



**413 East Spring Street
Monroe, GA 30655
770-771-4944
www.llc-ca.com**

Laughter & Lullabies Childcare Academy

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Monroe, GA 30655

Policies & Procedures

Parents,

Thank you for choosing Laughter & Lullabies Childcare Academy. (LLCCA) This handbook contains information regarding your childcare needs. It is very important that you read this handbook and keep it handy as long as your child is enrolled in the program. We have viewed it during your interview, but this copy is for you to reference back to. If, at any time you have a question regarding my policies, please don't hesitate to ask. I want to always have an open line of communication with you. I reserve the right to make changes in policies as necessary. You will be notified, in writing, of any changes that may occur.

Sincerely,
Tyra Scott

Mission Statement: LLCCA provides a safe, nurturing and educational environment for children. We give children the opportunity to grow emotionally, socially, physically, and intellectually through a variety of diverse creative experiences

Services: LLCCA is a full service childcare facility, offering childcare services for youth ages 6 weeks to school aged children. Our normal operating hours are 6:00 am to 6:30pm, Monday thru Friday. We are closed on all major holidays.

Laughter & Lullabies values the children in our care, their families and our employees. We are committed to believing that the best learning environment for children is personal, stimulating and nurturing as mentioned in our mission. The experiences at LLCCA will enhance each child's feeling of social worth and confidence, while creating a strong, joy of learning foundation

The following is a list of rules and regulations governing your child care agreement. Please read this handbook thoroughly as it contains many important policies and procedures that pertains to the care of your child. If you have any questions or need clarification, please ask.

Days and Hours of Operation

We are open from January to December

Monday through Friday 6:00am to 6:30pm

We are closed on the following holidays:

Martin Luther King Day, Memorial Day, Independence Day (July 4th) Labor Day, Thanksgiving, and Day after Thanksgiving

Christmas Eve, and Christmas Day, Day after Christmas, New Year Eve and New Year Day. Good Friday

Enrollment/Admissions

At the time of enrollment, parents are required to sign a tuition agreement, pay a registration fee of \$ 50.00. **THE REGISTRATION FEE IS NONREFUNDABLE.** The registration fee will also serve as a security deposit to secure a child's space in a classroom. A child is consider to be enrolled in the Center only after the registration fee has been received, the administrator confirms the availability of space and the required paperwork is received and reviewed and approved by the administrator. This includes basic enrollment and health information. Any change to this information must be communicated to the office immediately so that current information is always on file. This is for the safety of your child. **A certificate of immunization signed by a physician is required within 30 days of admission.** This

medical form must be updated, as shots are needed. Your child **CAN NOT** attend school the day after receiving immunization

Arrival/Departure

Parents are required to bring their children into the classroom and to sign the child in on the clipboard by the door. Any special messages, medications, special pickup notes etc, are to be given to the teacher. Children may not be dropped off at the entrance of the building or be sent inside alone. Staff must be made aware of each child's presence before the parent departs. At the time of pick up parents are asked to make contact with their child's supervising staff member to ensure that staff are aware that the child has been picked up. Parents are responsible for the supervision of their child before sign-in and after signing them out. No child is permitted to be pass over the playground fence for pick up or drop off.

Release of a Child

Staff will release children only to persons on the release form provided by the parent. If an emergency arises the parent must provide a written, signed note giving the person permission to pick-up their child. Staff will check ID's of anyone they do not recognize. Please let people know about this ahead of time so they bring a picture ID and they are not offended. The children's safety is our priority!

Custody Agreements: If there are custody issues involved with your child, you must provide the center with court papers indicating who has permission to pick up the child. The center may not deny a parent access to their child without proper documentation.

Fees and Payment

Full time (9hours of care): Extended care is available. \$10 an hour per child after 9 hours. The fee for families paying the full time weekly rate is due the week childcare is provided. The weekly fee for the age group _____ is \$_____ fees are due **MONDAY MORNING**. If payment is not received by **TUESDAY** of the week of care the account will be considered delinquent. (See delinquent payments below.) In the event of illness, full payment is expected, except for an extended illness. An extended illness is considered to be an illness that keeps the child out of the center for more than 5 consecutive weekdays. **Half payment** is required for extended illnesses and **absent due to now illness** to maintain the child's space. If child is absent for week of service payments are still due. Unless told otherwise from director. All money orders are to be made payable to: Laughter & Lullabies Childcare Academy. Payments can be made with cash, money orders, and debit/credit cards. **NO CHECKS!**

Delinquent Accounts

A fee of \$10.00 will be charged to the account if payment is not received by the designated day. (Please see above.)

