

## **LCH Learning Center Parent Handbook**

Niki purchased her first center, Little Chicks and Hatchlings in 2006. Niki believes that she has the best job in the world because she can love children every day as well as be an active participant in their physical, social, emotional and developmental growth. She says “there is no greater joy than watching the excitement on a child’s face as they learn a new skill.”

Niki was involved in Girl Scouts for 20 years as a leader, camp director, adult trainer, program aide trainer and event coordinator. Her life choices of working with children have greatly enriched her life, and it is her hope that they enrich the lives of all of the children that she is blessed to work with. She has completed her associate’s degree and is currently working on her bachelors in Early Childhood Education with a minor in speech, hearing, and language.

Niki purchased LCH Learning Center in 2016 and her daughter Shelly followed in her footsteps by becoming director of Little Chicks and Hatchlings.

At our centers we strive to provide each family with the best possible experience as their child learns and grows in an environment that is built on the current early childhood ideals.

### **Mission Statement**

LCH Learning Centers blend, in an inclusive environment, challenged and typical children. Our philosophy is to celebrate the uniqueness of every child by focusing on his or her strengths and building upon his or her successes. We address individual, physical, social, emotional, communicative, cognitive, and self-care needs. We are committed to instill within the children strengths and abilities for interaction in society.

### **Our Philosophy**

We try to run our program in a way that welcomes all children at all times. We have an open door policy during center hours. Our home is your home and we aim to make the children feel like a part of a home while learning and exploring the world around them. We strive to be an extension of your home, so if there is ever a concern about anything, please talk to me.

We invite you to participate in all of our functions and look forward to a long and loving relationship with you and your child(ren).

### **Contract Agreement**

- All contracts are based on a two week notice.
- We are licensed for 103 children, with a ratio of 1-15 (5-12 years), 1-12 (4 years), 1-10 (3 years) 1-8 (30 months and up), 1-7 (24 to 36 months), and 1-5 for infants (6 weeks to 24 months). Ratios are defined as the number of teachers to children.
- We schedule our staff based on the contract agreement to be in compliance with the rules and regulations of the State of Colorado. Dropping your child off earlier or later than your contract time makes it difficult for the center to adhere to the allotted ratios as permitted by the State of Colorado and may compromise the integrity of the program or result in written violations by the Department of Human Resources for noncompliance. Therefore, we ask that you adhere to the times and days as agreed to in the Enrollment Contract and if the times and/or days need to be modified, then we will ask you to sign a new contract to reflect the revised times and/or days of childcare services. If the times and/or days vary significantly from those outlined in your contract, we reserve the right to charge you an additional \$3 per half hour to your contract rate fee.
- Any contract modifications will take effect two weeks from the date of modification.

- We take part time, drop in, off track and all other sorted schedules as time allows based on the contract agreements. It is important that you stay within your contract parameters or submit a new one to make changes as necessary.
- We take special needs children on an individual basis. If your child has special needs we can address those before the first day of care.
- Contracts are upheld until end of service or a new contract is signed by both parties.
- Paperwork can change with one month's notice, see information board for updates.

### **Hours of operation and holidays**

- Our centers are open Monday through Friday from 6am to 6pm.
- We are closed New Year's Day, Labor Day, Memorial Day, Fourth of July, Thanksgiving, day after Thanksgiving, Christmas Eve and Christmas Day. If daycare falls on one of these holidays, full payment is still due as they have already been figured into weekly tuition.

### **Outdoor Play**

According to the Rules and Regulations of the State of Colorado, we are required to include outdoor play each day except when the severity of weather, including temperature extremes, makes it a health hazard or when a child must remain indoors due to health reasons. Be sure that your child attends each day with appropriate garments for outdoor play including shoes, hats for warmth or sun and coats or jackets. **Please be sure that all of your child's outer garments are labeled with their name.**

