing does not allow for individual indoor supervision.

Seasonal Fun and Care During the summer months, we enjoy plenty of water play! Please provide a labeled container of your preferred sunscreen. We also use insect repellent for the children unless you notify us of any known allergies.

Safe Footwear For safety and full participation, children should wear rubber-soled shoes. Sandals, "jellies," and flip-flops can hinder movement and create hazards. For water play, you are welcome to provide a pair of water shoes, provided they also have rubber soles for safety.

VACATION POLICY

Each child enrolled at Happy Hearts Learning Center will receive vacation credit 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.

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

PERSONAL BELONGINGS

Bringing personal toys can lead to confusion and makes it difficult for educators to enforce "taking turns." We find that children are often not yet ready to share their most prized personal possessions, which can lead to unnecessary conflict.

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

Toys	Cosmetics
Toy weapons of any type	Money
Gum, candy	Jewelry

Show and Share: You should check with your child’s teacher to see when “Show and Share” is scheduled. Please label all items brought to school.

Clothing: All children need at least one complete, labeled, change of clothing at the Center and/or backpack. 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.

Nap Time: 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.

TOILET TRAINING GUIDELINES

We partner with families to make toilet training a positive, relaxed experience. To ensure success in a group setting, we follow these requirements:

- **Home Start:** Training must begin at home (during a weekend or vacation) for at least one week prior to starting at the center.
- **Age & Readiness:** Children must be at least **2 years old** and demonstrate physical, verbal, and psychological readiness (see checklist below).
- **Sanitary Requirements:** For health reasons, children must wear **pull-ups** at all times until they can consistently communicate the need to use the bathroom and maintain control for several minutes.
- **Consistency:** Positive reinforcement and consistent routines must be maintained both at home and at the center.

Supplies & Clothing

- **User-Friendly Clothing:** Please dress your child in "toddler-friendly" clothes like elastic-waist pants or shorts. **Avoid** belts, overalls, one-piece outfits, or pants with snaps/zippers, as these hinder a child's ability to reach the toilet in time.
- **Required On-Site:** Please provide a bag of pull-ups and **two full changes of clothes** (including socks). Soiled items will be sent home in a plastic bag daily.
- **Underwear:** Please do not send your child in underwear until they have established full control, including during naptime.

Toilet Learning Schedule

During the first week, we follow a consistent schedule regardless of whether the child indicates a need:

- Upon arrival and before/after: Breakfast, Lunch, Nap, Outdoor Play, and Departure.

Readiness Checklist

1. **Physical:** Stays dry for long periods; can physically reach and sit on the toilet; can pull pants up/down independently.
2. **Verbal:** Speaks in 3–4 word sentences; uses consistent words or gestures to communicate needs.
3. **Behavioral:** Shows interest in the toilet/underwear; demonstrates a desire for independence and a willingness to cooperate.

FAMILY PARTNERSHIPS: RIGHTS & RESPONSIBILITIES

"It takes a village to raise a child," and at Happy Hearts, we believe raising children well is a shared calling. We encourage parents and guardians to visit, volunteer, and participate as equal partners in their child's education.

FAMILY ORIENTATION POLICY

At Happy Hearts Learning Center, we believe in the "it takes a village" philosophy. A smooth transition into our school family is the first step in building a strong, collaborative relationship between home and school. Our orientation process is designed to ensure that both parents and children feel confident, informed, and welcomed into our community.

Orientation Steps:

1. Initial Tours (First & Second Visit)

Every family's journey begins with personalized tours of our facility.

* Classroom & Teacher Interaction: You will have the opportunity to visit your child's future classroom and meet with the teacher. This allows for an initial connection and helps your child begin to feel comfortable in the new environment.

* Center Layout: We provide a comprehensive walkthrough of the center so you are familiar with our security, amenities, and daily flow.

* Q & A Session: We dedicate time during these tours for a deep-dive Q & A to address any specific concerns or questions you may have regarding our policies and care.

2. Annual Open House

At the beginning of each school year, we host a center-wide Open House.

* Meet & Greet: This is a wonderful opportunity to socialize with our entire team and other families in your child's cohort.

* Classroom Routines: Teachers will present the daily schedule and classroom expectations, ensuring everyone is aligned for the year ahead.

* Volunteer Opportunities: Our "village" thrives on parent involvement. During the Open House, we provide volunteer sign-up sheets. Whether it's helping with a holiday party or sharing a special talent, there is a place for every parent to contribute.

Why This Matters to Our Village:

These steps are more than just administrative requirements; they are the foundation of our partnership. By visiting the classroom and meeting the teachers early on, we reduce "first-day jitters" for our students. By providing clear communication and open forums for questions, we build trust. Finally, by inviting parents to volunteer, we bridge the gap between home and school, creating a supportive network where every child can flourish.

Communication & Feedback

- **Open Dialogue:** We maintain regular communication through ProCare updates, direct messaging, and informal conversations. Families are always encouraged to share their thoughts, concerns, and suggestions.
- **Continuous Improvement:** We regularly seek your input through surveys and discussions to ensure our programs continue to meet your family's needs and exceed expectations.

Family Involvement

- **Participation:** Families are invited to contribute to the classroom experience by volunteering, attending special events, and participating in scheduled social gatherings designed to build our community.
- **Visits:** We welcome helpers for lunch visits and special occasions. To ensure the safety of all children, all visitors must register in the office immediately upon arrival on campus.
- **Conferences:** To maintain the focus on student learning during the day, please schedule formal conferences with your child's teacher or the office for before or after school hours.

HANDBOOK ACKNOWLEDGMENT

I acknowledge receipt of this handbook and agree to comply with all policies.

Parent/Guardian PRINT name: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____

Director/Leadership Signature: _____ Date: _____