Type III Learning Center that Accepts Childcare Assistance

PARENT HANDBOOK

318-947-0973

Revised 06/04/2024

Small Impressions Learning Center LLC

671 US Hwy 171 Suite I Stonewall, Louisiana 71078

MISSION STATEMENT…………………………………………………….3

CURRICULM…………………………………………………………………..3

ENROLLMENT………………………………………………………………..3

TUITION…………………………………………………………………………3

FEES……………………………………………………………………………3-4

TERMINATION OF CARE…………………………………………………4

HOLIDAY SCHEDULE……………………………………………………….5

EMERGENCY CLOSING POLICY……………………………………….6

ADMISSION REQUIREMENTS………………………………………….6

HEALTH POLICY…………………………………………………………..6-7

MEDICATION POLICY………………………………………………..8-13

ACCIDENTS/INJURIES…………………………………………………..14

NUTRITION/MEALS & SNACKS……………………………………..15

REST TIME……………………………………………………………………16

DISCIPLINE POLICY……………………………………………………….17

ITEMS FROM HOME…………………………………………………….18

CHECK IN/OUT PROCEDURE…………………………………………18

POTTY TRAINING PROCEDURE……………………………………..19

EMERGENCY PROCEDURES………………………………………….20

MISSION STATEMENT

We believe in the development of the whole child. We will mature their creative, emotional, intellectual, physical and social growth by providing quality care in a loving, nurturing and safe environment.

CURRICULUM

As of July 1st, 2015, the Louisiana Department of Education has taken over supervision of daycare centers. The LDOE has created standards of education for daycares to use for teaching children. LDOE also has researched and selected age-appropriate curriculum sets that align with standards and skills necessary for children to be ready for kindergarten. We have selected the Frog Street curriculum from Infants – Preschool.

ENROLLMENT

Our center accepts children ages 6 weeks – 12 years of age. Our hours of operation are Monday – Friday 7:00 AM – 6:00 PM. Children may only stay a maximum of 10 hours per day only.

TUITION

6 Weeks – 1 Year $145

1 Year Old $145

2 Years Old $ 140

3 Years Old $135

4 Years Old + Up $130

Afterschool Care $90

Summer Care $125

There will be a sibling discount of $10 per week off tuition.

FEES

If you pay tuition before starting and later decide not to start with us, the tuition will not be refunded to you. Payment for tuition may be paid weekly or monthly as the parents choose. Payments are auto drafted from either your checking/savings account or from your debit/credit card. If you need to have the payment pulled from your account on a specific day, bi-weekly, or once a month, you must plan for this to happen with Katie. All payments will be posted every Wednesday, and we process the payments on Thursday so that they will be posted to your account on Fridays. If your payment is returned with insufficient funds, it will be reposted to the account and a $35.00 NSF fee will be applied. You then will have to pay this balance and the $35.00 charge no later than Tuesday morning. As of Tuesday, at 2:00 PM the payment is late. A late fee of $30 will be assessed at that point. If payments are not caught up by Thursday of the same week, I will then auto draft your account for the full balance that you owe along with the late fees. If payment is still insufficient and the account is not brought current, your child will not be able to return until the account is current. If payment is not made, the child will be dropped. If the balance remains unpaid, we then turn the balance over to the collection agency and **Tax Receipt will be held for that year.** Forms of payment are cash or auto draft.

The center closes promptly at 6:00PM each day. While we understand things come up and we sometimes run late, being late continuously will result in a daily $35 late pick up fee.

Any returned auto drafts (or checks if accepted) for non-sufficient funds will be assessed a fee of $35 and a late fee of $20. If NSF becomes a regular issue, we will require cash to pay tuition.

TERMINATION OF CARE

If the parent chooses to remove their child from the center, it is mandatory for a 2 wee written notice of termination to be given to Katie. Tuition will be required for the 2 weeks weather or not the child is present during that time. **Failure to pay the two weeks will result in the tax receipt being withheld until this cost has been paid.** A child’s placement may be terminated based on the Directors decision of if the child exhibits disruptive/destructive/aggressive behaviors that cannot be handled after multiple opportunities to correct the behavior. This policy is without regard to race/sex/creed/color/religion and is instituted so that we can ensure a safe and comfortable environment for all children to learn and grow in. If it is the decision of both the parent(s) and Director for a child to be removed because the child’s placement is not appropriate, then the 2-week notice will be waived.

