**Parent Handbook**

**2020-2021**

**Welcome / Philosophy**

Welcome to Little Hands Big Hearts Academy!

This handbook has been created so that there are no misunderstandings, and so that everyone is aware of the requirements of Little Hands Big Hearts Academy LLC, as well as the requirements of you, the parents/guardians. This handbook covers our childcare philosophies, business policies and expectations. Please read this handbook carefully, and feel free to discuss with myself or a staff member any questions that you may have. Little Hands Big Hearts Academy LLC is committed to creating a safe, warm, loving environment for children where they can learn and grow physically, emotionally, creatively, intellectually, and socially at their own pace. We want to help your child increase their confidence, and self-esteem by treating them as unique individuals, and allowing them to express themselves in a variety of facets. We strive to make your child’s time at daycare the best experience it can be for them as well as you, the parents. We are committed to supporting families by maintaining open communication and encouraging parental involvement in our programming and care activities. Our objective is to care for your child the same way you would.

In programming activities for the children, we follow the Curriculum Innovation, which follows a play-based learning philosophy. We develop activities centered on stories, songs, math, fine and gross motor skills, circle time, science, music, arts/crafts. We strive to prepare your children for their early school years by exposing them regularly to letters, numbers, colors, shapes, name recognition, and new vocabulary. Please see any staff member if you’d like more information on the Florida State Approved Curriculum Fundaffer.

**Hours of Operation**

Hours of operation are:

6:30 AM – 6:30 PM.............................................................................................Monday – Friday

We will be closed on:

Christmas Eve (Dec.24)

 Christmas Day (Dec.25)

New Years Eve (Dec.31)

New Year (Jan 1st)

Independence Day

Memorial Day

Labor Day

Veterans Day

Thanksgiving Day

Friday after Thanksgiving

**Late pick-up policy**: If you are late picking up (after closing time) your child you will be charged a late

fee of $1 per min per child.

**Enrolment Requirements**

Before your child can be officially enrolled in Little Hands Big Hearts Academy LLC you must complete and provide the following documents:

• Enrollment packet

• Immunization form

• Physical form

• Birth Certificate

• Registration Fee must be paid:

$ 65 for one child

$ 75 for two children

$ 85 for three children

*\*spaces will not be held by verbal contract; registration fee must be paid, for a spot to be held for you and your child.*

We do encourage the parent/guardian and their child(ren) to visit our center prior to enrolment. This process allows your child(ren) to become more familiar with our daycare and staff.

**Evacuation Procedures**

In case of an emergency where we must exit our facility the Director or staff in charge will designate a safe area for parents to pick up their children, the primary location in the left side of the building, at the green area next to the parking. All staff will follow the instructions of emergency personnel. Director will contact the parent/guardian of the child/children. When releasing the child/children the parent/guardian will follow the sign in/ out procedures that are used daily.

**Transportation/Outings**

Little Hands Big Hearts Academy LLC has its own transportation for field trips. Drivers have the following documents, as well as required insurance:

· Criminal Record checks

· Driver License

. Physical exam

*No child will be permitted to go on an outing without written parental consent.*

**Payment Procedures**

Forms of payment currently accepted are Cash, Checks, Money Order, Debit or Credit. Please let me know if you plan on doing your payments electronically, a reminder email can be sent to you if you’d

like.

All tuition fees will be paid each Friday proceeding the week of service. Any balance thereafter is deemed delinquent, and a $25 late fee will be applied as of 6pm Monday. For any returned check there will be a $25 process fee. This fee will automatically be charged to my account along with the initial amount of the check.

If fee payment is more than 3 days late, all service will be suspended until fees are paid in full. Returned cheques may result in cash only payment policy for future services. Full fees are due regardless of a child’s illness, statutory holidays, or holiday days off.

A receipt for fees paid throughout the year will be provided at the end of each year for tax purposes – monthly receipts are available upon request. Parents/guardians that use government subsidy to help pay for fees are responsible for renewing their authorization before it expires. If parents/guardians do not renew their subsidy claim before their previous claim expires the parents/guardians will be responsible for full fees until the office receive authorization to bill the government and have received payment

We do offer a family discount of $20 off your bill (excluding all part-time rates) for families with multiple children. *This discount does not apply to part-time rates*.

