

Little ANGELS DAYCARE AND LEARNING CENTER

PARENT HANDBOOK

2927 Ranch House Rd
West Palm Beach, Fl 33406
(561)-689-7310
Fax (561)-689-7279
www.mylittleangelsdaycare.com

[last revised: 07/05/17]

Little Angels Daycare and Learning Center

Little Angels Daycare and Learning Center has developed a parent handbook in order to inform parents of the rules governing the center and to provide parents with adequate information about the program offered. Our center also has a written childcare program plan and child abuse and neglect policy, which is available for parents to review upon request

Our Mission

To offer a wholesome, safe, imaginative, and affordable experience, which will provide children long lasting memories. Ultimately giving each child opportunities that will encourage them to develop to their full potential.

Our Goals

We, the staff of Little Angels Daycare and Learning Center, will provide for the children:

A pleasant and safe space to play and learn

A variety of multicultural experiences

A place to meet their emotional, physical, social and intellectual development

We will provide age appropriate resources for parents to help educate their children at home.

General Curriculum Areas

Art- We use a variety of materials so the child may experience the joy of creating by cutting, gluing, coloring and painting. Art may also be used for instructive purposes such as identification of shapes, learning to follow oral instructions, sequencing steps and learning various skills, such as cutting and

pastings. Activities are geared to the child's level, and are concerned with the process of creating instead of the final product.

Science- A variety of science materials will be out for exploration by the child in learning centers, books and group experiments will be done frequently. Science study increases vocabulary and general knowledge, encourages curiosity, helps the child discover natural laws, and helps the child become more aware of his/her surrounding world.

Music- Music is used to express emotions, reinforce subject material, and as a source of joy. We use tapes, CD's, records, rhythm instruments, scarves, ribbon sticks, singing, clapping, and body movement.

Group Time- This is a period of 15-30 minutes which serves as a vehicle for teaching a wide variety of subjects. It often includes finger plays, stories, games, songs, and discussion centered around one topic. This topic is the basis for our weekly themes, which may include Zoo, Food, numbers, forest animals, etc. Monthly and weekly themes are posted for your information.

Small Muscle- Through manipulative table toys, games, and other activities, small muscle coordination grows. A variety of small motor toys are offered and changed weekly to coordinate with the weekly theme.

Large Muscle- Children received large muscle coordination through outside play, going for walks, or indoor play in the Commons room. Depending on the weather children are offered large muscle play two times a day.

I. Welcome

On behalf of Little Angels Daycare and Learning Center, I thank you for choosing our facility as the place where your child will receive care. I would like to take this time and review upon some of our policies and regulations that you may and should already be aware of, as well as enlighten you on our program schedule, and nutrition menus. Please read this handbook thoroughly and completely as you will be held responsible of knowing all information that it is provided in this packet. If you have any questions feel free to contact us during regular office hours by phone or in person.

As you have all read and signed our "Parent's Obligations" on the enrollment form upon enrolling your child, it is time that you become well aware of what each of these obligations are.

II. Parents & Guardians Obligations

Tuition Rates :

Registration Fee \$ 75.00/ per child (ONE TIME ONLY)
NON-REFUNDABLE! Due upon enrolling your child.

Birth - 11mo. = \$190/ week
12mo. – 2yr. = \$160.00 / week
2yrs. – 3yrs. = \$145.00 / week
3yrs & Up = \$135.00 / week

VPK after care = \$90.00 / week
Part-Time Care = \$40.00 / day (**Upon Approval**)

***INCENTIVES/Referral Reward:** When siblings are enrolled, we offer a 10% discount off the lowest tuition. **PLUS** you can receive a **\$20 credit towards one week's tuition** by referring someone who enrolls their child.
(credit will be issued upon first week's payment of the new enrolled family)

- ✓ **PAYMENTS ARE DUE ON FRIDAYS OF THE WEEK BEFORE!** We allow you to make payments on Mondays because we are understanding. ANY payment made after Monday, will result in a late fees NO EXCEPTIONS!! So if you know your child will be absent Monday, make payment on Friday to avoid late fees!
B
- ✓ Tuition is due whether your child attends our facility or is absent, Including Holidays and Sick days. (see sec. III Attendance & Holidays)

Late Pick-Up Fee \$5.00/ per MINUTE that child is pick up late!*

*Due at time of pick-up if not child will NOT be allowed to attend the following day.

Late Tuition Payment Fee \$10.00 / per DAY that payment is late!