### **What we need to start care for your child:**

- All paperwork except medical forms, which we need, signed by the doctor. The medical papers need to be returned in 30 days. The health form and immunization card need to be updated at your child's 2, 4, 6, 9, 12, 18, 24 month, and each years checkup after. A complete file for each child is a requirement of the Department of Human Services. Help us avoid violations by following the checklist of items required at the time of enrollment.
- Enrollment paperwork must be accompanied by a \$100 non-refundable registration fee.
- Your spot will be held when we receive a signed contract and a registration fee.
- If your child is in diapers, at least one package of diapers labeled with your child's name. We will let you know when you are running low. If diapers are not provided as needed, there will be a \$ 1.00 per diaper fee added to your account for us to provide them. We check diapers once per hour in the infant room and every two hours in the toddler room and change as needed. Diaper rash ointment labeled with your child's name. Bottles and formula. Please put your child's name on all bottles. We are not allowed to mix cereal and formula and serve in a bottle.
- A bottle of sunscreen labeled with your child's name to be kept at the center and used for your child. **Apply sunscreen on your child each day before they come to daycare.**
- If your child has special dietary needs, allergies or medications that need to be given at the time of enrollment, please give specific written directions to the staff the first day your child attends.
- Medication needs a signed physician's note to be administered at any time at the center. Please do not put medications in your child's diaper bag. Other children may reach into the bag or it may fall out and become accessible to the children in our center. Please check in all medications that we are authorized to administer with a staff member as you come into the center.
- Use an empty cloth bag for infants, toddlers, and potty training children (opposed to your regular diaper bag) to transport your child's belongings back and forth. This assures that children may not access small or hazardous items that you may forget are in your bag.

**Rates and fees 2019**

Age	Day Drop	1 Day	2 Days	3 Days	4 Days	5 Days
6 w – 12 m	\$130	\$120	\$220	\$270	\$330	\$350
12 m-24 m	\$130	\$120	\$210	\$260	\$320	\$340
2 -3 years (not potty trained)	\$110	\$100	\$180	\$250	\$310	\$330
2 1/2 (potty trained) – 5 years	\$90	\$95	\$185	\$220	\$280	\$300
School aged all day	\$80	\$70	\$130	\$180	\$220	\$240
Before only	\$30	\$20	\$40	\$50	\$70	\$80
After only	\$40	\$30	\$60	\$80	\$100	\$110
5 year + B/A	\$70	\$50	\$100	\$120	\$160	\$180

Additional Fees: \$20 late payment, \$1 per minute pick up after 6pm, \$35 return check, and \$1 per diaper if we must provide. There is a \$5 fee for failure to notify that your school age child does not need to be picked up from school. These rates are for the current enrollment period only and do not reflect future contracts.

**Tuition**

- All childcare fees are due, in advance, by close of business on the first day your child attends daycare. After that time, there is a \$20 per week late fee assessed to the account. You may choose to pay as little as one week's tuition and as much as four weeks or more tuition at a time.
- We are not responsible for missing payments.
- A two-week notice is required to terminate or change childcare needs. Put all requests in writing and place them in the tuition box or email them. If a two-week notice is not given, you will be liable for the two weeks' tuition. All collection costs incurred will be added to your account at a minimum charge of \$150.00. A violation of any part of this contract gives us the right to terminate care. If you have any questions or concerns about the contract, feel free to call and we will explain them to you. We will be happy to address requests that are reasonable. All changes will be put in writing.
- There is a \$35.00 returned check fee. The \$20.00 late fee will also apply to returned checks not paid within 24 hours. If you leave care without paying a returned check, you will be charged for double the face value of the check, returned check fee, late fee, two weeks tuition and collection fees. After your second returned check, we will no longer accept checks from you. Postdated checks are considered late and are assessed the \$20.00 per week late fee.
- Nonpayment of childcare by the beginning of the third week will result in immediate termination of care.
- If you will be on vacation (not qualifying for your free week) your tuition is due before you leave or it will be considered late and your account will be charged a \$20.00 late fee.

**Drop in care**

- Drop in care is provided based on availability.
- Care is contracted hourly up to 5 hours. After 5 hours, the rate will be billed at a full day rate and is due at the time your child is picked up to avoid a \$20.00 late fee.
- If you call to reserve a drop in spot and do not show up or call, full payment is due within one week.

**Receipts and Taxes**

- We provide either monthly receipts upon request or a year-end tax form upon request.

- Year-end tax receipts are given to families who do not receive monthly receipts. The receipts will be available to pick up at the center on or after January 31<sup>st</sup>. Our EIN number is on the form.
- **No tax information will be given over the phone.**

### Vacation

- You are entitled to one free week of vacation per year, which is earned after your child has been in care for three months. One week is based on the number of days that your child is contracted to attend each week. You must use them all at once.
- We ask that you provide two weeks' notice in writing when your child will be on vacation.
- Vacation time cannot be used in conjunction with a two weeks' notice to terminate services.
- Vacation time cannot be rolled over into a new year—unused vacation will be forfeited.

