

Parent's Guide: Love & Care Learning Center Policies & Procedures

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About Us

Our Philosophy

Our center is designed to be a hands-on learning environment where children are encouraged to develop their self-esteem, creative thinking, social skills, motor skills, and cognitive skills. We offer a wide range of indoor and outdoor activities to stimulate growth and development. Our curriculum emerges from the child's interest. Our teachers skillfully observe, creatively brainstorm, and intentionally plan experiences for children to enhance their growth and development.

Education

Love and Care Learning Center curriculum will focus on the developmental needs of a child as a unique individual in the areas of social, emotional, physical, and cognitive growth. We believe that a child learns best through playing, exploring, and creating. Each child should be allowed to explore and learn at his/her own pace in a safe and secure environment. Our program is play-oriented to capitalize on the child's interest and encourage active learning, developing curiosity, critical thinking, and problem-solving skills.

We believe that a safe environment with developmentally appropriate toys, stimulating language & literacy, a variety of math science & creative expression, as well as a multitude of different media and mediums, and plenty of space for exploration will allow for the children to reach their highest potential. Our center is comfortable, cheerful, and safe for children of all ages.

Classroom Environment

Our classroom environment is maintained to be healthy and safe for all children; each classroom is clean, toys are sanitized regularly, and safety inspections done on a regular basis. Our directors and teaching staff are responsible for ensuring that our environment is maintained at the highest level possible. The center director and staff place children in groups by age and developmental level. We provide activities and learning experiences specially designed for each child's needs, abilities, and developmental level.

Your child will feel safe and secure in our clean, comfortable classrooms that are specifically designated for learning. Our child-sized furniture, equipment, and sinks will facilitate your child's development of self-reliance in taking care of his/her personal needs.

INFANT NURSERY

"Infancy is a precious moment; a time to bond and introduce the infant to our magical world full of endless possibilities."

We offer individualized care and maintain a 1 to 3 teacher to child ratio. Our main focus for the infants in our care is that we have continuity from home to school, create strong relationships in order for your

child to feel safe and secure, and communicate with families on a daily basis. We offer developmentally appropriate curriculum for our infant program in order to enhance individual learning outcomes.

THE ONE'S CLASS

“Every moment of everyday is a moment of exploration; a moment filled with learning and endless possibilities.”

In our classroom we encourage safe exploration, the building of relationships with the teachers and the other children; we also encourage their budding independence. We observe the children, their likes, dislikes and we build our curriculum around these observations in order to support learning and development. There is something fun and exciting (while learning) happening every day with the one's class!

THE TWO'S CLASS

“While most people find the two's terrible, we at Love & Care, find them TERRIFIC!”

Here in the 2's class we strive to develop interdependence as well as independence; we want children to learn the skill of helping others as well as themselves. Our primary goal for learning starts with observations; from here we are able to combine developmentally appropriate experiences with age-appropriate outcomes in order to create curriculum. Some of the many primary learning objectives that naturally occur in the classroom are primary color identification, counting sequentially, and basic shape identification. Potty time is introduced, and usually mastered by the time children move to the next level; this self-help skill is always done at the child's discretion.

THE THREE'S CLASS

“Children have a mind of their own; their imaginations are the key to unlocking their future.”

Here in the three's class, we explore a variety of topics and activities stemming from the children's curious imagination. At this age children are extremely verbal and need a means of expressing themselves. We encourage independence by guiding children to solve problems, manage conflict, and learn a variety of self-help skills. It's important to use the children's interest to enhance their developmental skills such as: number identification, alphabet introduction, and shape classification. Science experiments are pivotal at this age for in-depth analysis of learning and development.

PRE-K CLASS

“When learning is fun children become scientist and our world is their laboratory.”

Welcome to the Pre-k Class! You will find a very busy classroom upon entering this exciting age group. Children at this age will be capable of creating the curriculum for themselves as well as their peers. The pre-k teacher simply guides the child's learning while creating engaging, meaningful, and challenging activities based off their interest in order to enhance their learning, growth, development.