III. Attendance & Holidays

Hours of Operation : M- F ; 6am -6:30pm

We will be CLOSED on the following Holidays:

Labor Day, Thanksgiving Day & The Day After Thanksgiving,
Christmas Day, New Years Day, Good Friday, Memorial Day,
and Fourth of July. (We will close early on Christmas Eve and New Years Eve)

*This list may be updated at which time you will be informed

Hurricane /Natural Disaster -- In the event of a hurricane or other natural disaster, our facility will close immediately and you will be required to pick up your child(ren). In the rare event of power/water outage lasting an extended time, we will also be required by the Health dept. to close, and you must pick up your child(ren) as soon as possible. Little Angels Daycare and Learning Center operates when it is safe, whenever in doubt call, or check local public school's schedule.

- Although that on these Holidays our facility will be closed, you are still obligated to pay your dues for that week, including Holidays. Your child is allowed to be absent for **TWO Weeks**, per year, without tuition dues. If child is absent for more than that, regular week tuition will be due for the remainder of the time in order for your child's place to be reserved here at Little Angels Daycare & Learning Center.

Please understand that it is important as childcare givers to maintain a secure and stable environment for your child (children). In order to accomplish this we must also offer our staff the security of knowing that their employment is also secure. This becomes an impossible task when some parents feel that they should not pay tuition when their child is absent from school. Tuition is what helps support our staff salaries, your child's food, and activities. For this reason it is important that you understand that upon enrolling your child you have agreed to these terms and conditions. Your weekly tuition is due Fridays before the week starts regardless of days attended. Late payment fees are acquired beginning Tuesday of that week, and if no payment is received by Friday of the end of that week your child will be **DROPPED** from our program. Your child will not be able to re- enter without paying off all outstanding fees.

Please be aware that we reserve the right to change and update this information at any time, at which point NEW Handbooks will be provided, IT IS YOUR RESPONSIBILITY to pick up a NEW copy!

IV. DISCIPLINE POLICY

Here at Little Angels Daycare and Learning Center LLC, we use praise and positive reinforcements as our form of discipline. We believe positive attention and motivation will lead to positive behavior. We are honored to be a part of your child's life and grateful for the opportunity to teach your child.

BEHAVIOR GUIDANCE

Little Angels Daycare and Learning Center has a philosophy that your children are important, and if given the opportunity, they will thrive emotionally, intellectually, socially, and creatively under the loving guidance of concerned parents and teachers.

Our staff will:

- model positive acceptable behavior
- redirect children away from conflict to constructive activity
- teach children alternatives to problem behavior
- protect the safety of children
- provide immediate guidance/direction if a child behavior is unacceptable
- recognize the age appropriate development of the child
- not allow the children to act in a manner which will endanger them, another child, or the staff.

The following actions are prohibited by any staff person:

- subjection of a child to emotional or physical abuse
- punishment for lapses in toilet training
- withholding food, light, warmth, clothing, or medical care as a punishment for unacceptable behavior
- physical or mechanical restraint such as tying, other than to physically hold a child when
- necessary to protect a child or others from harm

Please be aware that a child whose behavior is causing disruption of a classroom continuously, we will first bring the matter to your attention, and ask that you work with us to correct the issue. However if after a failed attempt and the behavior problem is beyond the scope of expertise of our staff, we will hold the right to suspend, or terminate that child from our center. Please see further explanation on page 8 number 23, Dismissal / Termination / Withdrawal / Expulsion. We wish to never reach such point; therefore, we have set in place a Parent Teacher Communication System, outlined further in this handbook.