### Drop off and pick up

- If your child has not been picked up by 6:00 pm, there is a \$1.00 per minute fee. We will wait until 7:00 for your arrival or a phone call. We will call all emergency contact people we have on file before calling the local authorities at 7:05.
- If you have not called by 10:30 am to let us know that you will not be attending that day, we may fill that spot with a drop in child or send a staff member on break.
- **Do not drop off your children between 10:30 am and 1:30 pm in the one and two year old rooms.** We are having quiet time and we cannot accommodate children who are awake while the rest are sleeping. This is very important to our daily routine.
- Be sure to sign your child in and out every day. The Department of Human Services regulates our center and our ratios based on who is signed in/out.
- We will not release your child to anyone we have not seen before or who is not on your authorization form to pick up. This form needs to be updated annually along with the emergency medical form. Be sure to ask for a new form to update as needed.
- Children arriving late for field trips will stay at the center with teaching staff for the duration of the field trip.

### Behavior

- We teach consideration, good manners and appropriate behavior. We use positive reinforcement for good behaviors and redirection for not-so appropriate behaviors. We aim to work through problems together so that your child has healthy social development. If you have any questions or concerns, please leave me a note or call me. I will address your concerns and hopefully provide insight, understanding, and mutual consent in what we are doing with the children.
- Whenever a group of children get together, the most complacent child could become aggressive. This is normal and we work with the children, teaching them to share and work in a group as a team. Needless to say, this is a learning experience for all concerned and some techniques work better with some children than others. As professionals, we aim to “redirect” behaviors such as biting, before they happen. We aim to have a teacher interacting with the children and sharing new concepts.
- Bites are very common with young children who act out of frustration or inability to effectively communicate. We provide redirection when it happens and provide emotional literacy. We will read our “Teeth are not for Biting” book and you will receive an incident report if your child bit or was bitten. Masticating (need for chewing) is very difficult for children because the new teeth are coming in and they hurt. It feels good to bite and relieve the pressure. We ask that if your child was involved in a biting incident, you talk to them about biting, and be understanding.

- All incidents are documented on our daily sheets. These would include skinned knees, bumped heads, medications given, minor abrasions and behavior issues.

### Emergencies

- Be sure to sign your child in and out every day. You will be provided with a pin number for the computer. We take an hourly role and the group leader signs off on that count. At closing we check to be sure that all children who were signed in for that day were also signed out.
- If at any time a child is lost we will immediately notify the parents and the police and do a complete search of the center and surrounding area.
- Lost child procedures while on a field trip: A teacher immediately calls all children, parents and assistant staff to a designated location. Children are reassigned for appropriate supervision at the designated location. Available staff and volunteers immediately begin a search for the lost child. If the child is not located within ten minutes, the director or a teacher calls 911. If the director is not available, a teacher contacts the center to report the emergency.
- In case of a tornado the children will be gathered and placed in the furthest corner from the windows.
- There are quarterly fire drills to ensure a fast and accurate account for all children and their safety.
- If your child is hurt and requires medical attention, a parent will be notified immediately. If the parent cannot be contacted, the child's doctor will be called and medical treatment will be handled by that doctor's recommendation. If the situation is life threatening, the child will go to the nearest medical facility.
- If your child has a lump on their head, we will call you regardless. Head wounds could cause problems at a later time and we think parents should make the decision about their child on an individual basis.
- If a child loses consciousness for any reason, 911 will be called. You will be contacted after emergency services.
- If we must emergency evacuate, children will be moved by foot or staff vehicle in as safe a manner as possible. We will transport the children to the Jefferson County Library. It is possible that the local authorities will transport the children to a safe location. At that point parents may contact the Jefferson County Sheriff's Department at 303-232-6301 for our exact location. Children who have disabilities or functional needs will be assisted by staff members.
- If there is ever a threat in the area we will keep the children behind locked doors until the threat has passed.

### Sick Policy

We understand that children will have stuffy noses and coughs. Some children who are teething or have allergies have constant runny noses. We do ask that if your child has had any of the following symptoms, please keep them at home. This is the best way to keep the staff healthy to care for your child and keep other children from getting sick. **If your child becomes ill at daycare, we call you to pick them up.** Please help us keep illness down in the center.

**Do not** bring your child to the center with any of these symptoms or illnesses within the past 24 hours: Fever of 101 or more, ring worm, head lice, impetigo, chicken pox, pink eye, strep throat, discharge from eyes, severe cough: sounding croupy or whooping, difficulty in breathing, bacterial meningitis, sore throat/trouble swallowing, spots/rashes on body, diarrhea, vomiting in the past 24 hours, or severe head aches.

Here is a good rule of thumb: If your child needs Tylenol or cold medication, they should probably be at home with you. We cannot give your child medications without a signed medical form from your physician. Keep a medication form in your diaper bag for visits to the doctor.

