



PARENTS' HANDBOOK

ALL ABOUT CHILDREN LEARNING CENTER

Early Education Center

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Mission Statement

All About Children Learning Center is committed to creating a developmentally appropriate learning environment that allows the staff to easily facilitate a creative, integrated, age-appropriate program for the child. Our goal is to enhance the development of readiness skills, encourage a loving environment for a desire to learn and promote family involvement in the learning process. We want to be recognized leader in providing the best childcare.

Childcare is an adventure for you and your child. It is the beginning of an exciting new phase of life. For some of you, this will be your child's first adventure away from home in a group setting. To help in this period of transition, we have designed this handbook to answer some of your questions. After reading through it, please let us know if you have any questions.

Our goals at All About Children Learning Center are:

Provide a balance program that addresses the whole child (social, emotional, physical and intellectual);

Create an environment for the children that will be a warm and friendly one that will allow the to feel free to express who they are;

Teaching staff to provide the necessary amount of interaction, monitoring of development, and individualization of planning for each child to learn;

Making sure the program uses effective grouping practices that enables each child to grow and develop to the best of his/her ability; and

Involve parents and families as partners in the education of our young children.

Every effort has been taken to assure that these goals are met, from our curriculum, our highly qualified and well trained staff, state-of-the-art equipment, and the highest standards of cleanliness to our ongoing communication with parents.

Our purpose is to provide the highest quality childcare and preschool education in a secure, nurturing and stimulating environment. Our most important priority is your child, and we strive to assure that your child's experience at All About Children Learning Center is educational, fun and safe.

At All About Children Learning Center we know that children feel more secure and gain more from their childcare experiences when there is a strong connection between home and school. Children are recognized as unique individuals here and we seek to stimulate growth and development through a variety of sensory experiences. Our program is designed to foster this growth by using an integrated curriculum approach that challenges the whole child while providing activities in the areas of social, emotional, physical, and intellectual development. We feel that all of these areas of development are equally important in helping each child reach his/her full potential, and in becoming aware of and appreciative of the world around him/her.

Our door is always open to you, whether it is to visit your child during the day or meet with us for a conference to discuss how your child is doing. Your comments and suggestions are always welcome, and we are here to listen to you. We believe in the family and strive to meet the needs both of the parent and child as well as foster positive family relations. All of the dedicated, caring staff at All About Children Learning Center, want to make certain that your child has the very best childhood experience, and thank you for entrusting us with that responsibility and privilege.

Program Philosophy

Our center's main focus for the families we serve include several elements. First, we want all children to receive an education in a safe, clean environment. We go above and beyond to ensure our space is always the best that it can be. Next, we strive to make sure that our staff will provide the best care possible. We work to stay up-to-date with trainings made available to us in our ever-changing world in child care. We like to work as a partnership with the parents to create a positive relationship within home and school. We will also work to ensure that all of the needs for the children are met both physically and emotionally, including children with special needs. It is our duty, together, to prepare, develop and stimulate the minds of the children for our future. Embracing mind and body with every child on a daily basis creates a well -rounded child to be prepared for elementary education. We embrace children's individual interests. To embrace children's creativity we will always make items available for the children to make/build/create.

Teachers will make sure that they are in tune with what the children are interested in and keep them engaged in items that they enjoy.

We will work with all families from different backgrounds, religious beliefs, health and special care needs to ensure that every child receives the same quality care that they deserve. We will ensure that all children are given a developmentally appropriate learning environment that allows staff to facilitate a creative, integrated, age-appropriate program. Our goal is to enhance the development of all skills including reading and writing skills and promote family involvement in the learning process.

Curriculum Statement

Our curriculum is inclusive to all students at our center. The holistic approach promotes learning as well as independence. We follow a play-based, creative learning program. We allow children the opportunity to develop the skills they will need for the future in the best way that works for them as individuals. Daily small group and independent work as well as whole group activities allows for children to learn how to work and grow in different environments as well. We create a platform for parent and teacher involvement together. Our infant and toddler classrooms use Healthy Beginnings Curriculum to plan lessons daily. Our center also uses the Creative Curriculum for the preschool children in our care.