V. Policies & Regulations

1. No child shall be admitted to Little Angels Daycare and Learning Center, without a complete **Enrollment Package** filled out and on file, which includes the Florida Health Department, **Meal Application Form**. Along with this package we will need a Student **Health Examination**, and **Florida Certification of Immunization**.
2. **PAYMENTS ARE DUE ON FRIDAYS OF THE WEEK BEFORE!** We allow you to make payments on Mondays without late fees. Starting Tuesday there will be a late fee of \$10.00 per day, if by Friday the outstanding balance is not paid your child will be withdrawn from our facility. **NO EXCEPTIONS!**
3. There will be **NO** refund of registration fees or tuition payments. Furthermore, we **DO NOT** prorate tuition – even if a child attends our facility for only one day during the week, the full weekly tuition will be due, regardless of attendance. You will be allowed **TWO** weeks of absence without dues per year;
Vacation must be requested and approved at least two weeks in advanced.
4. **NECESSARY ITEMS:** Each child **MUST** bring a change of clothes, and a blanket. Any child **THAT IS NOT COMPLETELY POTTY-TRAINED** (including those still in training) will need to bring **Diapers & Wipes Daily**. Our facility does not provide diapers nor wipes, blankets must be taken home & washed on Fridays, brought back Mondays.
5. **Appropriate grooming**, dress and footwear by children is required. We paint and play outside, so please send your child in **PLAY** clothes. No Flip Flops/ Sandals. You must maintain nails trimmed to avoid incidents.
6. We are open 6:00am to 6:30pm, however that does not mean that we recommend a child to stay at the facility for that entire time. We open early and close late in order to accommodate those parents that have early/ or late shifts. **PLEASE** be considerate of your child.
7. **NO OUTSIDE FOOD ALLOWED** - Food Program provides a full nutritional Breakfast, Lunch, and Snack daily for your child. It is your responsibility to make sure that they arrive in time for each meal. These meals are at no extra cost to you, however you must fill out & maintain the proper Food Program Meal Application Form, from the Florida Dept. of Health. [See enclosed Menu for meals provided pgs. 17-20]
Know that cut off for Breakfast is 8:45am, and cut off for Lunch is 10:59am.
8. **Medications** cannot be given to a child without a doctor's prescription; A parent will be required to sign a form giving Little Angels Daycare and Learning Center permission to administer the medicine. **ALL** medicine **MUST** have Dr's label on it.
9. Our Facility is **NOT** responsible for any items that are not labeled with the child's name, such as clothing, lunch boxes, and backpacks. However keep in mind that mix-ups can occur, and it is your responsibility to inform any person(s) picking up your child, to collect all their belongings.
10. Children are **NOT** allowed to bring toys, jewelry, or any other objects to school., Please remember to keep all **VALUABLES** at home!
11. Chewing Gum is **NOT** permitted at school.

12. No one but those listed under the Enrollment Form for Authorized pick up are allowed to remove or take child from facility. Please make sure that anyone that may pick up your child is listed, as we will NOT be accepting phone authorization for un-listed authorized pick-ups. Everyone must show a valid **state issued Photo ID**.
13. **Sick Policy**- If your child becomes sick during the hours he/she is here at our facility we will notify you to come and pick up your child as soon as possible. Please be aware that in compliance with the Florida Health Dept. "Sick" does include diarrhea, vomiting, pink-eye, head lice, and fever (anything contagious). **24hrs out of the facility is mandatory before returning**, as well as excused absence notes for those under Family Central or VPK. Please do not bring a sick child to our facility, keep him/her at home & call to notify us of their absence. In the rare case of head lice, same policy applies; child will be sent home and cannot return till after treatment.
14. It is the Parent's responsibility to keep all emergency information current in your child's file. Including (but not limited to) Emergency Contacts, Telephone Numbers, and Health related info. **This is Very IMPORTANT!**
15. Be aware, our facility is equipped with a high security system that allows us to record and monitor your child as well as employees. Review of such material can be assessed in our main office upon request. Because we provided services to minors, **NO ONE IS ALLOWED TO TAKE PHOTOGRAPH OR VIDEO** without prior consent from administration.
16. Please note that children may watch developmental and educational movies at our facility during the day as well, all of which will be age appropriate.
17. **ARRIVAL/ DEPARTURE:** All children must be signed IN & OUT DAILY! With printed name and actual time. This is not only mandatory, but also safety precaution.
18. **CUT OFF TIME FOR DROP OFF is 9 :59AM** That means if your child arrives at 11am she/he will NOT be allowed in our facility. This allows us to have proper meal counts and show respect for those children who will be napping at our center. If you will be late due to the CHILD's doctor appointment, proper paperwork is required as well a call-ahead notice (at least TWO hours).
19. **Nap time is from 12:00pm-2:30pm**, for which you must provide a blanket from home. This blanket is to be take home on Fridays to be washed and brought back on Monday.
20. **Parent - Staff Interaction** : You are welcome to have a BRIEF conversation with your child's teacher at pick up or drop off, but if a lengthy conversation is necessary PLEASE LET US KNOW, we will arrange a conference time that is convenient for everyone. [see page 11 "PARENT-TEACHER COMMUNICATION SYSTEMS"]
21. **Open Door Policy:** We have an open door policy which means parents are welcomed to come and visit without appointment. HOWEVER, we reserve the right to remove anyone from a classroom if it becomes a distraction.
22. In the event of a parent that we feel is not suited to pick up child (no car seat, intoxicated etc..) we will contact other guardian, or police to assist.