A child may also be removed from the center based on parent behavior as well. Parents should be respectful of all center staff and must follow the policies and procedures outlined in this handbook. The Director has the discretion to remove a child from the center if a unruly parent is unwilling to abide by the policies or appropriate behaviors that are written within this manual.

HOLIDAY SCHEDULE

We will follow the DeSoto Parish Schools calendar for holiday closings (apart from weeklong breaks)

2024 Closing Schedule

July 4th Independence Day

September 2nd Labor Day

November 27th,28th, & 29th Thanksgiving

December 24th, 25th, & 26th Christmas

December 31st New Years Eve

2025 Closing Schedule

January 1st New Years

April 18th Good Friday

July 4th Independence Day

September 1st Labor Day

November 26th,27th, & 28th Thanksgiving

December 24th,25th, & 26th

December 31st New Years Eve

\*We have mandatory state training once a year that all staff members must attend. This is a weeklong training. During this week staff will get certification to stay up to date with new regulations with the State of Louisiana within a childcare facility. (Training dates TBA)

\*Even if parents keep their child(ren) out on a Monday or Friday of a holiday week, you still must pay the full price of tuition.

\*Closings will be posted in advance for a reminder. There will not be pro-rated tuition for holiday closures.

\*We also do not allow non-payment when parents take their children out for vacation weeks.

EMERGENCY CLOSING PROCEDURES

Small Impressions Learning Center LLC will follow the DeSoto Parish closings due to inclement weather. Meaning, if inclement weather closes schools, then Small Impressions will close as well. There will not be pro-rated tuition in the event of weather closings. This information will be posted on the news, our Facebook page and in our ProCare app.

ADMISSION REQUIREMENTS

Small Impressions Learning Center LLC does not discriminate against children or parents from admission regardless of race, color, creed, sex, national origin, handicap, ancestry, whether a child is being breast fed, or religion. A child with special needs may be accepted based on the ability of the center and the teachers to meet those needs. Small Impressions is a group childcare facility and does not have sufficient and properly trained staff to provide individualized care.

Before a child is enrolled into the center the Director must receive the following:

* Completed application
* UTD immunization records or exemption form
* Emergency care authorization
* Childs anticipated schedule (Infants)
* Signature of parent handbook

HEALTH POLICY

When a child becomes ill, he/she will be isolated from the other children in the office and the parent will be notified to pick up the child. The child must be picked up within one hour to help prevent the spread of sickness. If the parent cannot be reached, we will contact the person indicated by you on your child’s emergency care form. If your child contracts any communicable disease, please inform the center. If your child is exposed to a communicable disease while at the center, parents will be notified. Our policy is that if two or more children contract the same illness, the Director will send out a message to notify all parents of children within that classroom. **When your child is sent home with illness, he/she may NOT return until they are 24 hours symptom free (With no fever reducing medication)**

**A parent will be contacted to pick up a sick child when the child exhibits any of the following symptoms at the center:**

* Fever of 100.0 degrees F. or higher (temperature taken under the arm only
* Diarrhea/3 loose stools in one day, or 2 in one hour, or if for any reason stool isn’t being contained in the diaper/pullup and/or clothing
* Vomiting
* Unexplained rash \*a rash could be a sign of an allergic reaction. If we see a rash of any kind pop up on a child we will request you take the child to a doctor to determine if it may be an allergic reaction of a illness related rash. We will be able to inform you of any food or other item that your child had contact with that may possibly have caused an allergic reaction.
* Pink eye \*Conjunctivitis\* When the eye is red or pink with white or yellow eye discharge. Other symptoms are matted eyelids, eye pain, itching and redness of the eyelid or skin surrounding the eye.

**If your child contracts any of the following infectious diseases he/she must be excluded until:**

Chicken Pox- After all blisters have scabbed over

Croup- After the cough has subsided and no fever is present

Ear Infection- After two doses of medication or after 24 hours

Fever- At least 24 hours and after the fever has returned to normal without the aid of fever reducing medication.

Head Lice- After one complete treatment and removal of all nits

 Impetigo- After 24 hours of medication

Pink eye- After the child has been on medication for 24 hours and has no drainage in their eyes.

Ringworm- After medical treatment with a fungicide ointment. The ringworm may not be openly exposed.

Roto Virus- After the child has had one formed stool

RSV- After the wheezing and coughing have subsided. Child must be at least 24 hours fever free without medication intervention. If there is any question on our part of the child possibly being contagious, a doctor’s note may be required stating that the child is no longer contagious.