Enrollment

Enrollment at All About Children Learning Center is open to children from Infant (6 Weeks) to 12 Years of Age. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability

Parents can apply for enrollment of their child in All About Children Learning Center by completing the Enrollment Application and paying the \$50 Application Fee. The Application Fee is NON-REFUNDABLE.

Initial enrollment is contingent upon receipt of the completed enrollment application:

- Registration Fee
- Immunization Records
- Health Inventory Part 1 and 2
- Lead Check
- Emergency Card
- Parent Handbook Receipt
- Video/ Photography Release
- Tuition Agreement

Our center handbook is available on our company's website, arbutuspreschool.com, for you to view. The Enrollment Application is not meant to serve as a contract guaranteeing service for any duration.

All About Children Learning Center reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at All About Children Learning Center is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of All About Children Learning Center as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify All About Children Learning Center immediately, should any of the information collected at the time of enrollment or any time thereafter change. We must always have updated contact information in case of emergency.

If your child is a part time student, you will be required to choose days that you will be here upon enrollment and any additional days added are subject to drop-in rate. AACLC will not permit days to be changed once you are locked into those days regardless of scheduled days off, weather or illness.

Inclusion Policy

Our center welcomes children of all backgrounds, beliefs and ability levels. Our goal is to make all children feel welcome at all times. Our center will work with outside agency's along with making reasonable accommodations in our classrooms so that everyone has a fresh start with their education. Our center will work with families that have IEP/IFSP plans to ensure that all of the child's specific goals are met as well. Upon enrollment we ask that families meet with their child's teacher and the director to ensure we are a part of your child's team. We want to ensure what your goals are and that they are met here at our center. If there is any special health care need, please speak directly with your child's teacher as well as the director. We will work hard to ensure that all dietary, health and wellness concerns are followed thru for your child. We will work together to create a plan that works best for the child while in our care. Our center will work hard to educate teachers to give them the tools to help your child succeed while at the center regardless of any special health care concerns.

Tuition

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All custodial parents and/or legal guardians are required to sign a Tuition Agreement prior to enrollment of their child at All About Children Learning Center. Parents are required to indicate to whom all billing information and correspondence are to be addressed.

Tuition fees are available in the office with our current center rates. Tuition rates will be increased yearly at 5% per year, every September.

All Before /After Care children: When school is closed, scheduled or due to weather, parents will be responsible for full day fee for their child at our current drop-in rate.

NO CHILD CAN ATTEND THE CENTER IF HIS/HER FEES ARE MORE THAN TWO WEEKS LATE. ALL ABOUT CHILDREN LEARNING CENTER IS ENTIRELY SELF-SUPPORTING AND A CHILD MUST BE SUSPENDED IF HIS/HER FEES ARE NOT PAID OR PAYMENT ARRANGEMENT MADE.

Cash, check, money order, or credit card may pay tuition. All checks should be made payable to: All About Children Learning Center. Payments can be left in our tuition box or given to office staff only. There will be a \$25.00 fee charged for tuition checks returned by the bank. If at any future time the bank returns a parent's check, all future tuition payments must be made by cash, certified check, money order or credit card on our Brightwheel app. Some payments require an additional charge made on the app.

Sibling discount applies to the second, third etc child. The discount is 10 percent off the oldest child/children, per child. No further discounts will be given.

Tuition does NOT include fees for Field Trips and extracurricular activities.

Late Tuition Payment

ALL tuition payments are due on Friday, the week before care is provided. Tuition payments may be paid weekly, bi-weekly or monthly. There will be a \$25.00 late fee assessed on Wednesday, the week the tuition was due. LATE FEES ARE TO BE PAID IMMEDIATELY. If the center is closed on a Friday, please pay tuition the last day of that week that your child will be attending.

There is no credit given for vacations (1st Year only), scheduled school holidays, child illness, or for closings due to emergency situations (including COVID), inclement weather or acts of God.

Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at All About Children Learning Center, however, if you anticipate difficulty with paying on time, please discuss the matter with the Center Director immediately. If alternative arrangements for payment are approved you will be notified by the Center Director.

