

# **Love & Glory Learning Center, Inc Parent Handbook**



**Love & Glory Learning Center, Inc.**

**4911 N 42<sup>nd</sup> Street**

**Tampa, FL 33610**

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# 813-664-6758

## Table of Contents

<b>INTRODUCTION</b>	11	Student Portfolios
3 ..... Mission	11	Screening
3 ..... Philosophy	12	Adjustments and Transitioning
3 ..... Goals	12	Field Trips
3 ..... History of the Center		
3 ..... Licensing Information		
4 ..... Administrative Organization	12, 13	<b>FAMILY INVOLVEMENT</b>
4 ..... Right To Modify	13	Family Involvement and Support
4 ..... Non-discrimination Statement	13	Open Door Policy
	13	Parent Participation
	13	Communication
	13	Parent-Teacher Conferences
	14	Parent Education and Resources
	14	Lending Library
	14	Concerns, Questions, Suggestions
	14	Annual Surveys
<b>ENROLLMENT PROCEDURES</b>		
4 ..... Program Options		
5 ..... New Student Orientation		
<b>PAPERWORK</b>		
5 ..... Required Forms		
6 ..... Health and Immunization Records		
6 ..... Medical Information / Allergies	14	<b>HEALTH AND SAFETY</b>
6 ..... Emergency Information	14	Meals and Snacks
6 ..... Accident Reports / Notification of Parents	15	Nutrition Policy
6 ..... Custody Issues	15	Nap / Rest Time
6, 7 ..... Confidentiality	15	Personal belongings and Toys
7 ..... Children's Files	15	Hand Washing
7 ..... Paperwork Updates	15	Diapering
	15	Toilet Training
	16	Clothing
	16	Cleaning and sanitation
	16	Supervision of Children
	16	Illness Policy
<b>FINANCIAL INFORMATION</b>	16, 17	Infestations / Contagious Illness
7 ..... Registration Fees	17	Medication Policy and Procedures
7 ..... Tuition	18	Accident Policy
7 ..... Refunds / Vacations / Absences	18	Allergies
7 ..... Returned Checks	18	Emergency Procedures and Drills
8 ..... Withdrawal Policy	18, 19	Child Abuse Reporting Policy
	19	Transportation
<b>OPERATIONAL INFORMATION</b>	19, 20	Guidance and Discipline
8 ..... Hours and Days of Operation	20	Smoking, Weapons, Violence
8, 9 ..... School Calendar / Holidays	20	Volunteers and Visitors
9 ..... Parking	20	Birthdays and Celebrations
9 ..... Arrival and departure Procedures	20	A Final Reminder ...
9, 10 ..... Attendance Policy	21	Quick Reference Checklist
10 ..... Security / Access to the Building and Classrooms		
	22	Statement of Receipt of Handbook and Policy Agreement
<b>PROGRAM INFORMATION</b>		
10 ..... Our Teachers		
10 ..... Daily Schedule		
10 ..... Curriculum		
11 ..... Lesson Plans		
11 ..... Assessments		

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## **INTRODUCTION**

Welcome to Love & Glory Learning Center; we are glad that you chose our center for your child or children. We feel honored to be a part of your child's development and hope to work closely with you in making their first learning experiences fun.

We are providing you with this hand book so that you can be aware of all our policies and procedures. Please take the time to read this hand book carefully and feel free to speak to our director if you have any questions or concerns. At the end of this hand book you will be asked to sign a form stating that you have received our policies and procedures. This form will then be kept in your child's confidential file.

### **Mission**

It is our mission to create a loving and caring environment in order to help the children in our care develop physically, socially, intellectually and emotionally and to discover the pure joy of learning that will last a lifetime. We are committed to enabling each and every child to develop a positive self-concept in order to be successful in their future educational endeavors.

### **Philosophy**

Here at the Love & Glory Learning Center, we believe that a child is an individual and each one will develop at his or her own rate. We believe that a loving and caring environment is crucial in developing the child physically, socially, intellectually and emotionally.

### **Goals**

Love & Glory Learning Center offers a first-class nurturing and learning environment that prepares its students to excel as young learners. We are dedicated to the well-being and educational success of every child. We are a quality learning center just for kids from the ages of 1 to 13.

Our Center has a strong commitment to accessibility and diversity. Its open door policy embraces all who desire to receive better quality of care, development, preparedness and education for their children. The Center works to provide affordable, first-class care-giving and education by staying abreast of current standards and methods of early education and through involvement with community early education agencies.

### **History of the Center**

This center began as a home day care – when the need and demand for child care outgrew the capacity of the owner's home, the business was changed to a child care center, which was purchased in 2003. That center was sold in 2006, and the present Love & Glory Learning Center, Inc. site was purchased. This is where we have been serving neighborhood families ever since.

The name for Love & Glory comes from a combination of the President/owner's mother-in-law's and grandmother's names.

### **Licensing Information**

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Love & Glory Learning Center, Inc. is licensed by the State of Florida through Hillsborough County Child Care Licensing. Our License (C TA 431490) is posted on our Parent Information Board located behind the office counter. The license is subject to renewal on a yearly basis.

**Administrative Organization**

Myrtice Agee is the owner and Director of Love & Glory Learning Center, Inc. Parent questions and concerns may go through the child’s teacher, but all final decisions are made by the owner/director.

**Right To Modify**

The owner/director of Love & Glory Learning Center, Inc. reserves the right to adopt, amend and delete any policy herein at their sole discretion at any time without notice in the best interest of Love & Glory Learning Center, Inc.

The policies and procedures in this Parent Handbook will be reviewed at least annually.

**Non-discrimination Statement**

Love & Glory does not discriminate against individuals based on race, religion, social and economic status, ethnicity, etc. We respect all children and adults and embrace the diversity and life experiences they can share.

