



Cornerstone Learning Center Parent Handbook

Please read this ~Handbook~ thoroughly, as it covers very important policies and procedures that not only govern our childcare contract agreement, but also pertain to the care of your child. There may seem to be a lot of information, if you have any questions regarding my policies, please do not hesitate to ask. All families will sign a new contract each year. CLC reserve the right to make changes to the policies and procedures, as necessary. You will be notified, in writing, of any changes that may occur.

DEAR PARENTS,

What I as a provider should expect from you, the parent:

Open communication. Explain clearly and carefully your wishes and expectations about how your child will be cared for. Also provide updates on problems and progress that your child is making. Good communication helps us work together in the best interest of your child.

Agreement on Terms or Arrangements. You should fully understand the terms of the contract and the policies and procedures that you as the parent are agreeing to.

Honesty and Trust. This includes being honest about how you believe the arrangement is working. Although you need to be vigilant in order to safeguard your child, you should trust me as your childcare provider to do the best for your child. Show your trust by asking questions rather than jumping to conclusions when apparent problems develop.

Pick up on Time.

Respect.

Philosophy

We believe a child's early experiences enrich and stimulate future growth. Children deserve to be treated and respected as individuals in an environment that welcomes reason, exploration, question, and imagination. We respect each child's need for love, security, acceptance, warmth, and stimulation.

Goals

While in my care your child will have the opportunity to participate in a wide variety of activities, which promote all aspects of development. CLC provides for children the comfort and experience of belonging to an extended family. CLC's approach to childcare is child centered and child directed. Children are offered choices whenever possible. Your child will bring home a newsletter each month, which will give a brief overview of what we will be doing. Just because you are not seeing anything in the way of papers does not mean that we have not been busy all day.

CLC is licensed to care for children age six (6) weeks through age twelve (12). We provide after school services to school age children. Our center is open from 6:00 am to 7:00 pm. Monday through Friday. Our calendar of operation is January –December. A service fee of \$1.00 will be added for every minute your child is at the center after 7:00 pm. We will be closed to observe the

following holidays New Years' Day, MLK Day, Good Friday, Memorial Day, 4th of July, Labor Day, Thanksgiving and the day after, Christmas Eve and Christmas Day. We will also be closed for service for 2 Professional Development days on Presidents' Day and Veterans Day.

(*If it happens where Christmas fall on a Saturday we will have the Friday before off and if it falls on a Sunday we will have that Monday off.

The above are paid holidays for CLC if they fall on a contracted day for your child.

Fees:

Enrollment Fee: A registration fee will be do upon enrollment and every year there after.

Late Payment Fee: \$25.00 per week that payment is not received

Returned Check Fee: \$35.00, and additional costs incurred, along with my late fee if a check is returned to Provider. There after payments will be cash.

Open Door Policy:

You are invited and welcome to visit CLC anytime your children are present. You are asked to avoid visiting during Rest Time as much as possible. Please sign in first.

Tuition:

All payments are due by close of business the Friday before the week of care. On Tuesday, the late fee will be assessed. If payment is not made within 3 days at drop off, your child will not be accepted into care until payment, including all late fees, is made. If a period of 1 week passes without payment received, the contract will be terminated, the position filled, and the collection process begun. You will be responsible for any costs related to collection of the childcare fees. These costs will include late fees, A year-end statement of all childcare fees paid will be provided within the first month of the New Year. A fee of \$35.00, plus any additional costs I incur, along with my late fee will be charged to you for a returned check. All future payments will then be made by cash. Childcare fees are due regardless of whether or not your child attends. You are paying for a

position, as well as a service. No refunds are given for late arrivals or early departures. All childcare services will be contracted. **The contract is a legal document obligating me to provide a service for you and obligating you to pay me for that service. There are other requirements in the contract. I urge you to thoroughly read the contract/handbook and realize that it is legal and you will be held liable for each item of the contract. By signing it, you are accepting it in all its terms. CLC requires a 2 week written notice for withdrawal.**

Drop Off/Pick Up:

We assume responsibility for your child only while he/she is on site. Parents must walk children to and from class and sign them in daily. No child will be allowed to leave with anyone except the parent, unless indicated on the alternate pickup list, without written permission from the parent. Telephone permission will not do! Anyone unfamiliar to me will be required to show proof of Identification. Please make the alternate pick up person aware of the requirements. It is normal for your child to cry on arrival, especially for the first few weeks. Please make your goodbye brief and tell your child exactly when you will be returning. The crying usually stops within seconds of your departure. If the person picking up the child appears to be under the influence of alcohol or drugs, another authorized person will be called to pick-up both the child and the adult. Court Order: If there is a court order keeping one parent or guardian away from the child, CLC must have a written note from the custodial parent or guardian in my file to that effect. Otherwise, We cannot prevent the non- custodial parent from picking up the child.