Subsidized Care

All About Children Learning Center does accept child care subsidies. All vouchers are due upon enrollment. Even if you do have a letter of guarantee, parents must pay normal tuition prices until the vouchers are received. At this point the vouchers will be evaluated for co payment from parent and any monies paid for first weeks up until voucher arrival will be credited towards parents co-pay. No money will be reimbursed.

Parents of a subsidized child must complete all required paperwork on time to continue enrollment at All About Children Learning Center. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition, in the event they become ineligible to receive child care subsidies.

Vacation

The director should be given at least two-week notice for families on vacation. For those who have been full-time at All About Children Learning Center for at least one year, a 50% credit will be given for up to one week per calendar year. There will be no adjustment in your fee for absence or holidays. The only exception will be for approved vacation credit

Termination/Withdraw

All About Children Learning Center reserves the right to terminate this agreement at any time for any sufficient reason, including but not limited to late payment, other financial obligations, misbehavior or unruliness of the child, etc. Our center will make every effort to give a reasonable notice to allow parents time to obtain alternate childcare arrangements. You also have the right to withdraw your child from ALL ABOUT CHILDREN LEARNING CENTER at any time, for any reason.

Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and deposit will be refunded within thirty days of the withdrawal via An agency check to the address indicated in the child's file. Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30 day period will be referred to the agency's legal counsel for collection. If the required notice is not given, parents will be charged tuition for two additional weeks. If there is an unpaid balance any you us CCS subsidy, they will be notified and you will not be able to renew vouchers until we are paid in full.

The parents and child, following their last day of enrollment, are not permitted to re-enter agency property without prior permission of the Center Director. A withdrawn child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency property following the last day of enrollment at All About Children Learning Center. Appointments are made at the discretion of the Center Director and are not a right of the withdrawn child or parent.

Parents, who wish to change their child's days or times of enrollment at All About Children Learning Center, must submit a request to do so two weeks in advance of the proposed change. We will do our best to accommodate all the requests while still maintaining proper ratios within the center. The Center Director will notify the parents in writing if the new schedule is available.

Confidentiality

Within All About Children Learning Center, confidential and sensitive information will only be shared with employees of All About Children Learning Center who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as All About Children Learning Center strives to protect everyone's right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and/or other health related information of anyone associated with All About Children Learning Center.

Outside of All About Children Learning Center, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of All About Children Learning Center, persons with whom the information will be shared, and the reason(s) for sharing the information.

While at the center, you may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child's privacy. Employees of All About Children Learning Center are strictly prohibited from discussing anything about another child with you.

MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND/OR NEGLECT

Under the Child Protective Services Act, mandated reporters are required to report a any suspicion of abuse or neglect to the appropriate authorities. The employees of All About Children Learning Center are considered mandated reporters, under this law. The employees of All About Children Learning Center are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at All About Children Learning Center take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of All About Children Learning Center cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc...)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriate meals including a drink for your child
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- Children who exhibit behavior consistent with an abusive situation

Code of Conduct

All About Children Learning Center requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of All About Children Learning Center is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of All About Children Learning Center but, is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct will not be permitted on agency property thereafter.

No parent or adult is permitted to curse or use other inappropriate language or threaten employees or parents on agency property at any time, whether in the presence of a child or not. Such language and behavior is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff. Threats of any kind will not be tolerated. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.

Physical/Verbal Punishment of your child or other children at All About Children Learning Center is not permitted in the child care facility. While verbal reminders may be appropriate it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures. Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director. It is also not appropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or director's attention.

Violations of the Safety Policy:

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children and associates of All About Children Learning Center. Please be particularly mindful of All About Children Learning Center entrance procedures. Our door is always locked and parents have codes they are assigned to enter the building. We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the center. Holding the door open for the person following you may, in fact, be polite; however that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Center Director. We should not allow our children to use the pinpad to open the door upon arrival at the center.

Violations of the Confidentiality Policy including Privacy Rights

All About Children Learning Center takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with All About Children Learning Center. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

Not all children at All About Children are able to be photographed. We ask that you only photograph your child during any center events including parties and field trips. We have privacy rights that we must enforce to protect our children and families.