***ENROLLMENT PROCEDURES***

Enrollment will be open to any child, providing that the center meets the needs of that child. Enrollment will be granted without discrimination in regards to sex, race, color, creed or political belief. Being a part of Love & Glory Learning Center, you are required to pay the full amount of your child’s fee to secure your child’s slot. Upon enrollment, parents are required to complete all required forms for each child attending the Love & Glory Learning Center. Forms must be fully completed and the application must be kept current at all times for emergency purposes. If there is any change in name, address, phone numbers or emergency contact(s), parents will be asked to complete a new form.

**Program Options**

- **Infants** – This program is for children ages 2 months to 12 months. This class is limited to 4 children with 1 teacher. Activities are based on THE INFANT TODDLER PLANNING GUIDE, which is a curriculum approved by School Readiness and Quality Counts For Kids.
- **Toddlers** – This is program is for children ages one through two (13mos-24mos). This class is limited to 6 children with 1 teacher. Activities are based on THE INFANT TODDLER PLANNING GUIDE, which is a curriculum approved by School Readiness and Quality Counts For Kids.
- **Twos** – This program is for two year olds (24mos-35mos). This class is limited to 10 children with 1 teacher. Activities are based on THE INFANT TODDLER PLANNING GUIDE, which is a curriculum approved by School Readiness and Quality Counts For Kids.
- **Pre-K - VPK** This program is for 3 and 4 year olds. This class is limited to 16 children with 2 teachers. The curriculum for this class is DOORS TO DISCOVERY which is approved for VPK classes.

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- **After School Program** – This program is for children ages 5 through 9 who are attending public school. We transport before and after school hours: children can be dropped off at the center from:
  - 7:00 to 7:20 am (van will leave the center promptly at 7:20)
  - 2:15 to 6:00 pm (van will leave the school at 2:25)

### **New Student Orientation**

All new families enrolling a child/children in the Center will receive an orientation which will include a thorough review of all required enrollment paperwork to be completed prior to the child attending classes. Parents will be given a Parent Handbook. The Director or Assistant Director will review and answer any questions about the policies and procedures that are outlined in the Handbook.

Families will be given a tour of our center and will be introduced to our teachers, with special focus on the child's classroom and teacher. Parents will be encouraged to discuss their child's special needs and expectations for their child while enrolled in the center. If they choose, parents are welcome to observe in the classroom or set up a meeting with the child's teacher prior to their child's enrollment. The tour will also include the location of the child's cubby and communication folder, parent information boards and family resources within the center. Parents will be asked to sign and date the Orientation checklist when completed; this form will be kept in the child's confidential file.

If needed, an interpreter can be arranged for the orientation process as well as during the child's enrollment in the Center.

## ***PAPERWORK***

### **Required Forms**

Parents will be required to complete the following forms prior to their child's attendance at the center:

- Enrollment Application
  - Emergency phone numbers
  - Persons authorized to pick up child
  - Authorization for emergency medical treatment
  - Allergies/chronic medical conditions/dietary needs
  - Medical Information (preferred doctor, hospital, etc.)
- #3040 State Physical form
- #680 State Immunization card
- What makes My Child Special! form
- Statement Of Receipt Of Handbook And Policy Agreement
  - Transportation Permission Agreement
  - Picture and Video Agreement
  - Discipline Statement
  - Tuition policy
  - ASQ Permission
  - Know Your Child's Day Care (received)
  - DCF Influenza Brochure (received)
  - DCF Expulsion Policy

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- Alternate Nutrition Agreement
- Child Care Food Program form
- Infant Feeding form (if applicable)
- School Readiness Voucher (if applicable)
- Signed/dated Family Orientation Checklist

**Health and Immunization Records**

Upon enrollment you must provide a statement of good health from your child’s physician (physical) and your child’s immunization record. This must be done within five (5) days of enrollment. The shot record and physical must be kept up to date for our Center’s records to stay in compliance with Licensing. For this reason, children may not return to the center until his/her record is updated, or a physician’s waiver is obtained.

**Medical Information/Allergies**

Your child’s health and well being is of primary importance to us. Parents are required to fill in information regarding their child’s allergies or any chronic medical conditions in the space provided on the Enrollment form. This information will be posted in each class.

**Emergency Information**

At enrollment, parents are required to complete an Enrollment Application which includes the following emergency information about your child: allergies and chronic medical conditions, emergency contacts who can authorize medical treatment for your child in case you cannot be reached, and persons authorized to remove (pick up) your child from the center. In an emergency situation the child’s parents will be called first. If they cannot be reached, staff will call the persons listed on the enrollment form until someone can be reached.

**Accident Reports/Notification of Parents**

When a child suffers a minor injury, first aid will be administered immediately and the staff person who witnesses the incident will fill out an accident report. Staff are responsible for notifying parents of any injury by having them sign the accident report when they pick up their child. Parents receive a copy of the accident report. The completed accident form is placed immediately in the child’s file in the office.

In case of a more serious injury or in the event of an emergency, we will notify parents immediately. If we are unable to contact parents, we will call the emergency contact(s) that you have listed on your application. If necessary, we will also call your child’s doctor and/or 911 (the ambulance). The owner/director will make this decision about the care of your child. Parents will sign a consent form for these provisions in their enrollment package.

**Custody Issues**

Love & Glory cannot deny a parent access to their child without a valid court order, regardless of the reason. If a parent or guardian is under a Custody Order or Restraining Order, the Center must be provided with a **Certified Copy** of the most recent court order. The orders of the court will be strictly followed.

**If no court order is on file with the Center, both parents shall be afforded equal access to their child as stipulated by law.** If a situation occurs where one parent does not want the other parent to have access to their child, Love & Glory suggests that the parent keep the child with them until a court order is issued and on file at the center.

