

DYNAMIC TREASURES LEARNING CENTER



WHERE WE BELIEVE THAT CHILDREN ARE GIFTS FROM GOD.

Family Handbook

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Mission: Our mission is to provide quality care in a loving and safe environment as children develop socially, physically, emotionally, and cognitively while enjoying developmentally age-appropriate play experiences.

Welcome to Dynamic Treasures Learning Center!!

We welcome diversity of different faiths, ethnic, and racial backgrounds. Diversity may also include the different physical, cognitive, and social abilities of individuals. We feel the best way to teach our children about diversity is by role modeling that all people are treated with kindness and respect.

THANK YOU for choosing our center to provide for the needs of your child(ren). We encourage you to visit our center prior to your first day of attendance to give your child(ren) the opportunity to meet their teachers and get acquainted with their new environment.

This Parent Handbook has been written to inform you about our program, philosophy, policies, and expectations to ensure that we make each day as memorable and successful as possible. We encourage you to read this handbook carefully and keep a copy to refer to as needed. Dynamic Treasures staff are more than happy to answer any questions that you may have. Welcome and THANK YOU again for joining our family!

Our PHILOSOPHY:

We believe...

- ❖ Children are gifts from God that were made unique in their own way.
- ❖ Children are unique, and they grow and learn in their own way at their own pace as we feel every child wants to succeed.
- ❖ Children will build high self-esteem and enjoy many opportunities of achievement with quality interaction in a positive environment as a child's early experiences enrich and stimulate their future growth.
- ❖ Children learn and grow to become more successful when parents and providers respect each other and work together to ensure that the needs of the child are being met.
- ❖ Children function at their highest levels when they are both nurtured and stimulated - when they are reassured and challenged.
- ❖ Children deserve to be treated and respected as individuals to encourage understanding, exploration, questions, and imagination.

Communication:

Communication between the parent and staff at Dynamic Treasures is a very important part of ensuring that your child(ren) needs are met. DTLC will be using the Procure system as our main source of communication. Parents will be provided with access to this system which will allow daily updates and communication. For instance, parents will receive information about their child(ren) day, lesson plans, naps, meal, etc. When you have concerns about any aspects of our program, please feel free to reach out to our administration team. Friendly reminder to check your child(ren) cubby for daily reports, notes, and newsletters. Also, our **Compliance** folder is in the main entrance of our building on the parent resource wall.

When changes are being made to your child(ren) schedule we need to be notified in advance. **We must be informed in writing of any changes in the person picking your**

child up. DTLC will need to see a picture ID when a new person is picking the child(ren) up for the first time. It is your responsibility to add or delete names of adults authorized to pick-up your child(ren) on their Child Information Form. **Please notify our office when any of the following information is changes:**

- ❖ Address/Phone Numbers/ E-mail addresses
- ❖ Parent/Guardian Employment
- ❖ Health/Immunizations Updates
- ❖ Any additional pertinent information related to your child(ren).

Dynamic Treasures Learning Center staff members are expected and required by law to report any suspected child abuse or neglect. If DTLC have any concerns of suspected child abuse or neglect the administrative team will reach out to the parents/ guardian to discuss.

DTLC Learning Assessment Policy:

DTLC believes that all children learn at their own pace. We will conduct random observations of the children throughout the day to assess how they learn to ensure that we are meeting their age-appropriate developmental needs. Observation will be communicated with families via the Procure System. If parents/guardians have any questions or concerns, they can reach out to the DTLC administration staff.

Enrollment/Tuition Fees:

DTLC accepts children between the ages of 6 weeks old to 12 years old for enrollment. Children may attend between the hours of 6:00am to 6:00pm Monday through Friday. Documents to be completed and returned prior to enrollment are:

- ❖ Enrollment Forms
- ❖ Child Information Form
- ❖ Immunization Record/ Health Forms
- ❖ Policy Agreement
- ❖ Non-Prescription/ Medical Form
- ❖ Tuition Payment Agreement Form

A registration fee of 75 dollars per child is due once a start date has been assigned to the family. This is a one-time non-refundable payment. However, if a child is withdrawn and wishes to re-enroll later, a second enrollment fee will be expected.

Tuition for full-time or part-time is based on one of the following payment options:

- ❖ Monthly Payment - Due on the 1st day of each month. Your payment is late after the 5th day of the month. If not paid by the 10th of the month charges will be automatically drafted out of your bank on the 11th with a 25-dollar late fee per child.
- ❖ Bi-Weekly Payments – Due every other Monday by 6:00pm. Your payment is late as of Wednesday the same week payment was due at 6:00pm. If not paid by Friday charges will be automatically drafted out of your bank with a 25-dollar late fee per child.