Late Pick-up Charges

If a parent realizes that circumstances beyond their control are going to delay pick-up, a phone call is requested. A late fee of \$1.00 per minute per child will be charged after 15 minutes of pick up time. Please remember our staff is anxious to get home on time to their families and commitments.

Withdrawals

Parents wishing to withdrawal their child may do so at any time. A two-week notice, in writing is **REQUIRED!!!**

Inclement Weather

On rare occasions, it may be necessary to close the center due to poor weather conditions. We will make every effort to open our doors at the normal time. If circumstances should arise, watch local television station for closing information. On these occasions, regular payment is expected.

Accidents/Emergencies

In case of emergency medical care, the child will then be transported by EMS ONLY (**Clearview Medical**). The center has devised several procedures to follow in the event that an emergency would occur while a child is in the center's care. In the event of a fire or emergency, staff would follow the written instructions posted in each classroom, describing emergency evacuation routes and the procedures to be followed to

assure that children have arrived at the designated spot. In order to prepare children for the unlikely need to evacuate, the center does conduct monthly fire drills. Should we need to evacuate due to fire or weather conditions, or the loss of power, heat, or water to the center, our emergency destination is across the street away from building. If the immediate area must be evacuated we will evacuate the building and follow emergency plan. A sign will be posted in front of the center indicating that we have been evacuated and the location where you can pick up your child. Emergency plans have been developed and are posted for parent viewing. Parents will also be contacted as soon as possible to come to pick up your child. If a parent cannot be reached, we will contact the emergency contacts as listed on your child's enrollment form. In the unlikely event there would be an environmental threat or a threat of violence, the staff will: secure the children in the safest location possible, contact and follow the directions given by the proper authorities and contact the parents as soon as the situation allows. An incident report would also be provided to the parents. There is always one staff member present that has received training in First Aid/Communicable Diseases and CPR. In the case of a minor accident/injury staff will administer basic first aid and TLC. If the injury/illness would be more serious, first aid would be administered and the parents would be contacted immediately to assist in deciding an appropriate course of action. If any injury/illness is life threatening, the EMS will be contacted, parents will be notified, and a staff member will accompany the child to the hospital with all available health records. **Staff may not transport children in their vehicles. Only parents or EMS will transport.** An incident/injury report will be completed, and given to the person picking up the child, on the day of the incident/injury, if any of the following occur: the child has an illness, accident, or injury which requires first aid; the child receives a bump or blow to the head; the child has to be transported by emergency squad; or an unusual or unexpected event occurs which jeopardizes the safety of the child. If a child requires emergency transportation, the report shall be available within twenty-four hours after the incident occurs.

Management of Illness

LLCCA provides children with a clean and healthy environment. However, we realize that children become ill from time to time. If this is your child's first group care experience, it is possible that they may experience more frequent illnesses at the beginning before their immune system becomes more active. We observe all children as they enter the program to quickly assess their general health. We ask that you not bring a sick child to the center. They will be sent home! Please also plan ahead and have a back up care plan in place if you are not able to take time off from work/school.

A child with any of the following symptoms will be immediately isolated and discharged to the parent or emergency contact:

- Temperature of 100 degrees F - in combination with any other signs of illness Diarrhea (more than three abnormally loose stool within a 24 hour period)
- Severe coughing (causing the child to become red in the face or to make a whooping sound)
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain.
- Untreated skin patches, unusual spots or rashes
- Unusually dark urine or grey or white stools
- Stiff neck with an elevated temperature
- Evidence of untreated lice, scabies or other parasitic infestation
- Vomiting more than once or when accompanied by any other sign of illness
- Sore throat or difficulty swallowing

Any child demonstrating signs of illness not listed above will be isolated and carefully observed for symptoms. The parent will be notified. If a child does not feel well enough to participate in centre activities the parent will be called to pick-up the child. Anytime a child is isolated they will be kept within

sight and hearing of a staff member. The cot and any linen used will be washed and disinfected before being used again.

A sign on the door will notify parents if children have been exposed to a communicable illness. **We are required to report any suspected case of modifiable communicable disease to the local county Health Department. Children will be readmitted to the centre after at least 24 hours of being free of fever and other symptoms.** If they are not symptom free a doctor's note will be required stating that the child is not contagious.