Infections- Any suspected infections including but not limited to green snot, wounds that are red and enflamed, or any other symptoms of a possible infection will be reported to the parents. We request you take the child to a doctor to be checked. A doctor’s note will be required to come back – stating the child is free from a contagious infection.

Covid- Your child must quarantine for 3 days if they test positive for covid. They must be fever free for 24 hours before they can return to the center after their 3-day quarantine. Your child will be sent home if they are showing more than 2 symptoms and will need to have a negative test result to return to the facility.

MEDICATION POLICY

-Families should check with the child’s physicians to see if a dose schedule can be arranged around facility hours. It is best for medication to be given at home when possible. However, when doses are needed during the day at Small Impressions Learning Center, we will follow the policies defined below.

* Medication should **NEVER** be put in a child’s bottle, sippy cup, or food to be given to the child at the center. At any time, another child could get ahold of your child’s cup or food and consume the medication. If it is necessary to put medication in food or liquid at the center, it must be discussed with the Director and only she should administer it that way.
* Any parent that chooses to come to the center during the day to administer medication to their child must fill out a form in the office to document what medication was given and the amount.
* The Director and Asst. Director will be the only staff members to take medication, review the need for it, and complete the necessary forms for administration of the medication. Medication should not be given to any other staff member without permission from the Director. There are several other staff members that are medically trained and able to administer medication. These staff members will only do so when the Director is not available to administer the medication.

INTENT STATEMENT

This policy is intended to ensure safe administration of medication to children with chronic conditions, mild illnesses or special health needs for whom a plan has been made for and the plan has been approved by the Director.

BACKGROUND

Almost all children require medication at some point in time. Administration of medication poses a liability and an extra burden for staff as well as causing a safety hazard in the center. Administration of medication requires clear, accurate instruction and knowledge of why a child needs the medicine. Childcare providers need to be aware of what the child is receiving, when it is to be given, how to read the label directions in relation to the measured doses, frequency, expiration dates and be aware of any side effects. This policy applies to all medication administration for any child within the facility.

WRITTEN AUTHORIZATION

1. Medication will be administered only if the parent or legal guardian has provided written, signed and dated concent to include child’s first and last name, name of medication, time the medication should be given and how often, criteria for the administration of the medication, how much medication to give, way the medication shall be administered (oral, topical, etc.), medical conditions or possible allergic reactions and length of time the authorization is valid, if less than six months.
2. Staff will apply over the counter, topical ointments, gels, lotions, creams or powders. Such as sunscreen, diapering creams, baby lotion, baby powder, incent repellent or teething gel to a child when needed. These things are parent provided only. They must be with the child’s first and last name. Upon enrollment with the center parent sign a form giving permission for application of these products. The form is valid for as long as the child is enrolled.
3. If any question arises concerning whether medication provided by the parent/guardian should be given, a physician’s note must accompany the medication.
4. Exception to Authorization- A caregiver may administer medication to a child without parental authorization in the event of an emergency medical condition when the child’s parent/guardian is unavailable. The medication must be administered with the authorization and in accordance with instructions from a bona fide medical care provider.

PRESCRIPTION MEDICATION

Prescription medications such as antibiotics, seizure medications or others

* Must be administered only to the child for whom they were prescribed
* Must be in its original child resistant container labeled by a pharmacist to include child’s first and last name, name of medication, date prescription was filled, name of health professional who wrote the prescription, medication expiration date, storage information and instruction on administration.
* Pharmaceutical samples must be stored in the manufacturer’s original packaging, must be labeled with the child’s name and shall be accompanied by written instructions as for all prescriptions.

OVER THE COUNTER MEDICATIONS

Over the counter medications such as cough syrup, decongestant, acetaminophen, ibuprofen, topical antibiotic cream for abrasions, or medication for intestinal disorders must be in the original container labeled by the parent or legal guardian with the child’s first and last name. It must be accompanied with written instructions signed and dated by the parent or guardian specifying child’s first and last name, name of medication, conditions for use, dose of medication, how often medication may be given, way the ointments, repellents, lotions, creams or powders shall be applied, any precautions to follow and any length of time the authorization is valid. Administration as authorized with specific, legible written instructions by the parent or legal guardian not to exceed amounts and frequencies of dosage specified by the manufacturer. **If manufacturer’s instructions include consultation with a physician for dose or administration instructions, written dosage instructions from a licensed physician or authorized health professional are required.** (example: If medication says children under 6 years of age – consult physician – we will require doctor’s concent to administer the medication)