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**Confidentiality**

Confidentiality is an important aspect in respecting children’s and families’ rights. Information pertaining to staff, children and their family is treated confidentially and is shared on a strictly “need-to-know” basis (in other words, information will not be shared unless it is to serve in the best interest of the child).

Access to screening and assessment results, medical records, and family information will be limited to the child’s classroom teacher (for educational planning) and the Director (for educational planning and record-keeping purposes). Child and family information is stored in locked files in the office. After five years, children’s records are destroyed.

**Children’s Files**

Love & Glory maintains a confidential file for each child in the center; these files include all information and records pertaining to the child (such as enrollment forms, medical records, educational records, assessments, family records, financial records, etc.). Children’s records are locked in a secure file, and access is limited to employees on a “need to know” basis. Children’s records may not be removed from the center.

**Paperwork Updates**

It is extremely important that we will be able to reach you in a case of emergency. Parents are required to keep their child’s enrollment information updated at all times. This includes home, work and cell phone numbers, changes/additions in persons authorized to pick up your child, emergency contacts, etc.

**FINANCIAL INFORMATION**

**Registration Fees**

There is a one time registration fee of \$20.00. If a family has more than one child attending Love & Glory Learning Center, a 10% discount in tuition will apply. The registration fee is non-refundable. The registration fee and tuition may be paid in cash, check or money order.

**Tuition**

Tuition must be paid the first day of each week (Monday). There will be a \$10.00 late charge for fees that are not paid on time. A payment agreement will be given to each parent to sign.

The overtime charge for children not picked up by the normal closing hour will be charged an additional \$10.00 for the first five minutes and \$1.00 each additional minute thereafter.

**Refunds/Vacations/Absences**

Registration and tuition fees are non-refundable.

Your child is allowed one week (tuition free) vacation each year. This vacation time must be scheduled in advance; please notify the director in writing when your vacation plans are finalized.

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Operating expenses continue whether your child is present or not. However, we understand that children can be ill for several days at a time. For this reason we will offer tuition credits as follows:

- If the child is present for three or more days of the week - full weekly tuition is due
- If the child is present for two or less days of the week - one-half weekly tuition is due.

### **Returned Checks**

There will be a charge of \$35.00 for any returned checks.

### **Withdrawal Policy**

We ask that family give a two week written notice to withdraw a child from our program. Families are responsible for full tuition throughout that period. Families that enroll their child but fail to notify Love & Glory Learning Center in writing of their decision not to attend prior to the child's first day of school will be held liable for the first week of tuition.

At any time during the calendar year, Love & Glory Learning Center staff may determine that the program is not appropriate for a particular child and request that the child be withdrawn or terminated from enrollment. If that should be necessary, staff will adhere to the following procedures:

- The teaching staff and Director meet concerning the situation.
- The teaching staff and Director meet with parents or guardians.
- If, after meetings and consultation, the decision is reached that the Love & Glory Learning Center is not appropriate for the child, the child is withdrawn/terminated from enrollment.
- At the family's request, staff will assist in finding an appropriate alternative setting for the child.

## **OPERATIONAL INFORMATION**

### **Hours and Days of Operation**

Love & Glory Learning Center is open Monday through Friday, 6:45 a.m. to 6:00 p.m.

### **School Calendar / Holidays**

Except for the following holidays, Love & Glory Learning Center, Inc. will be open Monday through Friday all year.

The Center will be closed on the following holidays:

- New Years Day (January 1<sup>st</sup>)
- Martin Luther King Day (January)
- Memorial Day (May)
- Independence Day (July 4<sup>th</sup>)
- Labor Day (September)
- Veterans Day (November)
- Thanksgiving Day and the day after Thanksgiving (Thursday/Friday in November)
- Christmas Eve (December 24<sup>th</sup>)



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- Christmas Day and the day after Christmas (December 25<sup>th</sup> and 26<sup>th</sup>)
- New Years Eve (December 31<sup>st</sup>)

A school year calendar for the VPK class will be given to parents at the beginning of the school year (August) and will be posted on the Parent Bulletin Board. The Hillsborough County Public Schools will be closed on additional days during the school year, and these dates will be listed on the VPK calendar; there will be no VPK program on these days, but your child may attend child care at Love & Glory the full day for an additional charge (please talk to the director for these fees). Parents of children enrolled in the School Readiness program are responsible for their child's full time daily parent fee on days when there is no VPK program.

We will do our best to post a reminder at least two weeks prior to a holiday period.

### **Parking**

Please pull into one of the designated parking spaces when dropping off or picking up your child – it is important not to block the front entry of the center for the safety and convenience of all families.

### **Arrival and Departure Procedures**

Parents are required to bring their child (ren) into the building and deliver them directly to their teacher. Please do not leave until you have signed-in your child (ren) in the classroom and have made his/her presence known to the teacher. Also make sure that you sign-out your child (ren) at the end of each day. At arrival each day, parents are encouraged to briefly share any important information that the teacher should know about their child for that day (such as a sleepless night, bad dream, fussy morning, not hungry, etc.).

At pick-up time, parents of infants, toddlers and twos will receive a written daily report from their child's teacher. These daily reports will include information about eating, sleeping, diapering, behavior and developmental progress. Information about preschool, VPK and school age children will be given to parents verbally.

Love & Glory cannot release your child to anyone other than persons listed as authorized on the child's enrollment form. This will be verified at time of pick up and the person picking up your child must show center staff a photo identification.

Children will not be released to persons suspected of being under the influence of illegal drugs or alcohol. If this occurs the center staff will contact another authorized person to pick up the child; if no other authorized person can be contacted to pick up the child, local police will be contacted to handle the situation.

### **Attendance Policy**

Your child can benefit most from our program by being on time and having regular attendance. The main activities for the day begin at 9:00 a.m. Unless your child has a doctor's appointment, etc. and have notified the office ahead of time, children cannot enter the building after 9:00.