Sick/Vacation Days:

In the event that your child is ill and needs to miss a day, please call 1 hour before arrival time. Parent agrees to provide 2 weeks notice prior to any vacation time. Parent agrees to pay childcare fees to hold child's position during any vacation time or extended leave due to illness etc., up to 2 weeks per year. Full payment must be received whether or not child attends. **With proper 2 week notice you can use up to 4 vacation credits per year and pay half of your regular tuition.**

Guidance:

Some people call it discipline. We prefer guidance. No child will be hit, spanked, belittled, or otherwise intimidated at CLC--No corporal punishment will be used. Children will be treated with courtesy, respect, and patience. Guidance will be according to age and understanding level. Children, will be redirected to another activity. If a child exhibits a persistent behavior problem, We will address it with you and we will try to resolve it together. **AT NO TIME WILL A CHILD BE SUBJECTED TO PHYSICAL PUNISHMENT OR SHAMING, FRIGHTENING OR HUMILIATING METHODS BE USED, OR ANY TYPE OF VERBAL ABUSE, THREATS, DEROGATORY REMARKS, OR DEPRIVATION OF A MEAL OR ANY PART OF A MEAL BE USED. NO CHILD WILL EVER BE PUNISHED FOR TOILET ACCIDENTS.**

Meals:

We will be participating in the Federal Food Program. We provide nutritionally balanced meals and snacks for your child and receive a reimbursement. The registration Form must be filled out and dated before your child's first day. Please do not send any food or drink with your child without prior approval through the provider. Please see Activities for a list of meal times; if your child arrives after a meal or snack has been served, he/she will wait until the next meal/snack time to eat. Meals and snacks are served family style. Children are encouraged to use this time to share their experiences with each other. Manners are taught, and practiced during this time as well. Please list on the medical report any food allergies child may have. If your child needs a special diet, the parent must furnish these foods. We are a peanut free center.

Activities:

Age appropriate activities are scheduled with flexibility allowed to respond to the needs of the individual child and day. We will offer times for outside play, crafts, stories, instruction, and naps appropriate to the child's ages, interests, and abilities. We will provide your child with tender loving care, understanding, patience and guidance in a happy setting. We do many arts and crafts where the focus is on the process, not the product. Free play is an important part of a child's early years. It is here that they learn social skills that will be needed the rest of their lives.

Dress Code:

Please dress your child appropriately. The activities may be messy. Do not send your child in clothing that you do not want stained. Weather permitting; we will spend a lot of time outdoors. You also need to supply a complete change of clothing in case of an accident.

Toys:

Please do NOT send any toys from home with your child. If your child needs a special toy or item for sleeping, it will be allowed, but it will remain put away until Rest Time. CLC assumes NO responsibility for lost, stolen, or broken toys from home. Should the child deliberately destroy our toys or other property through misuse or willfulness, the parent will be required to replace it.

Rest Period:

All children under the age of 5 will have a rest period. No child is forced to sleep, however they must remain quiet. Older children, and those who wake early, will participate in a quiet activity until Rest Time is over. Please try not to schedule pick ups or visits during this time to lessen disturbance to the resting children. All children will rest on their mats/cots with individual linens.

Toilet Training:

We will assist you in toilet training your child with the understanding that it will be successful only if we work together. We will use pull-ups supplied by the parent. Send your child ONLY in easy on/easy off clothing until they are able to completely undress and dress themselves. We require at least 5 complete changes of clothing during Toilet Learning. CLC does not launder

soiled items and will send them home in a plastic bag. Please replace any clothing sent home the next day.

Transportation:

At times, we may plan a field trip or transporting children to/ from school. CLC vehicles will only be allowed to transport. A permission form is provided upon enrollment. All traffic and safety laws will be followed. No child will ever be left unattended in a vehicle.

Holidays/Birthdays:

We honor major holidays and all children's birthdays. If you would like to bring a special Treat (no homemade treats please) for the children, please arrange this with the teacher. You are more than welcome to participate in ANY activities we have planned.

Confidentiality:

The information you supply to CLC will be kept confidential. CLC will, at all times, respect your privacy. Before any of the information is released to outside persons, the parents will sign a release form.

Changes to Policies:

Changes may be made to these policies as needed with 30 day notice. The policies, contracts, consents, and forms will be reviewed and updated, if needed, yearly in January. Please give written notice of any changes that may occur, especially of name or address, or of updated immunizations.

Emergencies:

Fire: We will practice fire drills monthly so the children will be prepared in the event of a fire. The fire evacuation plan is located on file and you are free to view it at any time.

Tornado: In the event of a tornado warning, the children will gather in the designated place. We will remain in the designated place until the inclement weather has passed. Tornado drills will also be practiced monthly. The tornado plan is located on file and you are free to view it at anytime.