23. **Dismissal / Termination / Withdrawal / Expulsion:** We will first attempt to communicate with the parent within regards to the problem and attempt to remedy the issue and/ or assist in the referral process. We reserve the right to dismiss, or terminate, a child whose behavior (or circumstances) are beyond the scope of our expertise. The reason(s) for dismissal, termination, withdrawal, or expulsion will be provided in writing.
24. **Late Pick Up Policy:** It is important that you pick up your child PRIOR to closing time. A Late pick up fee will be charged (per child) after 6:30pm, BY OUR CLOCK at a rate of \$5 per MINUTE.
25. On a regular basis, we will have news and pertinent information posted for you on our **Parent Bulletin Board**, and front desk. It is VERY IMPORTANT that you read these flyers and signs; they are there for a reason! If you have any questions our staff is more than willing to help.
26. **Transition/ Transfer/ Change of Rooms:** For a child to be moved to the next room, a number of factors are taken into consideration, such as; child's age, developmental progression, availability in the next room, and in some cases parent and teacher input. When it becomes time for a child to move to a new room, parents will receive notice through a Transition Letter (see sample on page 12). This letter will give parents important information about their child's new daily schedule, items requested to be brought, and who the child's new teacher will be. In the weeks prior to the actual room change, we will have the child meet the new teacher, visit the room, and even participate in activities in the new room, in small time increments.
27. **Daily Observations & Documented Observations:** All children will be observed informally each day at our facility. We encourage that you do the same at home in order to prevent discrepancy within regards to the child's behavior or physical status. If you have concerns IMMEDIATELY contact management. Formal observations will be documented at least three times per year, where teachers will formally observe the child and record areas of needs and improvements.
28. **ALLERGIES/ Food Reactions:** If your child has any allergies, a doctor's note is required, and you must state them on the enrollment form. If a special diet is required, the parent is responsible for providing the child's food each day. Children's allergies will be privately posted in each classroom.

We invite you to share your questions suggestions and concerns with our management. Please contact us! You are responsible for knowing all information provided to you on the enrollment forms as well as this handbook.

On occasions we may send out parent surveys, we ask that you take the time to inform us on your thoughts regarding whichever matter is being addressed. We appreciate your participation

GENERAL Daily Schedule:

Keep in mind each classroom varies in activities and exact times, for more accurate schedule see posting in classrooms. Depending on your child's age, this schedule may vary slightly. More specific schedules are included later in the handbook. [See Pages 13-16]

Early Morning:

Arrival Time
Breakfast
Large Group

Mid-Morning:

Music & Movement
Circle Time
Center Time
Outside Play
Bathroom

Noon:

Lunch
Bathroom
Nap Time

Afternoon:

Snack Time
Large Group
Choice Time

Late Afternoon:

Outside Time
Bathroom
Choice Time & Depart

POTTY TRAINING (2 y.o.)

Here at Little Angels Daycare we encourage our kids to be potty trained. We are asking for all your cooperation in extensive potty training at home to prepare your child to start in the three year old classroom.

Helpful hints for potty training at home

- ** Ask your child constantly if he or she has to go to the bathroom
- ** On the weekends no diapers
- ** Remember your child needs your help, patience, encouragement, and praise!

Thank you for your understanding and cooperation in these matters, we do our part, we need each Parent or Guardian to do theirs, If you have any questions or concerns, please do not hesitate to contact us.

ACCIDENT OR EMERGENCY PROCEDURES

If your child becomes injured at the center, the teacher in charge will administer simple first aid such as washing the injury, applying ice, and bandaging. The teacher will then fill out an injury report. One copy will go into the child's mailbox and one copy will go in the child's file. If the injury were serious, we would call the parent for instruction. If the child receives a serious injury that requires the services of a doctor, the following procedure will be followed:

1. Call parent or guardian.
2. Call one of the persons listed on the emergency card.
3. Call the child's physician for his/her advice.
4. In the case that the above three fail, we will call an ambulance or paramedic team and have the child

taken to an emergency hospital with a staff person accompanying in the paramedics van or ambulance.

**Any and all expenses incurred under #4 will be borne by the child's family or guardian. If an injury is severe, procedures 1-3 will be waived, and 911 will be immediately summoned.