**VPK Attendance Policy:** Your child will benefit most from the VPK program by being on time and having regular attendance; this is also a good time to help your child establish appropriate attendance habits that will carry over into elementary school and beyond. Love & Glory must abide by strict policies/regulations established by the VPK program regarding student

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attendance and reimbursement. For these reasons, Love & Glory has the following attendance policies for VPK students:

1. Hours:
  - a. The VPK program begins promptly at 8:30 am and runs until 11:30 am.
  - b. Children must be in their classroom by 8:20 am in order to be ready to begin at 8:30.
  - c. Please do not drop your child off before 8:20 am.
  - d. No child will be admitted after 9:00 am. This will count as an absence day.
  - e. Each child must be picked up no later than 11:30, or there will be a late fee of \$1.00 per minute after 11:30
2. Absences:
  - a. VPK children are allowed no more than 2 absences per month.
  - b. Excessive absences will not be tolerated and may result in children being dismissed from the VPK program.
  - c. Parents are required to call the center and report their child's absence no later than 9:00 am the day of the absence.
3. Wrap around program:
  - a. Those children who are enrolled to participate in the wrap around hours (before and after the VPK program) are expected to arrive, eat breakfast and be ready to start the day by 8:20 am.
  - b. Normal end of the day pick up policies apply.
  - c. Please refer to the Love & Glory Parent Handbook for Center policies pertaining to tuition payments and absences for the wrap around portion of your child's day.

**Security/Access to the Building and Classrooms**

The front door to the center is locked at all times and entry of all persons is monitored by center staff.

**PROGRAM INFORMATION**

**Our Teachers**

Teachers are required by Licensing to pass Level 2 screening. Because we are a NAC accredited center, all staff are required to have training in first aid, CPR, blood-borne pathogens, fire extinguisher use, and reporting abuse and neglect. In addition, staff are required to maintain a minimum of 20 hours of in-service training each year in early childhood education. This exceeds annual training requirements by local licensing.

All staff are trained to administer the Ages and Stages Questionnaire (ASQ3) screening tool and teachers are trained in the curriculum for their age group. All staff are encouraged to continue their education by obtaining a CDA or AA degree.

**Daily Schedule**

Classroom schedules are posted in each classroom. Schedules are designed to meet Environmental Rating Scale (ERS) guidelines for accessibility to learning center materials, outdoor play and appropriate balance of teacher-directed and free-choice play/activities.

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### **Curriculum**

Love & Glory uses the INFANT –TODDLER PLANNING GUIDE for our infant, toddler and twos classes. We use DOORS TO DISCOVERY for our preschool and VPK classes. All of our teachers are trained to use the curriculum for their class.

From time to time community helpers are invited into our classrooms to enhance curriculum themes (such as the fire department, law enforcement, doctors, dentists, etc.).

### **Lesson Plans**

Lesson plans for the week are posted in each class room.

### **Assessments**

Teachers will conduct ongoing assessments throughout the school year. Children will be assessed both formally and informally using a variety of methods, such as teacher observations, developmental checklists and curriculum assessment tools. Parents are also encouraged to share their observations from home with their child's teacher. While parents can request a meeting with their child's teacher at any time, there will be two parent/teacher conferences scheduled each year (fall and spring). During conferences, teachers will share assessment and screening results and give parents an opportunity to discuss their child's progress.

### **Student Portfolios**

Teachers are required to maintain a student portfolio for each child in their class. This portfolio will include observations and anecdotal records, samples of the child's work, ASQ screening assessments and developmental assessments that correspond to their group's curriculum. Teachers will use the information in these files to identify children's individual needs, modify curriculum and adapt teaching practices to meet those individual needs.

Collecting samples of the student's work will show their development over time. This progress will be shared with parents; parents will also be informed of any concerns regarding a child's behavior, development or progress and will be involved in any action plans.

### **Screening**

Love & Glory uses the Ages & Stages Questionnaire (ASQ) screening tool; parent permission is required for children to be screened. Parent input is involved in this screening process. All students enrolled in the School Readiness Program will be screened as directed by the School Readiness Program. All other students will be screened at the beginning of the school year.

All teachers have been trained to use/administer the ASQ tool. Children are screened by their child's teacher in their own familiar classroom. If developmental concerns arise, parents will be notified and referred to professional agencies such as School Readiness for further screening.

Teachers will use learning assessment tools that come with their respective curriculums for documenting children's progress in the classroom. These assessments along with screening information, classroom observations, samples of students work and anecdotal records will be used to determine children's progress during the school year. Teachers will use screening and assessment results to guide curriculum planning and develop goals for individual children. This information will be shared with parents at conferences.

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Children's screening and assessment records will be kept confidential in locked classroom files. Results of the screening or assessments will only be accessed/shared with the parent/guardian who enrolled the child, teaching staff, administration or appropriate professionals (with the parent/guardian's written permission) for the purpose of supporting the child's growth and development.

### **Adjustments and Transitioning**

Children new to the child care setting may be anxious or teary during their first days or even weeks. Our teachers are experienced in giving extra attention (hugs or holding younger children) and reassurance during these times. Parents are welcome to call the center for an update on how their child is doing during those first days. Parents should know that children may cry when they are dropped off at school; our teachers will work quickly to get them involved in activities, and the tears will typically disappear.

When it is time for a child to move to the next class, we will share this information with parents. Once the parent is notified, we will talk to the child about the move. Because we are a small, home-like center, children know all of our teachers and students and are familiar with all of the classrooms, so transitions are usually easy. Children that are uneasy or hesitant about moving to a new class may be given a few 'half days' in the new class to help ease them into the group.

We also help parents with preparation for sending their children to public kindergarten by posting kindergarten round-up information in the spring.