**Personal belongings**

- Label all of your child's belongings that come into the center. We often have children who own similar coats or toys.
- We are not responsible for lost or stolen items, but will do our best to find them. The best rule of thumb is to leave all non-essential items at home or in the car.
- There will be a place for your child's belongings in each classroom.

**Meals**

- We are required to provide 2/3 of your child's daily nutrition in daycare. The weekly menu is posted at the entrances. Breakfast is served from 7:30 – 8:30, morning snack is served at 9:30, lunch is served at 11:30, and afternoon snack is served at 3:00

**Potty Training**

- Our potty training contract outlines our philosophy pertaining to potty training and contains our suggestions. We will potty train whatever way that a parent desires us to pursue, within reason. If you have any questions feel free to ask. See your potty training contract agreement for specifics.

**Visitors**

- We love to show off our center, but please notify us in advance when visitors are coming. All visitors must sign in and out, show identification, and explain the reason for their visit for social service records.

**Staff**

- Each classroom has a lead teacher and assistant. When they are on break or off for the day, other teachers care for the children. We try to work with all of the children, we all play and develop a relationship with each child, so there is a sense of unity with all of the staff and all of the children.
- All of the staff are trained fully in CPR, First Aide and Universal Precautions within three months of employment. Full background checks are done which includes a fingerprint background check.
- We will not let our staff be subjected to abusive behavior by any individual entering the building. They are directly responsible for the health and well-being of the children in their care and cannot turn their attention away.

**Communication**

- We are required to report abuse by law. You are also given a form at the time of enrollment on how to file a complaint with Human Services.
- We strive to have the healthiest learning environment for children. This can only be done through constructive criticism, parental feedback and regular communication with caregivers.
- We provide a daily progress report, which includes daily appetite, diapering and napping. It will be given to you at the end of your child's day. Be sure to review it so you know what your child needs.
- Monthly updates and reminders can be sent via Email or can be put in your child's folder.

**Quiet time**

- We are required by the state to provide a period of rest time for all children.
- We provide nap items such as cribs (infants), cots, and sheets for rest time.
- If you are going to pick up your child during quiet time, call in advance and let us know so we can lay your child down somewhere where your arrival will be smooth and uninterrupted to the other children's rest time.

- The State of Colorado Rules Regulating Child Care Centers require us to nap all infants with pacifiers. You must sign a waiver if you do not want your infant put to sleep with a pacifier.
- We are required to have all infants under the age of one sleep in a sleep sack. We are not allowed to swaddle babies unless they have a waiver signed by their physician.

### **Weather Closure Policy**

- It is important to us to provide the best care for our children. We want our children and staff to be safe at all times. When there are unsafe driving conditions we must decide if we can get staff safely to the center to care for the children within the guidelines of the Colorado rules regulating child care centers. We must be able to keep snow cleared from our driveway and our emergency exits. Normally if the weather is that bad we will close also or will have a late start. If we decide to close we will leave a message on the center's phone line by 5:30am. You are also welcome to call Niki (303-525-4869) if you are unsure if the center will be open or closed.

### **Television and Media Viewing**

- Our center does not participate in television or media viewing.

### **Transportation**

- Field Trips and Transportation: every teacher has a checklist of items as a support tool to promote safety, communication, and planning for outings. A Class Field Trip Form is filled out and returned to the office listing the names of the children in attendance, the destination, destination phone number, and directions to the destination. The date/time leaving the school is listed, along with the return time. A Field Trip Driver/Chaperone Information Sheet lists every driver, their cell phone and their passengers. Each driver will carry directions and a complete set of emergency forms for the class with permission from the parents and emergency contacts. Children will be transported in seatbelts and car seats based on Colorado law. We do not transport infants and toddlers.

### **Filing a complaint**

- We are licensed with the Department of Human Services and must meet the required standards in operation of our facility. For additional information, to report suspected abuse or to file a complaint about this facility you may contact the Division of Child Care, First Floor, 1575 Sherman St. Denver, Colorado 80203-5958. 303-866-5948 or 303-271-4357. We encourage open communication with our parents and hope there would never be a need for this service. If you ever have any concerns about the staff, please feel free to contact me.

### **Contract Agreement**

Please sign and date all of the paragraphs of the contractual agreement. This needs to be returned with the packet to start childcare. Keep the above contract for your reference. A copy of the following pages of the contractual agreement will be given to you for your records upon request.

My family is very supportive of my work with LCH Learning and Little Chicks and look forward to meeting you and your children, and having you become an extension of our family. On behalf of my family and staff, I would like to welcome you and thank you for choosing Little Chicks and Hatchlings and LCH Learning Center. We look forward to exceeding your expectations.

Niki Burns