Power outage: There are flashlights located in the kitchen. If the power remains out for some time, there are non-perishables located in the kitchen that will be used to eat.

Enrollment Requirements:

Before enrolling your child in CLC there are several things you must do:

1. Read through and become familiar with the Policies. You will be required to sign a form that indicates you have read, understand, and agree to ALL the Policies as outlined.

2. All appropriate forms must be filled out, signed, and on file PRIOR to admission. All necessary forms/consents will be given to you in your admission package.
3. It is the parents responsibility to notify the center in writing of any changes to your information.

Termination of Care:

Care can only be terminated with 2 weeks written notice by the parent. CLC reserves the right to immediately end care for non-payment, aggressive/injurious behavior of the child, which is harmful to the physical or emotional well being of the other children, or failure to abide by my policies. If you terminate care without giving appropriate notice, you will be responsible for payment of the final 2 weeks of care whether or not your child attends.
*Provider has the right to terminate a contract without notice in the case of harm to other children or a dangerous situation due to that child has caused intentionally or other wise.

Child Abuse/Neglect:

CLC Staff are required by law to report any suspected signs of child abuse and/or neglect. This includes any form of physical punishment by the parents at the center.

Supplies:

All supplies must be labeled with your child's name. You will need to provide the following things to be left here:

1. 1 complete change of clothing (more if we are toilet training) to be left here. This includes shirt, pants, socks, and underwear.
2. Any over the counter medication that you need the center to administer with completed medical authorization and in its original packaging.

FOR CHILDREN YOUNGER THAN 18 MONTHS (and those not yet potty trained and/or weaned from the bottle)

1. Diapers or Pull-ups. They will be stored in your child's cubby and your Childs teacher will notify you when the supply is low.
2. Baby wipes.
3. Bottles enough for the day that will go home nightly. The bottles must be labeled and pre made.
4. 2- changes of clothing. Careful attention must be paid to maintain current sizes left here.
5. Any cream, powder, etc. that you wish teacher to use must be labeled and have accompanying topical ointment authorization.

Health Matters

Illness:

Under no circumstance is a sick child to attend CLC. The children should be allowed to recover fully from an illness in the comfort of their own home. The other children in care are exposed to any disease your child may bring into the center. If you are unable to remain home with your child, it is your

responsibility to make substitute childcare arrangements. Obviously, it is not possible to prevent the spread of all illness. However, minimizing exposure and providing good hygienic practices in the center are means by which we can limit the problem and the resulting inconvenience. Accordingly, for the benefit of all involved, the following policies will be strictly enforced:

Children who have exhibited ANY symptoms of infectious illness within the proceeding 24-hour period are likely to be contagious and should remain at home. Examples of associated symptoms include, but are not limited to, fever of 100F measured orally or 101F measured rectally, nausea or vomiting, diarrhea, sore throat, loss of voice, hacking or continuous coughing, yellow or green runny nose, draining eyes or ears, rash, or head lice. CLC reserve the right to determine whether a child should remain in the center when illness is a consideration. Parents of children who become ill during the day will be promptly notified and are expected to arrange to pick up their child immediately. The sick child will, be isolated from the other children to minimize exposure. If the parent cannot be reached, the person designated as the emergency contact will be notified.

Medications:

No child will be given any medication, prescription or over the counter, unless the parent gives written permission. Prescription medication shall have the child's name, name of medication, Doctor's name, name of pharmacy, prescription number, date, and directions for administering. The medication must be in the original container as dispensed by the pharmacy. I have Permission to Administer Medication forms to be filled out each time your child will need medicine to be administered. Written permission is required in order to use diapering products, sunscreen lotion and insect repellents.

Safe Sleep:

CLC follows state guidelines for safe sleep practices for our infants. Form detailing included in your admission packet.

Medical Emergencies:

Although supervision is constantly given falls, trippings, bumps, minor injuries, etc. will occur as they are exploring. If the child is injured in a non life-threatening way, we will assess the child and provide first aid. If the injury is more serious, the parent will be notified so the child can be transported to the hospital or doctors office. (I.e. needs stitches, broken arm, or dislocation, etc.) All costs associated with injuries to the child will be the responsibility of the parent¹. In case of a medical emergency, I will attempt to contact you immediately. If I am unable to reach you, I will start

calling the people designated as your emergency contacts. If I am unable to reach you or your emergency contacts, I will transport your child to his/her doctor or to the hospital, if necessary. If immediate intervention is required, I am certified in infant, child, and adult CPR and First Aid and will take appropriate action including calling 911 and having your child transported to Rockdale Hospital. You or your family's insurance is/are responsible for the cost of medical help or treatment due to accidents or illness while in childcare.

Non-Discrimination: As license provider, I shall not discriminate in relation to admissions on the basis of race, creed, color, national origin, religion or sex.