PARENT'S RIGHT TO IMMEDIATE ACCESS

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at All About Children Learning Center, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) All About Children Learning Center must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with All About Children Learning Center, both parents shall be afforded equal access to their child as stipulated by law. All About Children Learning Center cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, All About Children Learning Center suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. All About Children Learning Center staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Center Director, and are allowed in the child care facility only at the discretion of the Center Director. An employee of All About Children Learning Center will accompany visitors at all times, throughout the center.

All About Children Learning Center will dismiss any child whose parent is prohibited from entering upon agency property. Due to the parents' right to immediate access policy, as well as state and federal regulations, All About Children Learning Center cannot have a child at the agency when the child's parent is prohibited access. All About Children Learning Center will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained..

If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, All About Children Learning Center is obligated to follow the order for the entire period it is in effect. Employees of All About Children Learning Center not, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. All About Children Learning Center will report any violations of these orders to the court.

Smoking:

For the health of all All About Children Learning Center employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of All About Children Learning Center. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

ARRIVAL PROCEDURES

Upon arrival at All About Children Learning Center, the parents or the adult dropping the child off must sign the child into care on the screen located at front door. Children are required to be escorted by their parent or the adult dropping them off, to their designated classroom. Children are required by law to be supervised at all times while in the child care facility. Parents are required to help children put away their outerwear and get settled for the day.

Notification of Absence

Parents are required to inform the center by 10 am if a child will not be at the center on a scheduled day. This will enable the center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day. This can be done VIA Brightwheel.

If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. All About Children Learning Center will take all measures necessary to protect your child's confidentiality.

Parents who know in advance that a child will be late, are asked to notify the center so we can maintain the appropriate number of employees to ensure ratios are met when the child arrives to school. Children should arrive by 10 am every day. If your child is not here they will be marked absent for the day. If your child has an appointment and cannot arrive by 11 am, we ask that your child stay home for the day so that they do not disrupt the daily schedule and routine implemented in the classroom. If you pick up your child early, please do not bring them back to the center after 11 am.

PICK UP PROCEDURES

Parents or other authorized adult are required to sign their child out of care on the screen located at the front door. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to signing out their child and are required to directly exit the building once they have signed their child out of care. Parents must take home all papers in the child's cubby or school bag each day.

Parents or persons designated are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you or other authorized adult at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Late Pick-Up:

Children are to be picked up no later than 6 pm. For late pick-up will result in the imposition of a late fee, which is:

pick up between 6:01 – 6:15pm = \$20	pick up between 6:16 –6:30 pm = \$40
pick up between 6:31 – 6:45pm = \$50	pick up between 6:46 – 7:00pm = \$60

*anytime after 7:00pm, which includes \$60, an additional \$2.00 per minute will added until arrival. This late fee is due and payable on the next business day. NO EXCEPTIONS! This payment should be made in cash to the person who stayed with your child.

Persons appearing to be impaired by drugs/alcohol at pick-up

The staff of All About Children Learning Center will contact local police and/or the other custodial parent should a parent appear to the staff of All About Children Learning Center to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, All About Children Learning Center staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.

Any other authorized person who attempts to pick-up a child, and appears to the staff of All About Children Learning Center to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of All About Children Learning Center will contact the child's parents, local police and Child Protective Services to notify them of the situation.

Emergency/Alternate Pick-Up Forms

At enrollment, parents will be presented with an Emergency form. Parents are encouraged to include on this form any, and all persons who, in the course of events, may at one time be asked to pick-up their child from All About Children Learning Center. In an emergency situation the child's parents will be called first. If they can not be reached staff will call the persons listed on this form until someone can be reached. The persons on the Emergency/Alternate pick-up form will be required to provide State issued photo ID prior to the agency releasing the child. There will be no exceptions to this rule. All changes and/or additions to the Emergency form must be made in writing and be dated and signed in the office. Only custodial parents have the right to make changes or additions to this form.

All About Children Learning Center reserves the right to refuse/ban any person listed on the Emergency/Alternate Contact Form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein

SCHOOL CALENDAR

The center is open Monday through Friday, 7am-6 pm. Cut-off time for arrival is 10 am. There is no credit given for center holidays. These dates are subject to change/add as appropriate. All About Children Learning Center will be closed in observance of the following holidays:

- New Years Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day
- New Years Eve

We also allow for teacher preparation days to allow for teachers to prepare their classrooms for the next school year.