We understand the importance of kindergarten readiness, and we believe our program is designed to naturally enhance the skills, tools, and requirements that are essential for children to enter into kindergarten.

Outdoor Play

Our playground structures have been selected for the development of children. Your child will spend delightful hours engaged in climbing, balancing, sliding, swinging, and playing with others. Under the supervision of our skilled staff, your child will be safe, secure, and happy with friends of the same age. Each room's daily schedule includes at least one A.M. and one P.M. outdoor period, when weather permits. Please make sure your child has adequate outdoor clothing, and sunscreen when needed. Children will not go outdoors if temperature is lower than 20 degrees F or higher than 90 degrees F.

Family Involvement & Communication

Your Child's First Days:

We understand that the child's first days at school will be a transition for both the parents' and the child. In order to ease this transition, we encourage families to visit their classroom before their start date. This allows for families to communicate to their child's primary caregiver, and for children to get familiar with the environment before they start. Our number one goal is to make a connection with the child in order for them to feel secure at school. We want to establish and translate as much of the child's home life into their school day so they can feel comfortable and confident.

Here is what to expect during a visit:

Arrive around 9:15AM-10:00AM (please schedule with the directors).

Stay for a minimum of 1 hour.

Provide a special object, if needed, in order to ease the transition.

Bring enrollment packet & items that your child may need when they start (diapers, wipes, extra clothing, binki's, sunscreen, diaper creams, etc)

Here is what to expect the 1st week:

It is normal for a child and family to feel apprehensive during a transition or during the first few weeks in a new program. This is a perfectly natural response. We encourage you to call the center as much as you need to check on your child.

If possible, we encourage families to make the first week shorter days, and ramp up their schedule over time. For example, the 1st day of attendance might be 2-3 hours, the 2nd day 3-4 hours, 3rd day 4-5 hours, and so forth, until the child is doing full days.

If your child is a picky eater, please provide meals the first few weeks until we better understand their eating habits.

Please establish a goodbye routine that is simple and consistent. Please note that lingering can confuse the child and make them more frustrated.

Throughout the duration of your child's stay with us we encourage you to keep us informed on any changes and/or disruptions to the child's home life so we can best assist your child's needs. We want to help your child work out difficulties through play, art, and conversation.

Parent-Teacher Conferences

We schedule parent-Teacher conferences two times each year (March & October). This will give you the opportunity to discuss your child's program, progress, and any concerns you may have. We encourage you to schedule meetings whenever you feel it is necessary.

Curriculum

The Teacher in each classroom will post weekly lesson plans that provide information on activities and the skills being developed through these activities.

Daily Communication

Our program provides parents and families with an app based platform "BRIGHTWHEEL". Through Brightwheel, parents can receive updates on their child's meals, napping, play time, and curriculum in the classroom. It also provides direct communication to your child's teacher through our messaging platform.

We create annual portfolios for children who are 3-5 years old comprised of a variety of their work throughout the year.

All classes will email a weekly, bi-weekly, or monthly journal to inform parents of the current curriculum, interest, developmental skills, etc. that the class is focused on. These journals usual contain photos so you can see into the child's experiences.

Staff Profiles

In order to help you become acquainted with the staff involved in the care of your child, information on each staff member is posted. The Teacher's Profile specifies the staff member's experience, education, specific qualifications, as well as hobbies and interests.

Non-Discrimination Policy

It is our policy to provide an environment that is free from unlawful discrimination of any type, including discrimination based on race, color, religion, sex, national origin, age, disability.

General Policies

State Licensing

We believe that licensing and rigid enforcement of standards are in the best interest of all children. Our Center complies with applicable licensing regulations and standards that the state of California requires.

Enrolling Your Child

To enroll your child, you must sign the Policy Agreement and pay a nonrefundable registration fee & first month's tuition. An Enrollment Record, Certificate of Health and Immunization Record, TB Test, Personal Record, physical exam form, and all other forms must be completed and returned prior to start date.