### **Field Trips**

A general permission slip for transportation is included on the signature page of this handbook. Parents will sign this at the time of enrollment. As required by Licensing, each field trip will be posted at least two days in advance next to the parent's sign in book in the entry. The field trip notice will give details about the date, time and location of the trip as well as the cost, if any. Parents must sign the posted field trip notice in order for their child to participate. If you prefer your child not attend any field trips or any certain field trip, please provide written notice in advance.

## ***FAMILY INVOLVEMENT***

### **Family Involvement and Support**

Families are the first and most lasting influence upon how a child feels about themselves. Child care/school is a shared process, and we encourage you to share in the day-to-day activities of the Center; meals, classroom visits and special occasions. We invite you to share your ideas, traditions, recipes, job, hobbies and even yourself in any other way that you would enjoy. Families members have a wealth of experiences to share and are an important piece of our community ... they are welcome in the classroom any time. If you are unsure how you might be involved in your child's classroom, we urge you to contact your child's teacher for

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suggestions. We welcome your suggestions, comments or inquiries to check your child's progress.

Because your child will be spending a major portion of his/her day at the Center, we want to make sure that parents/guardians are kept informed of all that is happening in the classroom, the Center and the community. Each child has a folder located near the door of their classroom. We will use this as a communication tool ... from time to time you will receive classroom information, memos, and notices of special events. Approximately once a month you will receive a center newsletter which will contain tips and information on parenting and how to extend your child's learning in the home. Please check your child's folder daily.

Community notices that may be of interest to our parents and families are also posted on the parent bulletin board next to the Center's entry door. These may include opportunities for family events, parent education or support, and we urge you to frequently check the parent bulletin board for new fliers and information.

### **Open Door Policy**

Parents are permitted access to the Center and to their child during all hours of operation.

### **Parent Participation**

We want you to feel free to visit your child and/or participate in center activities at any time. Our classrooms are open for observation and parents are encouraged to participate in classroom activities, special projects and events. Parents, grandparents or other family members may wish to volunteer in the classroom – reading a story to the children, helping with parties and special celebrations, or joining in on fieldtrips are all ways that families can volunteer in the center.

If you would like to participate in your child's classroom activities, but are unsure how to become involved, our teachers can give suggestions. Your child's teacher can also help find ways for working parents to be involved in ways that do not necessarily require time away from work. This might include preparation of materials or finding items needed in the Center.

### **Communication**

Teachers will communicate with parents verbally each day as children are dropped off and picked up. **We may communicate with parents by emails and text messages.** We may also communicate with parents by placing memos, fliers, newsletters or notes in your child's folder next to their classroom door – please remember to check your child's folder each day. Each classroom has a parent bulletin board that will have information about that class posted on it (lesson plans, schedule, special activities, etc.), and the parent bulletin board for the entire center is in the entryway.

Parents of infants, toddlers and twos will receive a daily report with information about eating, sleeping, diaper changes, and any significant developmental events (rolling over for the first time, first steps, using the potty, etc.).

Parents are asked to complete a "What Makes My Child Special" at the time of enrollment. This forms contains important information about your child and your family (strengths, fears, family beliefs and customs, etc.), and helps your child's teacher plan classroom activities that will work best for them. We also encourage parents to share information and concerns with their child's teacher all through the school year – it is important that we work as a team to help your child be the best that they can be!

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### **Parent-Teacher Conferences**

Parents may request an informal conference with their child's teacher at any time. Formal conferences are offered twice during the school year (see Assessment, Screening, and Student Portfolios in this handbook). Formal conferences are an important time for parents and teachers to share information and work together to make goals for the child's learning experiences. Parents will be notified about conferences two weeks in advance and a sign-up sheet will be posted on your child's classroom door.

### **Parent Education and Resources**

A binder containing information about agencies and services in the community that might be of interest to our parents is maintained on the counter in the entryway. Community events for children and their families, or opportunities for parenting or adult education are posted on the parent bulletin board in the entryway. In addition, our parent information table (under the parent bulletin board) has pamphlets and brochures and information that may be of interest to our parents. Please check out these resources from time to time as the information changes frequently.

### **Lending Library**

The center maintains a lending library for children on the counter in the office area. Parents may borrow a book to read to their children at home – just sign out your book on the sheet provided and sign it in when you return it to the center. Books need to be returned to the center within one week.

### **Concerns, Questions, Suggestions**

Parents are always welcome to discuss any questions, concerns or suggestions with our Director. Parents may also discuss concerns about their child directly with their child's teacher.

Questions, concerns or complaints regarding the program or policies should be directed to the Owner/Director, Myrtice Agee at Love & Glory Learning Center, Inc. @ 813.664.6758. If the Director is unavailable, or you wish to keep your comments anonymous, you may make your comment or suggestion in writing and place it in the Suggestion Mail Box on the front of the counter in the entryway. If you wish a response to your written comment, question or suggestion, please be sure to include your name and that of your child.

### **Annual Surveys**

Parents will be asked to complete an annual evaluation of the program during the middle of each school year. Suggestions and evaluation results are used to help make quality improvements to program operations when applicable.

## **HEALTH AND SAFETY**

### **Meals and Snacks**

We will provide breakfast from 7:00 a.m. to 8:30 a.m. Cut-off time for breakfast is 8:30 a.m. NO EXCEPTIONS. We also provide a hot lunch and two snacks during the day.

### **Nutrition Policy**

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Love & Glory follows USDA guidelines for meals and snacks served at the center, as required by Licensing. This means that all food brought into the center by children must also meet the USDA standards. Children that cannot eat what the center provides (whether for medical, allergy or religious reasons) must have a written note from their doctor or parent. Parents will be responsible for providing substitutions for food that children are not able/allowed to eat, and substitutions must meet USDA guidelines for nutrition.