**Registration Fee**

There is a one-time registration fee of $65 for one child, $75 for two children and $85 for three children due at the time of enrollment. This fee is **non-refundable.**

**Open Door Policy**

 Little Hands Big Hearts Academy LLC has an open-door policy. Parents/ Guardians are welcome to visit our facilities at any time during operational hours. Parents/Guardians can access our cameras throughout the day and can call us at 386-259-5237

**Signing in and out/Attendance Records Policy**

Children are signed in and out by parents and staff members upon their arrival and departure. We ask that if your child is not going to attend care as per usual that you inform the center by 9am. This will help us plan activities for the day. When your child does not attend daycare, you must call to let us know the reason – if it is a communicable illness, we are required to record this in case of other cases breaking out. If no one answers the phone, please leave a brief message. Also, upon arrival and preparing your child for the day please help them or direct them to wash their hands before beginning to play with toys, to prevent the spread of germs.

If someone else will be picking up your child, please let staff know upon arrival. Photo ID will be required by the person picking up your child as well if the staff member is not familiar with that person. Please let any individuals other than parents who may pick up the children that they will be asked for picture ID to ensure the safety of all children.

Children will not be released to unauthorized individuals. If someone shows up to pick up your child and staff was not made aware of it, we will have to track you down to confirm that this is in fact permitted, as well as see a picture ID of that individual to confirm their identity.

**Absences/Exclusion from Academy**

If a child is too sick to attend daycare, please keep him/her home. There is no “sick room” at the daycare, and the best place for a child to be recuperating from an illness is at home. There are also many symptoms that a child may have that may prevent them from being able to partake in everyday activities. If your child experiences any of the following please keep them home for 24 hours symptoms free, or are well enough to participate in normal everyday activities:

* Fever greater than or equal to 100.5 degrees F.
* Excessive drainage (clear or discolored) from the mouth, nose, eyes, or ears.
* Red discoloration to the whites of the eye(s).
* Skin rashes as they are difficult to diagnose unless seen by a physician.
* Severe abdominal pain, vomiting or diarrhea.
* A deep, hacking cough.
* Difficulty breathing or untreated wheezing.
* Yellow discharge from the eyes
* An unusual yellow coloring of the skin or eyes
* Cuts or openings on the skin that are pus-filled or oozing.
* Lice or nits

If your child(ren) is sent to daycare with any of the above listed symptoms or develop during the day they will be sent home. Children should NEVER be medicated and then sent to daycare (i.e. given Tylenol to break fever). You should arrange for back-up care when your child is sick, and unfortunately there are no refunds or discounts for days that your child does not attend daycare. There are still costs associated with each childcare spot each day that unfortunately cannot be avoided if your child is not in attendance.

If your child will not be attending daycare due to illness or any other reason, please let someone at the center know as soon as possible, as well as the reason they will not be attending. This will prevent activities from being delayed.

**Child Abuse/Neglect**

If there is any abuse or neglect suspected of any children in our care, we are required to report it to the Department of Children and Families. Please be aware also that children **will NOT** be released under any circumstances to impaired individuals. If we have reason to believe that any person picking up a child is under the influence of drugs or alcohol, an emergency contact will be called to pick up the child. The incident will also have to be reported to the Department of Children and Families.

**Clothing Code**

Children are required to come dressed in uniform every day. Little Hands Big Hearts Academy LLC will provide the t-shirts for a cost of $10/each. Bottoms must be black, navy blue or khaki color. Spare change of clothes is required for all children in case of soiling of clothes. Children under the age of 3, and those who are potty-training require at least two changes of clothing (including socks). We want to keep your children happy and comfortable.

Closed toes shoes are required for the safety of your child. Shoes are required to be worn at all the time in case of a Fire drill or emergency.

Please also remember whenever weather permits the children are taken outside for 1 hour per day. Please ensure that you have proper outerwear provided for your child so that they are comfortable and do not miss out on outdoor play. If a child does not have proper outdoor apparel, they will have to remain indoors with another teacher/classroom.