**Medication will not be given if it is:**

1. Not in the original container
2. Beyond the date of expiration on the container
3. Without written authorization
4. Beyond expiration of the parental or guardian concent
5. Without the written instructions provided by the physician or other health professional legally authorized to prescribe medication
6. In any manner not authorized by the child’s parent/guardian, physician or other health professional
7. For non-medical reasons, such as to induce sleep
8. If Director decides it is questionable for any reason at all

RECEIPT, STORAGE & DISPOSAL OF MEDICATION

1. All medications brought in to the center will be given to the Director for review and approval
2. Medications will be stored in a sturdy, child-resistant, locked container that is inaccessible to children and prevents spillage
3. Medications will be stored at the temperature recommended for that type of medication. It shall not be stored above food.
4. Emergency medication may be left unlocked so long as they are stored out of the reach of children at least 5 feet above the floor.
5. Non-prescription diaper creams shall be stored out of reach of children at least 5 feet above the floor, but are not required to be in locked storage
6. Any medication remaining after the course of treatment is completed or authorization is withdrawn will be returned to the parent/guardian within 72 hours or it will be discarded

Contact your Child Care Health Consultant or Health Department for instructions on how to properly discard. If discarded, another staff will witness and sign to the fact that it was discarded and how it was discarded.

TRAINING

1. Only staff persons who have documentation of medication administration training by a licensed health care professional will administer medication
2. A staff member trained in medication administration will always be on site when children are present
3. There is always a minimum of 2 staff members at Small Impressions that have received medication administration training.

DOCUMENTATION

1. A medication log will be maintained in the child’s file by the facility staff to record any time prescription or over the counter medication is administered by childcare facility personnel
2. The child’s name, date, time, amount and type of medication given and the name and signature of the person administering the medication shall be recorded for each administration
3. The log is part of the medication permission slip and is developed by the Department of Child and Family Services. It includes all the required information
4. Only one medication shall be listed on each form
5. Spills, reactions and refusal to take medication will be noted on this log
6. No documentation shall be required with over the counter, topical ointments, gels, lotions, creams and powders such as sunscreen, diapering creams, baby lotion, baby powder, or incant repellents are applied to children

MEDICATION ERROR

In the event of a medication error, the appropriate first aid or emergency action will be taken, and parents will be contacted.

ACCIDENTS/INJURIES

Whether indoors or on the playground, the children are watched carefully. Accidents and injuries, though, occasionally occur. Any accident is reported to the parent and an accident form will be completed. Any injury to the head will require immediate contact with a parent either by text or a phone call depending on the severity. Any other injuries, if not serious, may be notified to the parents at pickup. If emergency medical care is necessary, the Director may take the following steps:

1. Attempt to contact parent or guardian
2. Attempt to contact the child’s physician
3. Attempt to contact the parent or guardian through any of the other persons listed on the emergency information form you complete upon admission

If we cannot contact you or your child’s physician, we may do any or all the following:

1. Call another physician
2. Call an ambulance
3. Have the child taken to WK South, or to the hospital of the parent’s preference in the company of a staff member.

If a major/very serious incident occurs such as (but not limited to) seizure, unconsciousness, allergic reaction causing breathing issues, etc. we will immediately call 911 to have emergency medical assistance. Then we will follow the steps numbered above. Any of the expenses incurred will be the responsibility of the center. We maintain liability insurance for this purpose. You are not required to use our insurance, but it is an option if desired.

In the event of any major incident where emergency personnel are contacted, we are also required to notify the state licensing department within 24 hours so that they may investigate the incident as well.

NUTRITION, MEALS & SNACKS

Infants:

Parents must bring in bottles and clearly labeled with the child’s name daily. Bottle and lid labeled. If parents want to keep a can of formula in their personal cubbies, we will have to have their name and how many scoops they need in the bottles. Parents should provide enough bottles for the day with at least one extra bottle. Any cereal, oatmeal and baby food to be fed to your child must be parent provided and clearly labeled. The center does have bibs, spoons and bowls needed for feeding. Parents only need to send the food.

One – four-year-olds (and summer camp):

Morning and afternoon snacks are provided by the center. Snack times are 9:00AM and 2:30PM. Nutritional snacks will be provided. Milk, juice and water will be offered daily. A weekly snack menu will be posted so parents are aware of the offered snacks. Any menu changes will also be posted. We provide whole milk. The juices that we provide are 100% apple and grape juices. We also provide water throughout the day.

In our registration we provided a sheet with our lunch program information.