Tuition

Tuition payments will be due on the first day of each month. A late payment fee of \$25.00 will be added to all accounts not paid by the 5th of the month. Unpaid balances will result in disenrollment. A returned check fee will be charged to your account for all insufficient funds' checks.

Our policy is to review and adjust our fees annually.

Multiple Child Discounts

When multiple children from the same family attend the Center, a discount from the usual tuition fee is typically granted once a second child begins attending. To take advantage of the discount, full tuition must be paid for the child with the highest tuition base. The discount is then applied to the other child enrolled from the same family.

Vacation/Illness Tuition Policy

Tuition credits may not be available for holidays or days when our child is absent either for vacation or illness.

Late Child Pick up

Charges will be assessed to parents who leave their child beyond the regular closing time of \$1 per minute.

Time of Operation

The Center hours of operation will be from 6:45 A.M. to 6:00 P.M., Monday through Friday.

Program Fees

In addition to your monthly tuition the following fee are dues annually:

- March: Annual Fee of \$200 per child
- September: Materials and Supplies Fee of \$200 per child
- Monthly Meals: \$100 per month per child (optional)

Reporting of Absences

If your child is going to be absent, please notify the Center staff. If your child is ill, you should notify us as to the nature of the illness, particularly if it is contagious.

Birthdays

Your child's birthday is a special day. We enjoy being part of your child's birthday celebration and like to recognize birthdays here at our Center, if that is your preference. Please discuss with the Director before your child's birthday.

Clothing

We request that all children bring a few complete sets of extra clothing. All clothing needs to be clearly marked with your child's name. We cannot be responsible for unmarked clothing.

We recommend washable, comfortable play clothes that are easy for the child to manage. Tennis shoes or other soft-soled shoes are the safest, whereas sandals can lead to injured toes and be hard for the child to play in.

Personal Belongings

The toys and educational materials at Love & Care Learning Center are shared by all children as part of their learning experience.

The Center cannot assume responsibility for loss or damage to any personal possessions' children bring into the Center. It is distressing to children to misplace or lose belongings, and sometimes difficult for the Teacher to identify the owner. Therefore, children are encouraged to leave toys, food, money, gum, candy at home. Please help explain to your child why it is not wise to bring toys or other objects that they may not wish to share with the group.

However, it is highly recommended for a child to bring a blanket, special soft toy, or stuffed animal for use during nap time only.

Hiring Staff to Baby Sit

On occasion, parents ask our Teachers and Center staff to baby sit. Love & Care Learning Center does not authorize nor takes responsibility for any services that the Center's employees may provide outside of the Center premises or programs.

In addition, please do not contact the staff directly via their personal cell phones to check on your child at school. All communication must be done through Love & Care Learning Center via our school phone, Brighwheel, or email.

Disenrolling Your Child

To disenroll your child, we ask you to provide us with as much advance notice as possible, a minimum of 1 month is required.

Please include the reason for disenrolling.

Love & Care Learning Center reserves the right to disenroll any child who presents a risk to the health or safety of other children and staff, or any child whose needs cannot be met in our programs. Occasionally disenrollment occurs when a parent's or child's needs cannot be met. Refusal or inability to follow the Center's policies may also result in disenrollment.

Custody and Visits

Please note any custody or visitation restrictions on your enrollment form. Furthermore, please provide to the Center's Director any documents supporting those restrictions. We will strictly adhere to the instructions provided in such documents.

Open Door Policy

Love & Care Learning Center has an open-door policy whereby parents are welcome to visit the Center anytime during business hours. Parents may also call to inquire about their child, our programs, facilities, etc. during our business hours.

Safety and Security

Arriving at the Center

We recommend that you accompany your child into the classroom. This would allow you to have a brief discussion with the Teacher to give any information needed to make your child's day more successful. Our responsibility begins when you place your child in the care of a Love & Care Learning Center staff member.