Medications

The center will administer medications to a child only after the parent completes a Request for Medication form. All proper sections must be completed and the medication handed to the teacher each day by parent. Medications will be stored in a designated area inaccessible to children. Medications may NOT be stored in a child's cubby or book bag. Medication will be administered for only two weeks unless instructions from a physician are stated otherwise. Parents please ask staff for medication form and fill out all areas and returned signed with medication label with child name in zip lock bag. Staff will administer medication and record time and **ANY** noticeable reactions to medication.

Children with Special Needs

Before enrolling child I ask parent to supply (Health Plan Care Form) disability, medical or intervention specialist for clear, written information about special techniques or equipment required for the child's care. So our staff can become familiar with child information, so we can provide special procedures for them.

Meals and Snacks

LLCCA will provide breakfast, lunch, and afternoon snack in appropriate feeding area. **Supper will only be served to children whom are receiving evening care.** Each of the snacks will contain at least two nutritional foods. All meals will meet all childcare licensing requirements. Please let us know ahead of time if your child is not permitted to have any types of food due to allergies or religious beliefs. If parents want their child to have food from home, please pack food.

Infant Care

Parents should complete Infant Feeding Plan and fill out all areas. This plan is needed before child can start childcare. Parents **MUST** also provide baby food and diapers. Please specify handling of leftover formula. I would suggest discard after feeding.

PARENTS: please provide child with change of clothing

Field Trips

We will be taking periodic field trips, which will also be done with a trained staff member by transportation service. Before departing the center, a count will be taken of all of the children, and they will mark on a separate attendance sheet, specifically created for the trip. Upon arrival at the destination, another count will be taken to assure that all of the children have safely arrived. This process will be repeated upon leaving the destination, and returning to the center. During the course of field trips, each staff member will have specific children that they are responsible for supervising. Before any child participates in either a routine or field trip, the center will obtain written permission from the parent or guardian.

Personal Items

Please **DO NOT** bring any toys or personal items from home, if found will be confiscated and given back to parent. Please provide change of clothing and blanket for season for your child.

Birthdays

Each child's birthday is his/her "Special Day." We will celebrate everyone's birthday. Parents are responsible for cake or treats if desired. All cakes, cupcakes, food must be store bought due to children allergies.

POLICIES

Children's Dress Code Policy: Children should arrive clean, fully dressed, and ready for each day. Your child should be dressed in comfortable, seasonally appropriate PLAY clothes. Being a kid is messy business - spills happen at mealtimes, our art and craft activities are messy, and we spend a lot of time outdoors at the playground and in the garden. Please do not send your child in clothes or shoes that you do not want stained. Hats, mittens, and coats should be free of long strings as they pose a strangulation hazard around playground equipment. Shoes should be comfortable and provide adequate protection for the feet during outdoor play. Flip-flops, slip-on shoes, and open-toed sandals are prohibited as they present a safety hazard. **Safety** is LLCCA number one priority here is the children safety so we ask **PLEASE** no beads in your children hair.

Guidance and Discipline Policy LLCCA staff believes that helping the child to learn self-control is very important. Our hope is that each child will learn self-discipline through careful guidance. Your child will be treated with love and respect. If children are treated with respect, they in turn learn to respect the teachers and their friends. Our expectations will be kept within the child's capabilities and the child will be made aware of these expectations. Positive reinforcement (commenting on children doing the "right" thing) and positive redirection (removing the child and giving them an appropriate activity) will be used. A child may be asked to sit for a short period of time to give the child a chance to regain control if they are having a difficult time. LLCCA prohibits using physical activity or withholding physical activity time as punishment. Staff will not impose punishments for failure to eat, sleep or toileting accidents. This discipline policy applies to all staff and parents while they are at the center. If a situation arises where a child is consistently endangering himself, peers or staff, it may become necessary to dis-enroll the child. Every attempt will be made to work together with the parents and the child to correct the behavior. However, the safety of children is always our primary concern. The administrator would be in communication with the parents prior to this occurring. If the child demonstrates behavior that requires frequent "extra attention" from the staff member, we may choose to develop and implement a behavior management plan. This plan would be developed in consultation with the parents.

Cell Phone Policy LLCCA is a non-cell phone zone please completes your call before entering the building to pick up your child. Allow your child and our staff the opportunity to share the many exciting events of our day. Cell Phones are not permitted on floor during shift. Failure to comply with rules can lead to written warning then termination.