If you chose to sign up for the program a $35.00 fee will be added to your weekly tuition for us to provide lunch to your child. Our lunch will be served at approximately 11:15AM. A nutritional lunch will be provided. If you are providing your child’s lunch, please refrain from sending in sodas and junk food. Please do not send in choke able foods unless they have been sliced to be safer for consumption. These include but are not limited to grapes, hot dogs, popcorn, carrots, nuts, pretzels, chips, large chunks of meat and hard candies. In the event a lunch is forgotten the center does have food to provide for the child. Any food allergies MUST be provided to the center with a doctor’s note. Substitutions will be provided for all allergies. Any dietary restrictions that are parent requested must be in writing and given to the Director to be kept on file in the office.

REST TIME

Rest time will follow lunch daily for all children ages 1-4. (Infants will sleep on their own schedule – crib provided. Rest time will be from approximately 12:00PM-2:00PM daily. Children will be encouraged to lay quietly and rest daily. Some children are just not good nappers, and we understand that. These children will be offered quiet activities to do during rest time such as read books or play with quiet activity items. This will be offered after a period when the child has rested and most of the others are asleep. The child will still need to remain on their nap mat and will not be allowed to roam the room. IF a child is continuously disruptive at nap time, not allowing others to sleep and the staff and Director is unable to make a change in their behavior, a parent may be requested to assist during nap time or remove the child from 12-2 daily**. Parents need to provide a nap mat and a pillow and/or blanket if your child prefers one.**

SAFE SLEEP PRACTICES

Infants will be places to sleep on their backs. Nothing may be places in the crib with the infant. A pacifier may be used for sleep. It may not be connected to a pacifier clip, and it may not be placed back into the infant’s mouth once the child is asleep. A bib may not be on a child when the child is placed in the crib. ANY requested exceptions to these policies must be in writing from a doctor. The notification of exemption will be placed on the infant’s crib.

DISCIPLINE POLICY

The staff thrives to create an atmosphere of acceptance for and to enhance the self-esteem of each child. When discipline is needed, we never use any type of physical punishment. Discipline will use positive guidance, redirection and limit setting. We will prohibit the use of humiliating and frightening punishments. The child will typically be separated from the group for a short time to think about their behavior and will rejoin the group after a short while. **We will not ever use corporal punishment.** Physical or corporal punishment includes but is not limited to yelling, slapping, spanking, yanking, shaking, pinching, exposure to extreme temperatures or other measures producing physical pain, putting anything in the mouth of a child, requiring a child to exercise or placing a child in an uncomfortable position. Verbal abuse will not be used including but not limited to offensive or profane language, telling a child to shut up, or making derogatory marks about children or family members of children in the presence of children; the threat of a prohibited action even if there is no intent to follow through with the threat, being disciplined by another child, being bullied by another child, being deprived of food or beverages, being restrained by highchairs or feeding tables for disciplinary purposes, having active play time for an infraction incurred during playtime. Behavior issues will be handled in the following order:

1. Redirection
2. Teacher/student conference to discuss behavior
3. Alone time to think (time out 1 minute per year of age for kids 2+ years old)
4. Director/student conference
5. Parent contact

Extreme behavior problems such as biting, physical harm to others or other extreme behaviors as deemed by the Director will be handled in a case-by-case situation and will involve the Director and/or parents more quickly in the discipline process. Parents may be asked to come in during the day to watch cameras live and intervene with discipline as needed. If the Director and parents cannot correct extreme behavior after several attempts, then it may require removal of the child from the center. Our usual biting policy goes as follows: after 3 bites we have a parent/Director conference. We discuss intervention methods to either prevent or stop the biting behaviors. We try those methods for 3 more bites. If it’s ineffective the child may be removed from the center. We believe that all children need limits that are consistently enforced, children need opportunities to learn to accept responsibility for the consequences of their actions, positive behavior should be reinforced to redirect inappropriate behavior and punishment will NEVER be used in connection with rest, food or toilet training.

BITING POLICY

First 3 bites we follow the process above. Then parents must come for a conference and create an intervention plan to stop the biting behavior. After 3 more bites (6 total) the child will be removed from the center. When a bite occurs the child that was bitten will have that area cleaned with soap and water and ice applied if needed. Both parents (biter and child bit) will be notified by text message or phone call. Incident reports will be written for both children.

ITEMS FROM HOME

Items preferred for naptime such as a security blanket, stuffed animal or other item might be permitted. We will ask that the item stay in the child’s cubby other than at naptime. If the item is a distraction to the child or the other children at nap time it may be placed back into the cubby. Please refrain from sending your child in with toys and cups.