**Potty Training Policies**

We strive to support your efforts of potty training at home right through the day here at the Academy. However, there are some key signs to look for before we can help you train your child at the center.

The key signs of readiness for potty training include:

• The child can pull down and up their pants and underwear/pull-ups on their own with little or no assistance

• The child can communicate to you when they need to go to the bathroom

• The child’s diaper is dry after nap times and for long periods during the day

• The child can hold their bowels and bladder until they get to the potty once they realize that they need to go

If these signs are not present, your child is not ready to potty train at daycare, as we cannot have a potty in each room for them to use – it is against public health sanitation policies. Children are not able to move up to the preschool room until they are completely potty-trained (having no more than 2 accidents per week for at least a 2-3-week period). We will always encourage children to use the potty regularly and we begin to introduce sitting on the potty as soon as the children move into the red room at the age of about 2 years old.

When your child does potty train, we ask that you provide extra clothing and remove soiled clothing daily. If we run out of clean clothes and underwear, then you will have to be contacted during the day for you to provide them, as we do not have daycare “loaner” clothes.

**Discipline Policy**

It is especially important that a child’s development is nurtured through caring, patience and understanding. However, while caring for your children, we might have to respond to your child’s misbehavior. Hitting, kicking, spitting, hostile verbal behavior and other behaviors which will hurt another child, or the teacher are not permitted. Children are disciplined in a quiet, calm manner, in the most positive way possible for the situation.

**In response to misbehavior, our teachers will NOT use:**

• Threats or bribes

• Physical Punishment, even if requested by the parent

• Deprive your child of food or other basic needs

• Humiliation or isolation

**In response to misbehavior, the teacher will:**

• Respect your child

• Establish clear rules

• Be consistent in enforcing the rules

• Use positive language to explain desired behavior

• Speak calmly while bending down to eye level

• Give clear choices

• Redirect your child to a new activity

• Move your child to a quiet area for no longer than one minute per year of your child’s age, if

necessary.

If your child’s behavior is very disruptive or harmful to himself or other children, it will be discussed with you privately either by the teacher, director, or both. If the situation can be resolved, the child may remain enrolled. If we are unable to resolve the issue, you may be asked to make other arrangements.

As a parent, you might have some concerns or wish to offer suggestions. Please let us know. We may modify the above plan with agreed upon suggestions.

**Expulsion/Inclusion**

Little Hands Big Hearts Academy LLC is compromised with the education and safety of all our students. The teachers will discipline your child with love and understanding. Providing each child with options to choose from, a quiet area to rest or take a break if they feel overwhelmed. Provide parents with educational material about behavior and safe practices of discipline. If necessary, recommend parents professional assistance to help your child. Expulsion is the last resource, and it will be used only in the event your child might harm itself or others in the classroom.

**Confidentiality**

 Little Hands Big Hearts Academy LLC does not share information pertaining to a student, parent and/ or employee to third parties and/or none authorized person. Children, parent and staff information is confidential and only School Director and School Owner have access to students and staff files. Only the parent/ guardian of a child can request information pertaining to their child.

**Daily Routine**

6:30 am - 8:45 am Drop off

8:00 am - 9:00 am Breakfast

9:00 am - 9:10 am Potty

9:10 am - 9:30 am Circle Time

9:30 am - 9:45 am Sign Language

9:45 am - 10:00 am Math

10:00am - 10:30 am Art

10:30 am - 11:00 am Outside Play

11:10 am - 11:25 am Potty

11:30 am - 12:00 pm Lunch

12:00 pm - 2:00 pm Nap

2:00 pm - 2:10 pm Potty

2:10 pm - 2:25 pm Spanish

2:25 pm - 2:45 pm Science

2:40 pm - 3:15 pm Writing

3:15 pm - 3:30 pm Outside Snack

3:30 pm - 4:00 pm Outside Play

4:05 pm - 4:15 pm Potty

4:15 pm - 5:00 pm Centers

5:00 pm - 6:30 pm Dismissal

This schedule is very flexible and is adjusted according to the children’s needs and interests (i.e., If a child is engaged in art or another activity when snack is served, they may finish their activity and will then be served their snack. Or, if we are engaged during scheduled “learning/circle time” the learning/circle time will just be pushed back to a later time so that we may fully engage in the current activity unit when it is completed. The number one goal is learning.