Please make sure upon drop-off & pick-up you are directly notifying a staff member of your child's arrival or departure, do not drop your child off without a staff member present or pick them up without informing a staff member.

When the Center first opens, the children will start their day in a designated room based on their age. This provides an opportunity to get settled and gives children of different ages a chance to interact. Likewise, at the end of the day, as children are picked up, the remaining children might be placed in one room.

Sign-In/Out Procedures

Parents are required to sign their child in and out using their full signature. If someone other than the child's custodial parents will be picking up the child from the Center, prior authorization, in writing must be given. The parent or the guardian is the only person who can authorize the Center to release a child to another individual. The parent or guardian should provide the names of at least two other adults who have permission to pick up the child in case of emergency. This authorization is given on the enrollment form and should be updated if necessary. The Center has the right to ask for proper identification before releasing a child to someone other than the child's parent or guardian. The person who picks up the child must sign his/her "full legal" signature.

Emergency Procedures

Love & Care Learning Center has written procedures for dealing with emergencies, we will provide families with a detailed emergency plan in the enrollment packets. Evacuation plans are posted in each classroom. In the event an emergency occurs, the Center Director will attempt to notify the parents as soon as possible. We will call 911 as needed. Drills will be done periodically throughout the year.

The center practices emergency drills with the staff and students several times throughout the year.

In the event of an emergency or natural disaster (earthquake, fire, pandemic, virus, etc.) Love & Care Learning Center reserves the right to shut-down or close based on the safety of the children and staff. During this time, we will evaluate tuition to determine if there will be any changes. We do not reimburse tuition but may make future adjustments.

Emergency Notification Card

Emergency cards are kept on file for each child at the Center. In case of illness or injury, the cards are used to notify and advise you or the persons designated by you, of the child's status. If any of the following information should change at any time, please notify the Center.

Phone numbers where you can be reached during the day

Addresses at home and at work

Name of two authorized persons to contact in case of an illness or injury

Names of all persons authorized to pick up your child

Student Accidents

If your child is injured at the Center, first aid will be administered. If treatment by a doctor is needed, we will make every effort to contact you and the doctor you have chosen to treat your child. In the event of an emergency, we will make sure that your child receives the necessary emergency treatment until we can reach you. The authorization for emergency treatment on the Enrollment Form must be signed when enrolling your child. An incident report shall be filled out by the Center.

Insurance

We are covered by accident insurance. In the event of a minor injury (under \$200), our Student Accident Insurance provides primary coverage. The parent should complete our Student Accident Claim Form and attach receipts in order to receive payment. In cases involving more than minor injuries (over \$200), the parent should file a claim with the parent's or child's insurance carrier and with our carrier. Required forms are available at the Center. Although the parent's or child's coverage is primary, our Student Accident Insurance will pay the deductible and may cover bills unpaid by the parent's or child's insurance company.

Health and Nutrition

Medical Requirements

We adhere to state regulations regarding immunization records for your child. Immunization records and TB Test must be provided upon enrollment. Infant, toddler, and preschooler immunization records must be updated when necessary. Validated proof of immunization should be submitted as your child receives new immunization or booster shots.

Medication

We have detailed procedure in place to ensure that your child received the proper dosage of medication. All medication (both prescription and over the counter) must be signed on our Medication Form. All medications are stored in a locked area inaccessible to children. Medication will be administered by one designated staff member in the Center. The administration of the medication will always be witness by another staff member and recorded by our staff on the medication form.

Prescription Medication

Love & Care Learning Center administers prescription medications as directed by the child's physician, or dentist. A Medication Authorization form must be filled out by the child's parents or legal guardian and physician for prescription medication to be administered. Medication must be presented in its original container with the label attached, bearing the child's name, current date, time and dose to be given, number of days to be administered, and pharmacy name.

Over the Counter Medication

Over the counter medicines will be treated with the same caution as Prescription Medication. Oral over the counter medication such as aspirin, ibuprofen, and cough medicine can be administered only with the written permission of the child's parents, where the prescription medicines require a physician statement. Medication must be presented in its original container with the label attached, bearing the child's name, current date, time, and dose to be given, number of days to be administered, and the doctor's or dentist's name.