- ❖ Weekly Payments – Due every Monday by 6:00pm. Your payment is late as of Wednesday at 6:00pm. If not paid by Friday charges will be automatically drafted out of your bank with a 25-dollar late fee per child.

A 5% discount will be offered to families that have more than one child enrolled full-time. Child(ren) that receive care for more than 10 hours a day an additional 15 dollars will be added to the tuition. All tuition payments are to be paid by money order or auto draft from the bank. Please make all money orders out to **Dynamic Treasures Learning Center**. **NO CHECKS ACCEPTED.**

Tuition is expected to be paid in full for the days your child(ren) is enrolled regardless of if your child is absent, ill, family emergencies, doctor visits, or any other reason. **We will not trade scheduled days for another day.** Parents may request to add a day or extend hours in writing if needed. The Director will review the request and check our schedule to let you know if we have the openings to accommodate the request. Child(ren) will be allowed 1 week a year for vacation and still be able to keep their spot at the center. However, the vacation must be communicated in advance in writing and approved by the director.

Parents that receive DHS childcare assistance are responsible for paying the full tuition rate for their child(ren) until the authorized paperwork is received from DHS. Once we receive payment from DHS your account will be credited towards the following month. You are also responsible for paying your DHS co-pay each month. All co-pays are due on the 1st of each month. Your payment is late after the 5th day of the month. If not paid by the 10th of the month charges will be automatically drafted out of your bank on the 11th with a 25-dollar late fee per child. If for any reason your DHS childcare assistance lapses it is your responsibility to pay the full tuition amount until DHS notifies us otherwise.

Drop-off/Pick-up Policy:

DTLC respectfully request that when you are dropping your child(ren) off and picking them up you are **NOT** on your **CELL PHONES** as this will allow you to provide your child and the teachers with your full attention. We expect you to accompany your child(ren) into the center and take them to their classroom. Please make sure that you notify the teacher before leaving the classroom so that he/she can assist and become responsible for your child(ren) upon your departure. Your classroom teacher will be available at drop-off and pick-up for a short discussion. We ask that for longer discussion or concerns you schedule an appointment to meet with your child's teacher.

All children enrolled full-time or part-time are expected to be picked up at the agreed upon time daily. Parents or guardian of the child(ren) that are not picked up at the agreed time or by closing at 6:00pm, will be charged 1 dollar per minute. Child(ren) who are picked up late more than 3 times will pay 5 dollars a minute after 6:00pm. All late fees are expected to be paid by 6:00pm the following day. Payment should be given to the director.

Only the individual listed on the **CHILD INFORMATION** record will be allowed to pick child(ren) up. The staff are expected to ask for a picture ID from all unfamiliar faces. If the staff at Dynamic Treasures have any concerns about the individual picking up the child(ren) they can deny the request for pick-up. If no custody has been established by the courts one parent cannot stop the other parent from picking up the child(ren). Dynamic Treasures must

be notified immediately of any custody changes and provide a copy of the certified custody orders.

Home Visit Policy:

DTLC staff will conduct one home visit per family per year. Some benefits of these visits are listed below:

- Forming close partnerships between parents and teachers.
- Sets the tone for positive communication.
- Reassures the student and family that the DTLC staff cares about his/her welfare.
- Helps to bridge any cultural differences that may hinder learning.

It is to be noted that the home visits are offered to all families enrolled in DTLC. However, it is completely up to the family if they want to participate in this part of the program.

Withdrawal/Dismissal Policy:

We respectfully ask that a two-week be given before a child(ren) is withdrawn from our center. All accounts must be paid in full to include the last two weeks prior to the child(ren) last day at the center. All accounts that are not paid at the time of withdrawal will be auto drafted from the electronic account that we have on file.

The Director of Dynamic Treasures has the right to unenroll a child(ren) at their discretion, or for the following reasons:

- ❖ Expired or non-immunizations and or physicals.
- ❖ Physical and verbal abuse to the staff or other child(ren) by parents of child.
- ❖ Non-payment or excessive late payments of tuition fees.
- ❖ Failure to comply with the rules as documented in the handbook.
- ❖ Child(ren) have special needs that Dynamic Treasures cannot accommodate due to staffing.