EMERGENCY CLOSING AND INCLEMENT WEATHER INFORMATION

We will make every attempt to remain open on inclement weather days. However, if the Center is going to be closed, due to a snowstorm that may occur, we will send out an alert VIA Brightwheel. We will do our best to make decisions the night before a potential disturbance so that parents can plan for alternate care.

If the weather conditions worsen during the day and it is absolutely necessary to close due to extremely dangerous driving conditions, parents will be notified first to pick-up their child(ren). Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call, of the pick up location should the children need to be evacuated from the child care center. Parents or emergency contact persons should report directly to the alternate location if one is indicated. Should the center need to close for any reason, tuition will not be refunded or reduced for closures of less than 10 school days. If the closure extends beyond 10 school days, parents will have their tuition reduced a set amount per family based on your weekly cost.

Toilet Training

All About Children Learning Center accepts children who are not yet toilet-trained. When the child shows interest in using the toilet, our staff will meet with you to discuss your potty training wishes to maintain a consistency between home and school behavior. The following guidelines are useful in determining if your child is ready for toilet training (24 months and older):

The child expresses an interest in toilet times (our staff accompanies the children to the toilet approximately every 60 minutes).

The child can express the need to go to the bathroom to parent and teacher.

The child is staying dry during naptime and/or overnight.

Nap/Rest Time

There is a rest period during the day for all children. Each child is assigned his or her own cot to sleep on. It is required that each child has a sheet and/or blanket. The children are welcome to bring a small pillow, their favorite blanket, for naptime if over age 2. Infants must have tightly fitted sheet with only an optional receiving blanket, nothing soft, including toys are permitted in cribs.

Birthday/Holiday Celebrations

Birthdays are special and important occasions. At All About Children Learning Center we want to make your child's birthday fun and exciting. You are welcome to bring in a treat for everyone in your child's class, preferably something nutritious. Please make arrangements with your child's teacher for any special plans for your child's birthday.

Firearms and Weapons

All About Children Learning Center does not allow weapons of any kind in the building at any time. This is strictly enforced at all times.

Biting

All About Children Learning Center recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 years old. Parents with children in these classrooms should expect that their children may be bit, or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which, provoke, or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. Uncooperative parents will have their child's services terminated.

Children older than 3 years of age may occasionally be involved in a biting incident. For children in this age group who bite, the staff will use the discipline procedures outlined in the discipline section of this handbook, as well as observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with staff to help their child control this behavior. Uncooperative parents risk having their child's service terminated.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and cannot be disclosed. The staff of All About Children Learning Center can not discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

DISCIPLINE

Our discipline policy is put into place to protect all the children in our center. We follow it strictly and work with families to ensure that all children are offered a safe place to be while in our care. If we have a behavior we would like to correct we will always attempt in-class corrective actions, including redirection to create a positive experience. This includes offering choices to the child to help them to develop a sense of independence. At times children may be redirected with simple instructions to get the child out of current situations with the assistance from the teacher. We will explain to the child the rules of the classroom and remind them that they are posted in the classroom. Teachers are able to help the children learn what would be the right thing to do to use behaviors as a positive learning experience. We will work to on what happened using problem-solving skills with the child individually and learn how to turn it around into something positive by giving the child time to think about their actions and how to solve the problem with teacher's assistance. If several attempts are made with a child with the same behaviors we may resort to the following steps:

1. Parent will receive verbal communication from teacher regarding child's behavior and the outcome of the situation
 2. Parent will receive written communication from teacher and will keep a copy in the child's file. Director may assist with what steps are necessary to avoid future issues.
 3. If behaviors continue, Director will call for a meeting with teacher and parent to make a plan of action with child and a timeline put into place to ensure of changes being made are a positive one.
 4. Child will be asked to leave the center due to behaviors not making a positive change.
- Any employee of AACLC will not be permitted to withhold food, force feed or punish a child for not eating/drinking. Employees will not hit or yell at a child as a form of punishment at any time.