**Items Needed from Home**

***Infants & Toddlers*** – diapers, wipes, tissue box,3 change of clothes, crib sheet and blanket, bottle/

sippy cup

***Pre – School*** – 2 changes of clothes, crib sheet and blanket, wipes, tissue box

***School Aged*** – 2 change of clothes

*All parents are required to bring 160 wipes and a box of tissues for each child every month. $10 per month will be added to your account if wipes and tissues are not provided.*

**Snack and Mealtimes**

Little Hands Big Hearts Academy LLC will provide breakfast, lunch and snacks. Throughout the day water drinks are available for the children as needed. At all times during drinking and eating, children are required to be seated and not engaged in any play activity. This is to ensure safety (to avoid choking) and to promote healthy eating/drinking habits. Under no circumstances will young children be allowed to walk around or play with bottles in their mouths. Pacifiers are encouraged for use at nap time only and if your child requires a bottle at nap it will be given to him or her before they get into bed. Under no circumstances will children be allowed to go to sleep with bottles in bed. This is also to ensure safety (prevent choking) and to prevent dental problems.

**Medications \*Prescription Only\***

All medications are stored in a closet that is inaccessible to children. Children are not given any medication without the parents’ written consent. Written consent may only be on a “Permission to Administer Medications” form and all medications must be in their original bottles with original labels.

The Director must also indicate on the administering form the date, time and dosage of medicine given at each administration, and then initial this information. With any prescription antibiotics children may not return to care until they have had a full 24 hours of dosage, are no longer contagious and ready to participate in the full child care day, to ensure they are well on the road to recovery.

**Allergies**

All allergies (and dietary concerns) will be clearly posted in each classroom. Please note that we are a **PEANUT FREE** facility.

**Developing Illness Policy**

In the event a child becomes ill during the day, to the point where they are not capable of participating in regular activities, the parents/guardians will be contacted immediately and be required to come pick the child up. If the parents/guardians cannot be reached the alternate emergency contact person will be called to come pick up the child. Allergy related and common cold symptoms as well as non-communicable diseases/illnesses do not require that the child be excluded from care.

If any of the following conditions are present, it is required that children be excluded from care: Children may return to care when they are 24 hours free of symptoms or are approved to return by the Doctor.

* Pain - any unexplained or undiagnosed pain
* Difficulty in breathing - wheezing or persistent cough
* -ever (100.5\* F/ 38.3\*C or higher) – child must be free from fever (without being medicated) for 24 hours before returning to care at the facility
* Sore Throat or trouble swallowing
* Infected skin or eyes (mucus/pus draining) or an undiagnosed rash.
* Severe body or scalp itching
* Children with a known or suspected communicable disease/illness
* Vomiting - 2 or more times in 24 hours - may return to care after 24 hours without vomiting.
* Diarrhea (as defined by an increase in frequency and loosening of stool) - 2 or more times in 24 hours may return to care after 24 hours without loose stool/diarrhea.
* Just not feeling good - a child must be well enough to participate in the entire childcare day to be at daycare.

*\*\*\*Parents are required to inform staff of any serious illness or communicable /contagious disease (with*

*their child or within their family) within 24 hours to allow other families within the childcare center to be alerted.*

**Fees**

***Full-Time Weekly Fees:***

Full-time is defined as having access to our services on all days that we are open, Monday thru Friday from 6:30AM – 6:30PM.

***Child’s Age Weekly Rate***

|  |  |
| --- | --- |
| Infants (6 weeks to 12 months)  | $200 / week |
| Toddlers (12 – 24 months)  | $185 / week |
| 2 years old | $170 / week |
| 3 years old | $160 / week |
| 4 years old | $140 / week |

***Part-Time Weekly Fees: 3 Days***

|  |  |
| --- | --- |
| Infants (6 weeks to 12 months)  | $140 / week |
| Toddlers (12 – 24 months)  | $115 / week |
| 2 years old | $95 / week |
| 3 years old | $95 / week |
| 4 years old | $90 / week |

***VPK PROGRAM*** (Free)

***Wraparound*** $ 110/ week

***After School Pick Up*** $ 80/ week

***Drop In*** rate $25 ***full day*** $15.00 ***half day***

**Vacation**

After 1 year of full-time continuous care, we offer 1 weeks of vacation time where fees do not need to be paid. We ask that a minimum of 2 weeks’ notice is given before vacation days are given. Weeks do not need to be taken back-to-back but must be used as a whole week (not one day here, one day there, ETC). Vacation weeks do not carry over from year to year, and reset December 31st, each year.