Holiday/ Unexpected Closures:

Dynamic Treasures Learning Center will be closed on the dates listed below:

- ❖ New Year's Eve
- ❖ Martin Luther King Jr
- ❖ Memorial Day
- ❖ June Teeth
- ❖ Independence Day
- ❖ Labor Day
- ❖ Thanksgiving Day
- ❖ Friday after Thanksgiving
- ❖ Christmas Eve

❖ Christmas Day

If any of the above-mentioned holidays fall on the weekend, the closest Friday or Monday will be selected.

Dynamic Treasures will be opened according to the public school system for designated “snow days”. However, we may open later if necessary to ensure the safety of our child(ren), families, and staff. In the event of a rare occurrence our center may be forced to close due to a situation out of our control (ice storm, power outage, no water service). We will make every effort to inform the parents of the emergency closing.

DTLC is not responsible for staff providing care to children (babysitting, nanny, etc.) away from DTLC. It is to be noted that DTLC is **NOT RESPONSIBLE** when parents decide for staff to care for their children outside of DTLC.

DTLC 2023 – 2024 SAVE THE DATES

Holiday Dinner: November 17, 2023, 12:00 – 1:30pm

Christmas Celebration: December 21, 2023

Breakfast w/ Special Person: February 14, 2024, 7:00 – 8:30am

Breakfast w/ Special Person: February 14, 2024, 7:00 – 8:30am

Egg Hunt: March 29, 2024, Time TBD

Open House: August 2, 2023, 6:00 - 8:00pm

Fall Carnival: October 2024, TBD

Clothing/Diapers & Toilet Training:

Childcare licensing requires that children be taken outside daily as long as the weather permits. Children should be dressed appropriately according to the weather/season. An extra sweater or jacket to be kept at school is recommended for sudden changes in the temperature. All clothing and jackets should be labeled with the child(ren) name.

Dynamic Treasures ask that all child(ren) always have a clean change of clothes in their cubby. All extra clothing should be labeled with the child’s name and placed in a plastic bag with the child’s name on it. Clothing should include underwear, socks, pants, and shirt. If wet or dry clothing is sent home, please bring a clean set of clothing with your child the next morning.

Parents are expected to supply all diapers and wipes (see options below). When children are being potty trained, we encourage parents not use pull-ups as this seems to

delay the potty-training process. It is important for the teacher and parents to communicate about the needs of the child to help make this developmental milestone a success. We recommend that child(ren) is dressed in “user friendly” clothing during this process to help encourage them and limit their accidents. For instance, overalls are hard for small children to get off when they are in a HURRY.

DTLC Diaper/Wipes Options:

- ❖ Parents supply their child(ren) with diapers and wipes. However, if the child runs out DTLC will charge 2 dollars per diaper and 3 dollars per pack of wipes.
- ❖ Parents can add an additional 75 dollars per child(ren) to their tuition fee and DTLC will provide diapers and wipes.

Wellness/Medication Policy:

DTLC trust you as parents to be the best judge of your child’s health and we believe that you would not bring your child(ren) to the center when they are sick. However, if your child(ren) becomes ill while in our care we will reach out to you and may need you to come and pick your child(ren) up. If you receive a phone call, we expect you or an alternate emergency caregiver to come immediately. Please see guideline’s below to that will be used to determine if your child(ren) must go home:

- ❖ Fever of 100.5 or higher.
- ❖ Highly contagious conditions: headlice, chicken pox, strep throat, mumps, impetigo, pink eye, pin worms, etc.
- ❖ Diarrhea (more than 2 loose, water, stools)
- ❖ Vomiting (more than once)
- ❖ Unknown rash

Child(ren) may return to center after:

- ❖ Receiving written documentation from the doctor.
- ❖ Fever- free for 24 hours without the assistance of any fever reducing medications.
- ❖ Chicken Pox when all the lesions are completely scabbed over.
- ❖ Headlice after treatment and all eggs and nits are gone.
- ❖ Diarrhea and vomiting free for 24 hours.
- ❖ Contagious illness after antibiotic has been administered for 24 hours.

Non- prescription medication (Tylenol, nose drops, etc.) and Prescription medication will only be administered after a **Medical Permission** form has been signed by the parent/guardian. The parents must provide all medications. All prescription medication must be in the original container and labeled with the child’s name. The parent/guardian must administer the first dosage under their care.

DTLC staff will **NEVER** administer the first dosage and we will **NEVER** administer over the counter medications to any child(ren).

DTLC staff cannot administer medication that does not have the correct dosage listed on the container. If the container states "Consult/see doctor" a written note from the doctor with the child(ren) weight and dosage that is recommended, must be provided to the center.