Termination/Dis-enrollment Services may be terminated by either party upon written notice or such other notice required by applicable law regulation. Parents are required to notify the center 2 weeks prior to withdrawing child. Failure to provide adequate notice will result in a 2-week tuition charge. The center has the right to dis-enroll your child for reasons that may include but are not limited to non-payment, behavioral reasons and any non-compliance with all policy procedure.

Drug/ Smoke-Free LLCCA is a smoke, drug and alcohol free campus. No person is allowed to use these substances on the center premises. To ensure the health and safety of our children, no smoking of any kind is permitted on our campus or outdoors. Should violation of this policy be continued without improvement the child care services could be terminated.

Confidentiality we respect the privacy of our children, family, staff and facility. Please do refrain from discussing children developmental needs and family information in public areas. Info is only shared on need to know basis. Strive to be supportive of center efforts by avoiding negative/ malicious discussions about center issues. All divorce decree will be locked away. Please direct any breached confidentiality concerns to your child teacher or director.

Socialization/Baby-Sitting Any intimate relationship other than casual will not be tolerated between staff and families. Staff will not be permitted to remove child from center in personal vehicles. Any staff person doing so shall be reported. A thorough investigation will be conducted- an appropriate action will be taken including but not limited to dismissal of child or staff member.

Family Disputes We are committed to building community, as such all persons associated with school are responsible for the positive health of social environment. Staff parents teachers and students. To ensure a peaceful and supportive community, communication must be respectful and professional at all times. When and if disputes arise, concerns should be addressed private between the parties involved with the goal for peaceful conflict resolution. Unresolved disputes which threaten the peace of the school community or the healthy social environment of the children, will be resolve through enrollment termination if center administration deems necessary.

Non-Violence to provide the most professional, positive and safe environment for its children, families and staff. Violence by or toward any child or adult will not be tolerated. Any verbal, physical or powerful act of force used so to intimidate or injure will be construed as violent in nature. Any person who has knowledge of this kind of behavior in the center should report it to the director. Tyra Scott will conduct a thorough investigation ensuring for the confidentiality of all ladies if possible and take appropriate action, which could include termination.

Sexual Harassment will not be tolerated, unwelcome physical advances, request for sexual favors, any verbal or physical conduct, jokes, innuendos or anything that is considered intimidating hostile or offensive will be considered sexual harassment. Any person who has knowledge of this kind of behavior in the center should report it to the director. Tyra Scott will conduct a thorough investigation ensuring for the confidentiality of all ladies if possible and take appropriate action, which could include termination.

Child Abuse Any act of neglect, physical, sexual or emotional abuse toward any child, regardless of their enrollment in the center, will not be tolerated and will be promptly reported to the authorizes without notification. Any person who has knowledge of this kind of behavior in the center should report it to the director immediately

Non-Discrimination Statement

In accordance with Federal law and U.S. Department of Agriculture's policy, these institutions are prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs or disability

Diapering Policy caregivers must wash their hands with liquid soap and warm running water immediately before and after each diaper change. They also cannot be on kitchen duties.

Toilet Training Policy We encourage you to work with your child's teacher when it is time to potty train. We want to be consistent at school like you are at home. While potty training, please do not dress your child in clothing that has snaps or bibs. For sanitary reasons, underwear may not be worn until your child is completely potty trained. Staff members ensure that children wash their hands with soap and water after toileting. Paper towels are provided for each child's use.

Safe Sleep Staff should place child on back, unless parents provides medical authorization stating otherwise. No objects' should be placed in crib with child.

Health Screening Policy

Children four years of age enrolled Laughter and Lullabies Child care Academy is given a copy of the Georgia Department of Public Health form 3300 to take with them to the doctor or local health department for a screening on vision, hearing, dental and nutrition within 90 days of enrollment. The director explains the importance of annual screenings to maintain good vision, hearing, and dental health.

Family Activities Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals.

Television Time

Our normal daily routine does not include television watching, but from time-to-time, we may record a television show without advertisements as a teaching aid and discussion stimulator. Television consumption will not be longer than 1 hour(s) and the program will be screened prior to showing. Programs will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world.