All food brought into the center for the purpose of sharing (i.e. birthday or holidays) must be from a licensed bakery or manufacturer. No homemade food is allowed. All foods must be in original, unopened packaging from the bakery or manufacturer.

### **Nap/Rest Time**

Infants are on an individualized napping/sleeping schedule. Cribs are clearly labeled with the child's name – no two children may share a crib. Toddlers and twos have a 2 ½-hour nap time from 11:30 to 2:00 each day, and preschoolers/VPK nap from 12:00 to 2:00 each day. The center provides cots and sheets for the cots; children use the same cot and sheet each day, and sheets are laundered each week (more often if necessary). Parents should supply a towel for nap labeled with their child's name (to be used as a blanket). The towel will be kept in your child's cubby during the week and sent home to be laundered on Fridays; be sure to return it each Monday. No toys are allowed at naptime.

### **Personal Belongings and Toys**

Love & Glory cannot be responsible for lost or broken items brought to the school including clothing items, jewelry, toys, books, etc. Jackets, sweaters, extra clothing and any personal possessions should be clearly labeled with the child's name.

### **Hand Washing**

Teachers will teach children proper hand washing techniques and ensure that children wash their hands at appropriate times. Both staff and children should wash their hands ...

1. Upon arrival in class
2. After coming indoors from the playground
3. After using the rest room
4. Before handling any food or utensils or handling a bottle
5. Immediately before eating meals or between feeding babies or toddlers
6. After meals
7. After dealing with bodily fluids (blood, nasal discharge, saliva, urine, stool)
8. After touching pets or contaminated objects
9. After sand or messy play
10. Before and after water play
11. After cleaning or handling garbage
12. Before and after giving medication
13. When handling a pacifier or other mouthed toy

### **Diapering**

Parents are required to supply all of their child's diapering needs: diapers (at least 5 at the center at all times), wipes, etc. These supplies are kept in the child's cubby and are not shared with other children. Please remember that diaper cream is considered an over-the-counter medicine and requires a medicine form (see Medication Policy and Procedures). All children in diapers must have an extra change of clothing at the center at all times.

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### **Toilet Training**

Teachers and parents must work together when it is time for toilet training – when parents have started the toilet training process, we will match the process at the center. We cannot work on toilet training if it is not started and maintained at home. Parents must supply pull-ups (keep at least 5 pull-ups at the center at all times) and 2 complete sets of extra clothing for their children that are being toilet trained. Children that are in the process of being toilet trained will be asked to use the rest room frequently and praised for their efforts and successes. Children having toileting accidents are never shamed, scolded or punished.

### **Clothing**

All children should keep an extra change of clothing at the center at all times – even school age children can have art or toileting accidents, and it is much less embarrassing for the child when they have their own clothes to change into.

### **Cleaning and Sanitation**

Love & Glory follows strict cleaning and sanitation procedures to prevent the spread of germs and prevent illness in the center. We use a bleach/water solution as required by Licensing to sanitize surfaces and toys.

### **Supervision of Children**

Children are never left unattended at any time. Teachers are required to 'count heads' frequently to ensure that all children in the group are accounted for, particularly when moving from one room to another, going to or from the playground, and when transporting children. Teachers are also required to keep accurate attendance records at all times.

### **Illness Policy**

Parents must make other arrangements for the care of their children if they show any symptoms of illness as listed below. If a child becomes ill while at Love & Glory, the director or teacher will immediately notify the parents. The child will be kept separated from the group in the office area until taken home. Parents are expected to pick up their sick child as quickly as possible after being called. If parents cannot be reached, we will call other persons on the child's emergency contact list.

Children who arrive at the center and appear ill or contagious (see list below) will not be permitted to attend childcare and will be sent home. Children who have been sent or kept home for any of the following reasons should not return to child care until 24 hours after symptoms have ended.

Children will not be permitted at our school with any of the following conditions:

1. Fever of 100 degrees or higher, and if they also have one or more of the following: diarrhea, earache, irritability or confusion, sore throat, rash.
2. Vomiting on two or more occasions within the past 24 hours.
3. Diarrhea – three or more watery stools in a 24-hour period.
4. Draining rash or undiagnosed rash lasting over a 24-hour period.
5. Eye discharge or pink eye. Children can be readmitted after medical diagnosis to rule out bacterial or viral infection, or 24 hours on antibiotic treatment.
6. Fatigue that prevents participation in regular center activities.
7. Open oozing sores and scabs, unless properly covered and 24 hours on antibiotic treatment.



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8. Head lice – until treatment is effective, the child is nit-free, and a follow-up check has been made by school personnel.

If your child will be absent due to illness, we request that you notify the center. This enables us to keep track of any illnesses which may occur at our school. This information will only be shared with teachers on a “need to know” basis.

### **Infestations / Contagious Illnesses**

Children will be excluded from participation in the program if they exhibit symptoms of any contagious illness or infestation. 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. Children must present a doctor’s note stating they are no longer contagious and can return to the center.

If your child has a confirmed case of a contagious illness or infestation, we ask that you share the diagnosis with the center director. We will make sure that parents of the children that were in the same group are notified that their children may have been exposed. A notice about the possible exposure will be posted on the classroom door and parents will receive notification and information about the illness/infestation. Only information about the communicable illness/infestation will be shared. Love & Glory will take all measures necessary to protect your child’s confidentiality.

Infestations and communicable/contagious illnesses include, but are not limited to:

- Head lice
- Strep throat
- Ring worm
- Chicken pox
- Fifth Disease
- Impetigo
- RSV
- Ringworm

### **Medication Policy and Procedures**

Love & Glory cannot give prescription medication to children without the written instructions from a physician. Medicine must be in its original container, bear the name of the child to whom it is given and must accompany a doctor's written instructions for dispensing. Nebulizers are administered only if the medicine is in proportioned doses. The first dose of medication should be given at home in case of a reaction.