SEVERE WEATHER: As per Palm Beach County Rules & Regulations, in case of severe weather, or the rare event of loss of power or water supply while we are open and operating, will result in us having to close early (in conjunction Palm Beach County Public Schools). In the case of major flooding, power outage, and/or other major damage, that is caused over the prior day, we will NOT be opening on the following day. Please continue to watch the weather forecast, and CALL us that morning if you have doubt as to whether we are open.

Unauthorized Pick Up of a Child -- If an unauthorized person or one who is incapacitated or suspected of abuse attempts to pick up a child, the center will not release the child to that person. If the person attempts to use force, 911 will be called.

Missing Child -- If a child is missing, the teachers will first conduct a search for the child. If the teachers don't find the child, 911 and the parents will be called.

Missing Parent -- If the parent of a child does not appear to pick up their child, the staff member on duty will make attempts to reach the parents through the telephone numbers given and the contact persons authorized to pick up the child. If unable to contact anyone listed on the registration forms.

Abuse/Neglect of a child -- will be reported by any person on our staff to Department of Child Protection if it is suspected. We are legally required to report any suspected abuse or neglect of a child within 24 hours of the suspected abuse or neglect. All reports of suspected abuse or neglect of children occurring in a licensed facility should be made to the local county social services or law enforcement.

Substitute Teachers-- On the days when staff ratio is low or a staff member is ill or absent the director will call for a teacher substitute, assistant, or aide to assist in the daily activities.

PARENT-TEACHER COMMUNICATION SYSTEMS

We have many forms of communicating with the parents. Listed below are a number of ways the teachers, director and parents can be in communication with each other.

1. Initial meeting with parents: Pre-enrollment Conference -- When you enroll your child, the director or teacher in charge will show you through the center and answer any questions you may have. You may wish to share concerns about your child with the director, tell what you expect from the program, etc. Please tell us if your child is on medication, behaves in any unusual ways, or has special traits of which the teachers should be aware.

2. Parent-Teacher Conferences – Scheduled parent conferences are held at least 2 times per year. These conferences are very useful for the teacher and the parents. During a conference, teachers and parents will discuss developmental assessments of the child, day to day concerns, and any other issues that the parent or teacher would like to discuss.

3. Parent Meetings -- these informal get-togethers are held according to the needs and wishes of the parents, at the parents and/or teacher's request.

4. Parent Information Board -- The parent information board, located on the left wall in the hallway, serves as a place to post the monthly Newsletter, and happenings of interest to children and families.

5. Daily Written Reports- notes are made for the parents of the toddlers, about the child's food intake, sleeping patterns, projects, and general behavior upon the teacher's discretion. As mentioned earlier, daily informal observations will be conducted, as well as at least three formal Observations a year, which will be kept in each child's portfolio.

Help us understand and connect with your child:

Please tell us if . . .

- your child had a bad night's sleep--he/she was ill recently--something upsetting happened--
- something fun or exciting happened--your child has been exposed to a contagious disease--your child verbalizes feelings about the center or staff, or if your child's behavior or mood is different than usual.

ADMISSIONS: NON-DISCRIMINATION

Here at Little Angels Daycare and Learning Center, we do NOT discriminate against race, color, religion, creed, national origin, gender, source of income, or any other category designated by law in our hiring and enrollment policies.

We welcome ALL children, families, and personnel.

When Your Child Comes Home Messy

Red paint in the hair? Blue paint on the jeans? Sand in the shoes? Peanut butter on a favorite shirt? White socks that look brown? Sleeves a bit damp?

YOUR CHILD PROBABLY.....

worked with a friend
solved a problem
created a masterpiece
negotiated a difference
learned a new skill
had a great time
developed new language skills

YOUR CHILD PROBABLY DIDNT.....

feel lonely
become bored
do repetitive tasks that are too babyish
do worksheets that are too easy
do sit down work that is discouraging

YOU PROBABLY.....

paid good money for those clothes
Will have trouble getting the red paint out
are concerned the caregiver isn't paying enough attention to your child

YOUR CAREGIVER PROBABLY.....

was aware of your child's special needs and interests
spent time planning a challenging activity for the children
encouraged the children to try new things
was worried you might be concerned

Young children really learn when they are actively involved in play.....not when someone is talking to them. There is a difference between "messy" and "lack of care." Your caregiver made sure your child was fed, warm, offered new skills and planned messy fun things to do because that's how young children learn!

Send your child in clothes that can get dirty! Keep extra old clothes at the site for times when the child gets really messy. But remember, young children need time to be kids.

-Thank You For Your Understanding-