**Telephone Communication**

If you need to contact the daycare for any reason, please feel free to phone (386) -960-7162. If you get our voice mail please do leave a message, as often we are out or busy with the children and unable to

get to the phone at that moment. We do check messages regularly and return phone calls as soon as we get the chance. We do not mind calls to check to see how your children are doing during the day.

We do please ask to limit them to 2 per day, as they do disrupt the classroom to pull a teacher out to speak on the phone. Thank you for your understanding.

If you call outside of daycare hours, please leave a detailed message. Someone will return your call at our next earliest convenience.

**Parent’s Grievances and Suggestions**

We at Little Hands Big Hearts Academy LLC are committed to being very open and honest, and if any parent should have any grievances, or any suggestions, please don’t hesitate to contact us

Sarai Griffith

School Director

Phone: (386) 960-7162.

Email: littlehandsbigheartacademy2@gmail.com

541 S Volusia Ave. Orange City, FL 32763

**Non- Discrimination**

Little Hands Big Hearts Academy LLC do not discriminate against children, families, and staff based on race, national origin, ethnic background, sex, religious affiliation, or disability.

**Parent Involvement**

Our doors are always open to parents who would like to be involved in their child’s care and education. We welcome any comments or suggestions from parents about programming or the care of their children.

**Photographs/Video Cameras**

We like to take lots of pictures at the daycare to share with the children, and the parents how much fun we have at daycare. We do have a few daycare photo albums that we place these pictures into (that do not leave the daycare center), and we also have a Facebook Page. Please feel free to save the pictures of your child from this website, however, keep in mind you cannot share any pictures of children in a public forum unless you have written consent of that child’s parents. So, if you do save pictures or wish to share them with friends on Facebook please ensure there are no other children’s faces in the pictures. We do have a video monitoring system in place at the daycare. This is to ensure everyone’s safety.

**Withdrawal of Services Policy**

A ***MINIMUM 2 WEEK WRITTEN NOTICE*** is required for termination of childcare services. Even if your child does not attend during that two-week period, payment is still required. Any fees not paid on time with regards to termination of childcare services will also be subject to daily late fees, until full payment is received. If fees are not paid, the unpaid bill will be placed into collections.

In the event of any concerns (raised by staff, parents/guardians or even children) a meeting can be scheduled to address the issues. The meeting will involve the Director and involved staff member and the parents/guardians involved. The concerns will be clearly stated (ex. late payment, failure to adhere to center policies, behavioral problems etc.) and discussed. Meeting minutes will be taken, and solutions will be sought in a non-judgmental manner. A plan will be designed to resolve the issue. A second meeting will be scheduled to review the situation within a reasonable time frame. In the event the issue cannot be resolved to everyone’s satisfaction, a 2-week written notice of termination of services will be given.

**Parent/Family Handbook**

Child(ren)’s Name(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of Care (please circle one) : Full-Time Care After School Preschool Only: Part-Time

Care Days Desired (for part-time): Monday/Wednesday/Friday Tuesday/Thursday Weekly/Daily

Child Care Fees: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I/We \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_have read the parent handbook for Little Hands Big Hearts Academy LLC and understand all the information, policies and procedures outlined in the handbook. We \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have also received a copy of these policies and procedures for our own records and reference.

By signing this agreement, we consent to all the handbook policies and procedures and agree to them, including payment policies and late fee procedures. By signing this agreement, we acknowledge that the information supplied in the registration form regarding our child(ren) and the information supplied below is true and accurate to the best of our knowledge.

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

Parent/Guardian Signature Date

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

Parent/Guardian Signature Date

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

Owner/Operator’s Signature Date