Developmental Screening

In order to ensure that the needs of each child can be met through our learning program, a developmental screening of each child will be completed and shared with families within [45] days of entry into Laughter & Lullabies. Research shows that observation and documentation about development increases the detection of developmental delays or learning difficulties. Initial screening of children will give us a baseline and allow us to individualize instruction to support each child, to identify possible special needs or learning difficulties, and to meet program accountability requirements in our state.

Responsibility & Accountability

Each lead teacher will conduct a screening of for every child new to the program within [45] days of the child's start date and record results following our reporting procedures. A copy of the screening report will be shared with families at a "Getting to Know You" meeting or family conference and given to the director to be placed in the individual child's file.

Procedure

1. Director will create and share a monthly calendar indicating the due dates for developmental screening reports for each new child with the classroom teacher. The director will provide a screening tool to the classroom teacher in order for the teacher to conduct the developmental screening.
2. The classroom teacher will observe each new child and document development/progress during the designated [45] day period.

3. After observation, which shall be conducted over a period of time, the classroom teacher will use the approved screening tool to complete a report of the child's progress.
4. A copy of this report will be shared with the child's family during a meeting to get acquainted or a scheduled family conference in the [40 to 45] day window after the child's start at the program. A copy will be placed in the individual child's record and in any state mandated database.
5. Based on the information in the report and the family meeting, individual learning goals for each new child will be created and implemented in lesson planning by the classroom teacher.
6. If needed, referrals to community resources will be given to the family for any identified, needed services. Director will document any referrals to outside services. **(Note: See Referral to Outside Services form)**. The director will follow up with family within [2] weeks to ensure that they have been able to access community resources.
7. Teacher will continue to monitor any child identified with potential special needs or learning difficulties. If warranted, additional updates on child's progress will be scheduled with the family. Otherwise, the child's progress will be shared at the next regularly scheduled family conference meeting.

Inclusion LLCCA believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on their individual capabilities and needs.

Family Engagement Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals

Confidentiality Unless we receive your written consent, information regarding your child will not be released, with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

Transitions occurs as new routines and new people are introduced. Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition

Transition from home to center Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you.

Transition between learning programs Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program.

Transition to elementary school Transition activities such as a field trip to a local elementary school, creating a mural of special friends and special times at our center will be part of your child's education at our center. We will provide you with information on local schools, what to expect, and ideas on how to talk to your child about going to elementary school.

Transition for before/after school care

Children who are of school age may continue with before/after school care at our center. The center will provide staff to ensure that your child arrives at the bus stop for pick up (before school) and drop off (after school) in a timely manner. The Supplemental Enrollment Form must be completed and on file with the center in order to be eligible for this service.

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it.

Conferences. Family & teacher conferences occur twice a year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns

Family Activities List

Laughter & Lullabies

We offer a variety of ways for families to participate in the growth and improvement of our program. We encourage families to take an active role.

Advisors:

- Discussion of Program Goals – annual meeting for families to provide input into our plan for the program.
- Parent Advisory Committee – meets 4 times a year to review progress toward annual goals.
- Classroom Representative – serves as a liaison between classroom parents and teachers
- Home and School Committee – meets monthly to plan family events and fundraisers

Family Events: We have several events throughout the year that bring our entire community together. Watch for the announcements!

- Open House

- Back to School Night

- Family Math Night
- Holiday Gathering
- Book Swap
- Fall Festival
- Annual Family Picnic

Classroom Activities: Enjoy and help your child's class with these special activities.

- Share a meal with your child
- Chaperone field trips
- Read to children at arrival or pickup
- Volunteer in the classroom
- Donate requested items
- Serve as a parent representative
- Welcome new families
- Contribute to class Pot Luck Meal
- Family Teacher conferences

Family/Parent Workshops: Our menu of family workshops changes annually. Below is a list of workshops we typically offer. We try to offer these in the early evening or on Saturdays. See the monthly calendar for scheduled topics. We welcome requests for workshop topics.

- Positive Guidance and Loving Discipline
- Toilet Training
- Safety in the Home
- Child Proofing Your Home
- Brain Development
- Nutrition and Exercise for Small Bodies
- Supporting Your Child in Times of Stress
- Food Allergies
- How to Prepare for a Conference
- Warning Signs for Developmental Delays
- Value of Reading to Your Child
- Everyday Math

***Posted notices are located in foyer to include the license, copy of rules, review of evaluation report, communicable disease chart, statement of parental access, names of persons in charge, current weekly menu, emergency plans for severe weather and fire, and statement for visitors.