We hope that every child has a positive experience and we will do our best to keep every child safe while at AACLC.

TOYS FROM HOME

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

Children in classrooms with nap/rest time are permitted to include with their bedding supplies, one plush/non-musical toy with which to nap/rest. This toy is to be placed with the bedding supplies and use of it will only be allowed at nap/rest time.

All toys brought in for use as part of the curriculum, and/or for nap/rest time will be inspected by All About Children Learning Center staff for safety, appropriateness, name clearly labeled on item and may be prohibited at the sole discretion of All About Children Learning Center.

Screen Time Policy

All About Children Learning Center follows the American Academy of Pediatrics recommended viewing time. Children under 2 receive no electronic time in our center. Children under 5 should not view more than 2 hours per day of any electronic devices, including time at home. Our center, on occasion, will show a video or movie used in conjunction with the theme.

DRESS CODE

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing. Coats, hats, gloves, scarves and winter boots should be provided in the winter months.

Parents are prohibited from dressing children in overalls, or clothing with difficult closures. These types of clothing present particular challenges for children in relation to toileting and diaper changes.

Children are not permitted to wear open toed, and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes.

Children are required to have one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably and size appropriate, complete changes of clothing at the center at all times. A complete change of clothing includes shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes of clothing as the weather begins to change.

All clothing items must be clearly labeled with the child's name. This includes coats, hats, gloves, scarves, and boots. All About Children Learning Center is not responsible for lost or damaged items of clothing.

FIELD TRIPS

All About Children Learning Center supplements the in class curriculum with off premise field trips. Parents are required to give written permission for their child to attend each field trip. Notification of a field trip will be sent home in advance of the trip, with all pertinent trip information including, destination, date, time, reason for trip, cost, and mode of transportation. The field trip permission slip must be filled out completely and accurately, and all trip costs must be paid in advance in order for your child to attend.

If parents wish to attend the trip with their child, they should discuss attending with the classroom teacher. All About Children Learning Center provides all required supervision for all field trips, but always invites and welcomes parents to attend.

Parents will not be permitted to transport any child, other than their own, on a All About Children Learning Center sponsored trip.

If your child is not scheduled to attend on the day of a field trip and you wish for your child to participate in the trip, please discuss this with your child's teacher at least three days prior to the date of the trip. Your child will be permitted to attend if required ratios can be maintained with his/her addition to the class. An additional day fee of tuition and cost of trip.

HEALTH AND SAFETY

Children with Severe Allergies

For the safety of your child, parents are required to provide a signed copy of the "Authorization For Emergency Care for Children with Severe Allergies" form, detailing any allergies, food or otherwise, from which their child suffers, at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child's physician and parent(s) or legal guardian(s), and must be updated every six months, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional physician's orders and procedural guidelines relating to the prevention and treatment of the child's allergy. This form can be obtained by request from Director. Parents must also execute a "Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies" form. This form releases All About Children Learning Center from liability for administering treatment to children with severe allergies and taking other necessary actions set forth in the "Authorization for Emergency Care for Children with Severe Allergies" form, provided All About Children Learning Center exercises reasonable care in taking such actions.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy detailed herein.

Communicable Diseases/ Illness

All About Children Learning Center follows all health/communicable disease policies as outlined in the American Academy of Pediatrics Model Health Policies and Procedures Manual.

Parents are required to pick up an ill child within 1 hour of notification by phone. If a parent is reached but can not pick their child up within 1 hour, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent is reached. If a parent can not be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. All About Children Learning Center reserves the right to refuse to allow a child to return if the center director or designee believes the child to be too ill to participate in the program.

Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to

the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least 101 degrees Fahrenheit or more.

Children are required to be excluded from the program for loose bowels or diarrhea which occur 2 or more times in 1 hour. Children may return to the program when normal bowel movements resume.