All children that attend childcare centers are required by law to be fully vaccinated. Dynamic Treasures requires that all children have an updated immunization record on file. It is the responsibility of the parent/guardian to maintain up-to-date immunizations for their child(ren). However, if this is a conflict to the family's religion or ethical belief, we will need additional documentation that is approved by the state law.

Injuries/Accidents:

DTLC will take every step possible to ensure the safety and well-being of your child(ren) while in our care. Should an injury occur, you will receive an incident/accident form completed by the staff member caring for your child at the time of the incident. This form will also be signed by the center director or assistance director. If an emergency incident happened 911 will be contacted and the child will be transported to the hospital listed on their **Child Information** for or the nearest hospital. Parent/guardian will be contacted immediately.

Field Trips:

Dynamic Treasure considers field trips to be an important part of the learning process and plans to take them occasionally. A signed permission slip will be needed for your child(ren) to participate. A child may be excluded from a field trip due to safety, health, and behavioral reasons.

Daily Routines/Meals/ Allergy:

Daily routines will be posted in every classroom on the parent information board. It is to be noted that infants don't have a set schedule for activities as their schedule is based on their individual needs.

Dynamic Treasure will provide breakfast, lunch, and an afternoon snack according to the guidelines of the Food Program. It is the responsibility of the parent of child(ren) with any dietary needs or allergies to notify the center director and classroom teacher. Parents will need to supply and special food required. An allergy and medical action plan will need to be documented for each child that has these needs.

Guidance/ Difficult Behavior Policy:

Our goal at Dynamic Treasures Learning Center is to encourage the child(ren) to learn to make reasonable choices and accept the choices of their consequences. Guidance will consist of the following form within our center:

- ❖ Logical rules: Keeping our hands to ourselves, taking care of our learning environment. Classroom will be discussed with the children.
- ❖ Positive behavior: We will reinforce behaviors that we wish to be seen.
- ❖ Redirection: Attempting to interest child(ren) in a different activity will help redirect negative behavior. We might do this by asking a child to help us or sending them to a different area to play.

- ❖ Positive reminder: We will tell the children what we expect for them to do instead of using words like “no” or “don’t.”
- ❖ Reset time: Occasionally as a last resort we may remove a child from a situation for a brief break to allow them the opportunity to calm down and consider a different behavior.

DTLC will make every effort to work with parents/guardians to ensure that all efforts to support child(ren) with difficult behaviors have been made. It is our responsibility to ensure that we serve and protect **ALL** the children in our care. Therefore, we will call parents/guardians at work or home in the event a child is demonstrating uncontrollable behavior that cannot be modified by the center staff. The following action steps listed below may be taken for child(ren) who display on-going disruptive behavior.

- ❖ Initial Conference: Conference will be requested with the parent/guardian by the director. Issues will be defined on paper and discussed for intervention strategies. The best solution towards solving the problem will be agreed upon by the director, teacher, and parent/guardian.
- ❖ Second Conference: If the initial plan for assisting the child fails a second conference will be requested. The on-going or any new issues will be documented on paper and discussed. A revised or new plan of intervention will be agreed upon by the director, teacher, and parents/guardian.
- ❖ Disenrollment: When the previous plans of intervention have not been successful and no improvement in behavior or solving the issue have been made the child(ren) may be disenrolled at the discretion of the center director.

DTLC will **NOT** use or **ALLOW** corporal punishment within the center. This is defined as negative physical touching by spanking, slapping, and pinching, etc. **NO** unusual punishment will be allowed such as humiliation, threats, or coercion.

Photographs/Publicity:

DTLC will be taking photographs of the children in our program. We may use these photos at times in newspapers, brochures, websites, and publicity material.

Emergency Preparedness Plan:

Fire: All children will be escorted out of the building in a line holding hands with teacher/staff supervision. Once the children make it out of the building to the designated safety location, the teacher/staff will conduct a head count to ensure that all children are present. DTLC will contact all first responders deemed appropriate at the time of emergency.

Tornado: All children will be exorted the tornado safe are designated for their classroom on the emergency plan posted in all classrooms. For additional information please contact the administration team.

Lock-Down: DTLC operates as a lock-down facility daily. For anyone to enter our facility they must be buzzed in by administration staff through the main entrance.

Personnel policy and procedure handbook will be provided and reviewed with new personnel upon hiring and anytime updates are made to the policy and procedures handbook. By signing this form, you are confirming that you have received and reviewed a copy of Dynamic Treasures Learning Center handbook.

Signature: _____

Date: _____