Love & Glory will not administer nonprescription medications. Diaper cream (considered a non-prescription medication) may only be administered by following the manufacturer’s recommendation on the label. Medication must be in the original container and prescription medications must be accompanied with a copy of the information given to you by the pharmacy.

Medications must be handed directly to a teacher or the director (do not send medications, ointments, etc. in your child’s backpack). Love & Glory cannot accept or store any medication

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that is expired. Parents should always give the first dose of any medication to ensure that their child will not have a reaction.

Parents must complete a medication authorization form with instructions that are consistent with the labeling on the medication. All medicines are stored in a lock-box out of the reach of children. Medicines are only dispensed by the Director or a person designated by the Director. Staff must sign the medicine authorization form and document the time and dose each time the medicine is dispensed.

### **Accident Policy**

All accidents and incidents that occur while the child is in the Center's care are documented in writing on an Incident/Accident report. This information includes a description of the injury, when and how it happened, and first aid that may have been given. The Director will call the parent to notify them of all but the most minor injuries. At pick-up time, teachers will have parents read and sign/acknowledge seeing the information on the report. The signed report is then filed in the office.

In the case of a more serious injury (any head injury, cut that might require stitches, possible broken bone, etc.), parents will be called for notification and instructions. If the situation cannot wait for return calls from the parent, emergency contacts on the child's enrollment application will be called. Emergency Medical Services (911) will be called for all life-threatening emergencies, followed by notification of parents.

### **Allergies**

Parents are required to list all allergies (food and non-food) and medical conditions for their child on the enrollment application form. This information is then posted in a confidential manner in each classroom and in the kitchen.

Parents will be responsible for making any food substitutions that are required to accommodate food allergies.

We ask that you also talk to your child's teacher about any food allergies or food restrictions that your child may have. This will help the teacher in being sensitive to and accommodating your child's dietary needs for snack, cooking projects, etc.

### **Emergency Procedures and Drills**

Love & Glory takes reasonable precautions to ensure child safety at all times. We require all staff to be certified in First Aid, CPR and Universal Precautions. The center has an Emergency Response Handbook that addresses policies and procedures for dealing with any emergency situations that might occur. A copy of the Emergency Response handbook is located in each classroom, and staff are required to read and understand all emergency responsibilities as outlined in the plan. Our Staff review the emergency procedures each year prior to the start of school. Parents may ask the Director if they wish to read the center's Emergency Response Handbook.

Love & Glory conducts fire drills with staff and children once a month, and tornado/severe storm/hurricane drills once every three months. Staff are expected to educate/prepare children for evacuations, shelter in place and lock-down situations. In case of severe weather or other

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emergency conditions that result in the closing of the local public schools, Love & Glory will also be closed. We reserve the right to close based on the emergency situation. In the event of an emergency, parents will be contacted by the Director or Assistant Director with notification of emergency pick up location or other instructions.

### **Child Abuse Reporting Policy**

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of Love & Glory Learning center, Inc. are considered mandated reporters under this law. The employees of Love & Glory Learning center, Inc. 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. Mandated reporters can be held criminally responsible if they do not report suspected abuse or neglect. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of Love & Glory Learning center, Inc. can not be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

### **Transportation**

Love & Glory has a van for transporting children to and from school, on filed trips or for emergency evacuation purposes. The center van is maintained in compliance with State and County Licensing agencies; drivers are screened and meet all Hillsborough County Child Care Licensing standards. The center has policies and procedures in place for the safety and supervision of children while being transported, including emergency procedures.

We care about the safety and well-being of your children ... please remember to use a suitable car seat or booster seat when your or anyone else transports your child to and from the center!

### **Guidance and Discipline**

At Love & Glory, discipline as a process of developing appropriate behaviors. We begin our behavior management by providing an interesting learning environment for the children, with plenty of opportunities for the child to choose what they would like to do. A challenging environment that allows experimenting, learning, physical activity, and quiet times prevents boredom and promotes good behavior.

We use indirect guidance techniques such as these:

- We give advance warnings: "You have five more minutes to play before it's time to clean up."
- We give choices: "You may paint with the other children or you may read a book in a quiet corner."
- We have regular routine: "We always wash our hands before lunch. After lunch is a story time."
- We avoid nagging: We tell the child what we expect just once, follow it by asking the child if he/she remembers what we asked, and then offer to help the child do what was asked.
- We're consistent: We do things the same way each day so the children know what to expect and learn to trust and feel safe in their environment.

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We also use direct guidance techniques:

- We use positive statements: “We use walking feed indoors” rather than “Don’t run!” or “Use your words to tell us you’re angry” rather than “Don’t hit!”
- We get the child’s attention by crouching down to his/her level, making eye contact, speaking quietly, and asking the child to repeat the directions.
- We try very hard to be fair. We examine our expectations to make sure they are age appropriate, and we don’t make rules just because an activity is too noisy or messy.
- We avoid arguments by following through with solutions that address the problem, but also offer the child a way to exit gracefully from the problem: “You can choose a quiet place to calm down or I can choose one for you.”

If a child is unable to demonstrate self-controlling behavior, a brief time-out results for the child to regain control. Time-out occurs only when other measures fail, and is used as an opportunity for the child to re-group, not as a punishment.

Some negative behavior is best ignored since its goal is often to get attention. This technique is effective for some of the disruptive things children do and it minimizes mimicking activity by other children.

If a child is unable to gain control and requires more individual attention that can be given within child-to-staff ratios, we may need to contact a parent. A child that consistently requires one-to-one attention may have to leave the center temporarily for safety’s sake. Repeated uncontrollable behavior can lead to discontinuation of services.

There will be no spanking, yelling or any form of physical punishment for your child. Discipline will not be associated with food, rest or restroom privileges.