PARENTS AGREE TO KEEP THEIR CHILD/CHILDREN AT HOME OR SEEK ALTERNATE CARE ARRANGEMENTS FOR THE FOLLOWING CONDITIONS:

Pain - any complaints of unexplained or undiagnosed pain
Fever (101°F or higher)
Sore throat or trouble swallowing
Headache or stiff neck
Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps. The child will be kept at home until all symptoms have stopped.
Nausea or vomiting
Severe itching of body and scalp, rash (especially with a fever); ringworm
Known or suspected communicable diseases; discharge from eyes or ears (eye infection – “pink eye”).
Has a constant cough

We, as an individually owned center, have the right to override Doctors orders based on severity of illness and the amount of cases currently in the building. This helps protect other children and staff from potentially becoming sick as well. This will depend on each case, since there are so many illnesses/viruses to be listed. If you have questions about our policy after a diagnosis please reach out to the Director.

IT IS REQUIRED TO KEEP (OR TAKE) A CHILD HOME WHEN THE CHILD:

Is suffering from one or more of the above symptoms
Is not well enough to take part in the activities at the daycare

ULTIMATELY THE CARE OF THE CHILD IS THE PARENT'S RESPONSIBILITY

CARE OF A SICK CHILD AND NOTIFICATION OF PARENTS

When a child becomes ill, the staff will make the child comfortable in a quiet place where he/she can rest and will be closely supervised. Parents will be notified immediately and agree to begin to making alternate work arrangements or arrangements for alternate care. If your child is seriously ill, you or an alternate must come for the child IMMEDIATELY. If we cannot reach a parent, we will call an emergency contact listed on the Registration Form/Emergency Card.

BALTIMORE HEALTH DEPARTMENT REGULATIONS

By law we are required to meet the Baltimore City/County Health Department regulations for Center child care:

- Before your child can be admitted to our program, a Health Inventory, Immunization Record, Lead Screening Addendum and Emergency Cards (2) must be on file in our office. Medications will be administered only upon written instruction from the child's physician and the written permission of the parent/guardian.
- A child appearing at the center with evidence of any communicable disease will be refused care services.
- No child may return to the center after five days of absence caused by a communicable disease (i.e., chicken pox) without doctor's written authorization, and must be fever-free for at least 24 hours (without fever-reducing medication).
- If your child becomes sick during the day, we will contact you, or subsequently, those persons indicated on the Emergency Card.
- Parents must provide proper clothing for their children (i.e., underwear and garments suitable for climate and season). A change of clothing should be left at the center for “emergency” purposes.
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Dispensing Medication

A. Medication may not be administered to a child in care unless:

(1) Parental permission to administer the medication is documented on a completed, signed, and dated Medication authorization form, provided by the office, that is received at the center before the medication is Administered;

(2) If the medication is by prescription, it is labeled by the pharmacy or physician with:

- (a) The child's name;
- (b) The date of the prescription;
- (c) The name of the medication;
- (d) The medication dosage;
- (e) The administration schedule;
- (f) The administration route;
- (g) If applicable, special instructions, such as "take with food";
- (h) The duration of the prescription; and
- (i) An expiration date that states when the medication is no longer useable; and

(3) If the medication is by prescription, at least one dose of the medication has been given to the child at home.

B. Except for topical medications, an operator may administer only one dose of a Non-prescription medication to a child per illness unless a licensed health practitioner approves the administration of the nonprescription medication and the dosage.

C. Medication shall be administered according to the instructions on the label of the medication container.

All Medication must have a signed and completed Medication Administration Form from the doctor with it.

(1) Each medication shall be:

- (a) Labeled with the child's name, the dosage, and the expiration date;
- (b) Stored as directed by the manufacturer, the dispensing pharmacy, or the prescribing physician; and
- (c) Discarded according to guidelines of the Office of National Drug Control Policy or the U.S. Environmental Protection Agency, or returned to the child's parent upon expiration or discontinuation.

(2) All medications shall be stored to make them inaccessible to children in care but readily accessible to each employee designated by the operator to administer medication.

Alternate/Safe Location

Should the administration of All About Children Learning Center or any emergency services personnel determine the building which houses the child care agency to be too dangerous to be occupied, the staff and children will be taken to UMBC. Once the children are assembled here, the staff will begin contacting parents or emergency contact persons for pick up. As stated before, children must be picked up within 1 hour of the telephone call.

Fire/Emergency Drills

All About Children Learning Center conducts a monthly fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the director or designate will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 1 hour of the telephone call.

Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during a often hectic and dangerous situation. If the center is in the midst of a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the center is having a real fire/emergency situation, parents will be asked to wait until the director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

Incident/Accident Reports

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report.

In case of event not requiring emergency care, the staff will:

- Administer appropriate first aid, if needed
- Observe and monitor the child's activity
- Document event and consequences
- Notify parent by phone and request parental direction, if any, or
- Notify parent at pick-up with written Accident/Incident report

A parent needs to be available by phone in case of emergency if we need to contact you regarding your child's health. Doctors and hospitals will not treat a child (except in life-threatening cases) without the parent's presence or permission. Please be sure that we have up-to-date physician's information in our file. In case of an emergency requiring immediate medical attention, program staff will be required to:

- Make the child comfortable
- Call an ambulance
- Notify parent
- Notify ALL ABOUT CHILDREN LEARNING CENTER Director
- Accompany child to hospital

Foods Policy

Two nutritious snacks are provided in the program meeting the USDA requirements. Good eating habits and positive attitudes toward food should be established at an early age. For young children it is essential to have a nutritionally balanced diet for healthy growth and development. All About Children Learning Center have been designed to include items from each of the four basic food-groups with an emphasis on fruits and vegetables. Milk is provided with lunch. Children that have special dietary needs; parents should accommodate. Menus are available to parents in the center. Please advise your child's teacher and administrative staff in writing of any food allergies or intolerance, or any restrictions based on ethnic or cultural reasons. Please remember we serve snacks, not meals. If your children are good eaters, you may feed them at home before coming to the center or you may send something in with them.

All age groups:

All food items must be labeled with your child's name. All About Children Learning Center does not permit children to share or exchange food items. NO GLASS is permitted in classrooms for any reason.

Infant feeding:

Children enrolled in the infant classrooms must have all food items for consumption prepared and labeled each day the child is in attendance. This includes formula/breast milk bottles, baby food, snacks, and juice bottles. Be sure to prepare one more bottle than you think your child will consume in a day to assure that your child won't run out. Prepared bottles must be stored in the designated refrigerator and will be warmed in a water bath prior to feeding. No bottles will be microwaved. All bottles must be taken home by the parents each night to be washed. Bottles brought to the center can be pre-watered or pre-made.

Parents must provide and label all utensils and bowls necessary for feedings. Children will not be fed directly from previously opened baby food. Staff will mix baby cereal just prior to feedings. All unused food remaining after a feeding will be discarded.

Parents are required to complete a feeding schedule for their child every 3 months, or as the child's feeding requirements change. Staff will complete a daily chart for each child detailing for the parent what the child ate, when, and how much.

18 month and older classrooms:

All About Children Learning Center offers children a morning snack at approximately 8 a.m., a lunch at approximately 12:00 noon and an afternoon snack at approximately 3 p.m. We will not be able to save food for children who do not arrive before 8:30 am. We follow our classroom schedule and doing so would disturb the planned activities.

All meals are family style, with the children sitting at tables, to promote good manners, eating habits and socialization skills. Staff will encourage children to eat their main entrée first, followed by healthy snacks.

All About Children Learning Center curriculum focuses on developing healthy, well-balanced eating habits. Therefore, parents are required to provide a full, healthy lunch for their children each day they are in attendance. Lunches should include a sandwich (or main entrée item), snack(s) and a drink. All About Children Learning Center will provide water for children who wish to have it with lunch. Snack food items should be healthy, such as fruit, vegetables and the like. Parents should limit junk foods to a minimum in their child's lunch. Parents should limit the number of choices offered in their child's lunch, as children often become distracted by the choices. Parents should provide enough food so that their child is satisfied, but not so much that food is wasted.

USDA oversees all the food that we serve at the center and require us to ensure that children are served a well-balanced meal, including the items from home. Teachers can give you ideas on things children enjoy eating.

Peanut Free Information

On a case-by-case basis, depending on severity, we may have peanut free classrooms. Your child's teacher will notify you if this is the case. We want to ensure a safe environment for all the children in our center. Parents will be responsible for being cautious to what they pack their child's lunch if we need to become peanut free.