Topical applications such as diaper rash ointment, insect repellent, can be administered with the parent's written consent. We will follow directions provided on the manufacturer's label. All containers should be clearly labeled with the child's name.

Medication for Allergies or Chronic Illness

If your child requires medication for life-threatening conditions such as allergies, bee stings, etc., the prescription can be kept at the Center and administered when necessary, for as long as the child is enrolled. An authorization form must be signed by the child's parent and physician.

Medication in Emergency Situations

At least one member of our staff trained in CPR and certified in first aid is present at all times in the event of an emergency. In all situations, we will follow instructions of the Poison Control Center or physician when providing first aid procedures and/or administering emergency medications.

Illness

Children who are ill with a contagious disease or fever may not attend the Center. If your child becomes ill while attending the Center, we will contact you.

The Center Director will determine if a child is too ill to remain at the Center. Any child experiencing the following symptoms will be sent home:

Fever of 100 Degrees F. or higher

Contagious skin or eye infection

Diarrhea three times in the course of 2 hours

Vomiting

If your child is sent home because of illness, he/she must be free of any of the above symptoms for at least 24 hours before returning to the Center.

We will notify parent of children who become exposed to certain contagious diseases.

If your child should become infected with a contagious disease, please notify immediately the Center Director.

Biting

When a child bites, the following procedures will be followed:

The child who was bitten will be comforted and the bitten area cleaned to prevent infection. An incident report will be filled out and the child's parent will be notified.

The biting child will be redirected to appropriate activities. His or her parent will be notified, and the incident report placed in the child's file. The Teacher will carefully assess the classroom environment to minimize frustration for the child. The Teacher will discuss the incident with the child's parents to determine ways to redirect the behavior. The child will be closely supervised. The identity of the child will be kept confidential.

Most children stop biting soon after these actions have been taken. For those children who continue to bite, it may become necessary to remove them from the Center, either for a short period or permanently.

Toileting

When your child is enrolled, we ask that you complete a Child's Personal Record and inform us of your child's toilet habits. If your child is not yet toilet trained, you need to supply us with disposable diapers.

Cleanliness

Our Center is designed to be easily cleaned and maintained at high standards of sanitation. Our staff cleans and disinfects changing tables after each diaper change. All toys, equipment, and other areas are disinfected on a regular schedule.

Reporting of Child Abuse

We are required by law to report any suspected incidents of possible child abuse or neglect. In some cases, we are directed by the state's child protective agency not to notify the parents of the report.

Rest Time

All children who spend a full day with us will be required to rest. Depending upon their age, children are expected to rest quietly or engage in quiet activities, allowing those who need to sleep the opportunity to do so. Children will be provided a mat for rest time and you are required to bring blanket and sheet from home. Infants will sleep in cribs.

Food and Nutrition

Children (1 years-old and older) enrolled full-time have the option of being served a nutritious lunch and two snack each day. All snacks and meals are planned to meet the nutritional requirements of children.

We ask that you send food from home for special diets. Menus are posted weekly and billed monthly. If you plan on providing your own meal, please keep the following in mind:

1. All food must come into school in a lunch box and the lunch box will remain in their cubby all day. We will not put any food items in our fridge or freezer. An insulated lunch box with an ice pack is recommended.
2. Food must be prepared ready to eat (cut, mashed, or pureed to your liking). The teachers will directly open the lunch box and serve children food from it.
3. We will not heat any items; you can provide warm food in a thermos.
4. If you forget lunch or snacks there will be a daily charge of \$10 per day if your child eats any school meal.

For infants, formula and food should be prepared in advance and provided each day by the parents. Child's name should be on all containers, bags, and bottles. Bottles should be filled by the parents and given to the Teacher. All perishable food will be refrigerated. Food/bottles that need to be warmed will be heated in a Crock-Pot.