### **Smoking, Weapons, Violence**

Smoking is not allowed in the building, on center property or around children during center events, even if not on center property (example: field trips, programs, etc.).

Weapons, whether real or toys, are not permitted on center property or in the building; this includes toy guns, knives, swords, etc. Games, toys, pictures, videos, books or anything depicting frightening or violent subject matter is not permitted in the center or on center property.

### **Volunteers and Visitors**

All volunteers and visitors must sign the Visitor Log book located in the entryway. Only persons who are authorized by parents or are from a recognized business or agency will be allowed in the center.

### **Birthdays and Celebrations**

Parents are welcome to help us celebrate their child’s birthday at the center ... all children’s birthdays are celebrated at school making it his/her special day. You may send/bring a snack to share with the class during morning or afternoon snack. Please keep the snack simple and discuss plans with your child’s teacher in advance. Parents may also send special party cups, plates or napkins, but party favors, hats, balloons, etc. are not allowed.

To prevent hurt feelings, please do not send party invitations to school unless you are inviting all children in the class.

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## A FINAL REMINDER ...



The following "Quick Reference Checklist" has been added to help busy parents keep track of some of our most frequently forgotten policies.

If you have any question or concerns,  
Please contact Myrtice Agee.

Love & Glory learning Center, Inc.  
Monday through Friday **7:00 a.m.** to 6:00 p.m.  
Closed weekends and holidays

- ✓ **The Center door opens at 7:00 a.m.**
- ✓ Children must be at the Center by 9:00; doors are locked and children will not be accepted after 9:00 unless parents have called and made arrangements.
- ✓ Breakfast starts at 7:00 a.m. and ends promptly at 8:30 a.m.
- ✓ There is no child care after 6:00 p.m.
- ✓ **A late charge of \$2.00** per minute per child begins at 6:01 p.m. if your child is not picked up by 6:00 p.m.
- ✓ Upon enrollment, payment is due in full for the entire week.
- ✓ All payments are due on Monday. Any payment received after Monday will be subject to a \$10.00 late fee.
- ✓ If payment for the week has not been received by the end of the day on Tuesday, your child or children will not be able to attend the following day (unless prior arrangements have been made).
- ✓ Full payment is due every week, even if your child or children miss a day or there is a holiday.
- ✓ There will be a service charge of \$20.00 for all returned checks. After 2 checks are returned, no other checks will be accepted (cash, **debit card**, or money order only).
- ✓ Upon enrollment, all children are required to have proof of immunization, physicals are required yearly.
- ✓ All children are required to have two extra set of clothing at the center for the week – children that are toilet training must have 2 extra sets.
- ✓ There will be field trips scheduled throughout the year. You will be notified in advance when trips are planned. All fees for field trips will be the responsibility of the parents.
- ✓ All children who become ill (fever, diarrhea, and any other contagious disease) will not be allowed to attend the child care until they have been seen and released by a doctor.
- ✓ All children will be served breakfast, lunch and 2 snacks per day. Parents are responsible for substitutions for foods (due to allergies, religion or personal beliefs).
- ✓ Children need to have a towel to use as a covering at naptime.
- ✓ **Please provide email address and cell phone number and carrier (ex. Metro, Sprint etc....)**

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STATEMENT OF RECEIPT OF HANDBOOK AND POLICY AGREEMENT

I have read the Love & Glory Parent Handbook and have had an opportunity to have my questions and concerns answered. I acknowledge my understanding and agreement to comply with the policies as stated in the Love & Glory Parent Handbook, including but not limited to the following:

- I understand the MEALS AND SNACKS and NUTRITION policies on page 14 of this handbook. I understand that food substitutions, for any reason, are my responsibility and must still meet USDA guidelines.
I understand the CLOTHING policy on page 16, and will keep an extra change of clothing for my child at the center at all times.
I understand the ILLNESS and INFESTATIONS/CONTAGIOUS ILLNESSES policy guidelines on page 16 & 17, and will not bring my child to school if I suspect he or she is ill or contagious.
I will respect my child's learning environment by following ARRIVAL AND DEPARTURE PROCEDURES and ATTENDANCE POLICIES on page 9 & 10, by arriving on time each day (by 9:00 a.m.), bringing my child into the building, signing them in and out of the center, and modeling the behavior rules, including using a quiet voice, allowing the child to care for their own belongings and using walking feet.
I understand and agree to follow all tuition policies outlined in FINANCIAL INFORMATION on pages 7 & 8, including registration fees, tuition, dues dates, late fees, and returned checks.
I have completed or supplied all REQUIRED FORMS as listed on page 5, including a health form and immunization form.
I understand the GUIDANCE AND DISCIPLINE POLICY as stated on page 19 & 20.
I will transport my child in a suitable car seat or booster seat at all times, and all persons transporting my child to or from the center will do the same.

I/We, the undersigned, make the following choices for granting or not granting permission as indicated for:

- ASQ Screening and Procedure: I/we (check one) DO or DO NOT give permission for Love & Glory Learning Center to screen my child using the ASQ screening tool (see SCREENING on page 11).
Transportation Permission Agreement: I/we (check one) DO or DO NOT give permission for Love & Glory Learning Center, Inc. to transport my child as part of the child care program.
Photography/Media Release: I/we (check one) DO or DO NOT consent for Love & Glory Learning Center, Inc. to photograph, video, or make any likeness of my child for use in the classroom, brochures, news releases or promotional activities.

I/We, the undersigned, acknowledge that I/we have received the following brochures from Love & Glory:

- I have received the Know Your Child Care Facility Brochure
I have received the DCF Influenza Brochure

We, the undersigned, agree that we will try to consistently reinforce the ground rules of Love & Glory, and that we understand and agree to abide by the policies outlined in this Parent Handbook regarding all aspects of Love & Glory program operations.

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

Child's Name \_\_\_\_\_