CHECK IN/OUT PROCEEDURE

Parents must sign children in at the front upon admission into and dismissal from the center daily. Only the parents may pick up the child. Anyone other than the parent coming to pick up the child must be on the master card as an approved person, and they must provide ID to check out the child. When possible, please let the staff know if someone else will be picking up your child that day. Please have your child to the center by 9:00AM daily. The doors will be locked until pickup time. Please do not pick up your child during nap time hours if possible. If you must pick up your child during that time on occasion, please let the staff know so they may have your child ready at the front for you to avoid disruption of the other children napping in the room. Drop off times are between 7:00AM-9:00AM.

VISITING

We have an open-door policy! Parents may come to the center at any time to check on or see their child(ren). We also have several events throughout the year including but not limited to Open House, Valentines Day, Easter party, Fall fest, Thanksgiving feast, Christmas party and conferences as needed or requested.

ELECTRONIC POLICY

The state regulations state that electronic devices include but are not limited to television, movies, games, videos, computers and handheld electronic devices. The use of these shall adhere to the following limitations: these devices are prohibited for children under the age of two, time on these activities shall not exceed two hours per day total, computers with internet access shall monitor or filter websites, emails and instant messages for concent appropriate for children, all television related shows should be rated G only, and video games should be rated for the youngest ages child playing. \*\*\*HERE AT SMALL IMPRESSIONS, we only allow preschool aged children (2-12) to watch television during the week. We have a 30-minute interactive dance show they use for curriculum on occasion. Other times, they may watch clips of movies. We do not promote overly using electronic devices during the day. \*\*\*

POTTY TRAINING POLICY

Potty training typically starts at age two. Some children start a few months earlier or later than age two. We are more than happy to be a part of the potty-training process with your child during the weekdays! When you feel your child is ready, we will start! Some signs of readiness are staying dry for longer periods of time, waking up dry, telling an adult when he/she has pottied in their diaper, asking to use the potty, showing any interest in the potty process. When you think your child is ready, her is what we ask of you:

1. Start potty training at home on the weekend. Put your child in underwear and don’t turn back! Pull ups are okay but are most likely ineffective with potty training. If your child makes it through the weekend with little to no accidents, we will continue through the week at the center.
2. Come in on Monday with a bag full of clothes! We will most likely need underwear and bottoms but may need a few shirts too. Keep in mind to send bottoms that are easy to pull up and down. Avoid buttons or snaps or tight-fitting clothing that is hard for your child to use.
3. Let your teacher know if you want poopy underwear saved or thrown away. Either is fine, but we will not be laundering the underwear. It would be placed in a bag for you to pick up if you choose to keep it.

Keep the process positive! Accidents are expected. But the more positive the adults are the easier it is for the child to learn. Do know that pee training happens much more quickly than #2. This is normal and expected. It will happen in its own time. We will assist children with wiping, however, at age 4 or when your child enters public school, they will be expected to be able to use the bathroom independently and wipe self-sufficiently.

Any suspected abuse and/or neglect of a child in a childcare center must be reported in accordance with Louisiana Revised Statues 14:403.

Call Child Protective Services at:

855-452-5437

Emergency 911

DeSoto Parish Sheriff’s Office 318-872-3956

DeSoto Fire 318-925-0087

Poison Control 1-800-222-1222

National Response Center 1-800-424-8802

Complaint Procedure

Should anyone have any questions, concerns or complaints about the center policies please bring them to the Director. If complaints are unresolved, you may write or call the license bureau at

Louisiana Department of Education

State Licensing Department

PO BOX 4249

Baton Rouge, LA 70821

1-877-453-2721 toll free 1-225-342-9905

You may also check inspection results for this center at: louisianabelieves.com – early childhood – childcare and development fund licensing -licensed facilities -DeSoto Parish – Small Impressions Learning Center

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the parent/guardian of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read the parent handbook that was provided by Small Impressions Learning Center. I understand all the rules and procedures that have been written and will follow them accordingly. I do understand that if I do not follow them that Small Impressions reserves the right to dismiss my child/children at anytime without notice and without refunds if there are credits to my account. All outstanding balances if not paid will be then filed in a suite within the courthouse in which I will be responsible for the attorney and court cost. Then this account will be turned over to the collection agency.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Responsible Party Signature Date

Katie Stewart

Owner and Director

Small Impressions Learning Center LLC