



Parent Handbook

Our Mission

Our mission is to provide the highest quality care and education for children in a safe, secure, and nurturing environment where children can learn through play within a social environment.

Our Vision

Our vision is to provide a stimulating early learning environment which promotes each child's social/emotional, physical, and cognitive development. Our goal is to support and nurture the children and our own natural desire to be life-long learners. We are committed to the families we serve, providing support and encouragement.

Policy Statement

Learn N Play CDC welcomes all children and is committed to providing developmentally appropriate early learning and development experiences that support the full access and participation of each and every child. We believe that each child is unique and work in partnership with families and other professionals involved with the child to provide the support every child needs to reach their full potential.

REGULAR TUITION RATES

**Annual Registration Fee \$100.00 for first child
\$50.00 per sibling**

*Registration Fees are DUE EVERY AUGUST regardless of your child's start date

	<u>FULL-TIME</u>	<u>M/W/F</u>	<u>T/TH</u>
Infant/Toddler	\$260	\$200	\$160
2 - 3 Years Old	\$230	\$170	\$140
3 - 4 Years Old	\$190	\$140	\$110
4 - 5 Years Old	\$185	\$135	\$105
Afterschool	\$110		

*Families with more than 1 child enrolled full-time will receive a discount off weekly tuition for each additional sibling.

*Pricing for Summer Camp, and Holiday/School Closure Camps will come out when registration opens for them.

DROP-IN/FLEXIBLE CARE RATE OPTIONS

***NOT COVERED BY ABC QUALITY OR 4K FIRST STEPS PROGRAM**

***LIMITED AVAILABILITY! CALL AHEAD FOR AVAILABILITY.**

RATES: (31 months - 12 years)

Non-Member Drop-in

1st Child \$18 per hour

Siblings \$9 per hour

Member Drop-in

1st Child \$14 per hour

Siblings \$7 per hour

All Day (up to 9 hours):

1st Child \$70/day

Siblings \$35/day

Monthly Preschool for MEMBERS ONLY (AGES 2.5 & OLDER): (8am-12pm Monday-Friday)

2 days a week \$350/Monthly

3 days a week \$450/Monthly

5 days a week \$650/Monthly

*Good for 4 weeks. Expires monthly with no roll over.

Weekly Childcare

1st Child \$200/week

Siblings \$170/week

Part-time

2 day \$110/week

3 day \$140/week

Camps

Half Day (8a-12p or 2p-6p) \$150/week

Full Day \$200/week

*Daily Camp Rates available

Infant/Toddler Rates: (30 months & UNDER)

Drop-In Non-Member:

1st Child \$20/hour

Siblings \$10/hour

Drop-In Member:

1st Child \$16/hour

Siblings \$8/hour

All Day (up to 9 hours):

1st child \$90/day

Siblings \$45/day

Weekly Childcare

5 Days \$275/week

3 Days \$205/week

2 Days \$155/week

*Infant/Toddler rate is the first rate and then sibling rates apply.

*The minimum charge for each stay is the first hour rate.

POLICIES AND PROCEDURES

HOURS OF OPERATION: Monday-Friday 7:30am to 6:00pm
Saturday 9:00am to 9:00pm (BY RESERVATION ONLY)

AGES OF CHILDREN ACCEPTED: 6 weeks to 12 Years Old

HOLIDAYS AND CLOSINGS:

- New Year's Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day/Black Friday
- Christmas Eve
- Christmas Day
- 2 Staff Days Per Year (Training)

ADMISSIONS/WAITLIST: Children of all abilities are accepted into Learn N Play CDC and families interested in having their child attend the program will be given an equal opportunity for admission. A waiting list may be maintained and children will be accepted from the list on a first come first served basis.

REGISTRATION: All forms must be filled out, signed, and returned and all additional documentation requested must be provided before your child can begin.

REGISTRATION FEES: There is an **annual registration fee of \$100.00 (1st child) and \$50 (per sibling)** due before your child can start. Registration fees are nonrefundable and are due EVERY August.

RATES: Please refer to *the Tuition Rate Sheet* for specific costs and fees. Tuition is due by Friday for the following week. Drop-in tuition is due at drop-in (deposit required).

LATE PAYMENTS: We DO NOT accept late payments. Tuition is due by CLOSING EVERY Friday for the following week. BrightWheel will automatically calculate a **DAILY** late fee of \$10.00 to your child's account and **MUST** be paid before your child returns.

DROP-IN CARE: Drop-in care is only offered when there is availability. You **MUST** call in advance to check availability and reserve your spot. A payment will be required to reserve your spot and is non-refundable. You are not required to pay a registration fee for drop-in care, however members do get a discount on drop-in care.

TUITION: Not all of our tuition plans are flexible. Weekly plans are good for only that week, and they do not roll over. Monthly plans are good for 4 consecutive weeks and do not roll over. ALL Regular Tuition plans are paid on a weekly basis whether your child is absent or sick and are due by Friday for the following week. This ensures your child has a spot. We do not offer makeup days, refunds, or credits. Late fees will automatically be posted to accounts that are left unpaid after closing on Friday's. Drop-in/Daily Care is paid at drop-off daily.

CHANGE IN PROGRAM: We understand that your needs for childcare may change. If a change is needed, you must request a change in program with at least two weeks' notice. Your request for a change in program can only be fulfilled if and only there is an opening in the program for the schedule you have requested. Once a change has been fulfilled, a change back to the child's original program will only be

changed based on availability. If you decide to unenroll your child from our center, a two-week notice is required. You will be responsible for the tuition during this notice period. Any past due tuition will be forwarded to collections and/or small claims court starting in week three.

EMERGENCY INFORMATION: It is imperative that you keep your emergency contact information up to date. Please notify the front desk of any changes to your phone number, address, and employment. This information is vital in the event of an emergency.

INCLEMENT WEATHER: In the event we have bad weather, we will follow Horry County Schools procedures for bad weather delays and closing, and early dismissals. We will provide information about delays and closings through BrightWheel. There will be NO reduction in tuition fees due to inclement weather.

ABSENCES: There is **NO REFUND** for temporary or sick absences. If your child is absent for more than a week without payment, the child will be dropped from the enrollment list and the vacancy will be filled. Children who attend part-time may not switch days without advance notice and the Director's Approval. You **MUST** let the center know when your child will be absent, and a doctor's note will be required to return. The only way to guarantee your child has a spot is to pay for your child's spot when they are absent.

PICK-UP: Our secure pick-up policy requires that you show photo identification. A child will only be released to a custodial parent or guardian, or designated emergency contact named on the registration form. In situations of custody agreements, Learn N Play will follow court ordered documents. Parents are responsible for providing accurate information in this area. A parent or guardian may grant permission for another adult to pick up the child if permission is given in writing in person to staff. If a different person will be picking up your child, you will need to notify us at the time of drop off and the appropriate "code" word and identifications will be required. Telephone authorizations to release a child to someone does not usually pick up the child will be accepted **ONLY** if prior written authorization has come from the custodial parent or legal guardian.

RIGHT TO REFUSE CHILD RELEASE: We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child, or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

FULL ACCESS: Parents of children enrolled at Learn N Play CDC have full access to their children without prior notice unless there is a court order limiting parent access. Access provided to parents must not disrupt instructional activities and/or classroom routine.

ARRIVAL/DROP-OFF: If your child will be here for Lunch and Nap time, they **MUST** be dropped off no later than **10:00 am**. If you are running late or have a doctor's appointment, you must call before **10:00 am** to notify the center. We may ask to provide a doctor's note if your child arrives after **10:00 am**. We will accept drop-offs after 2:00 pm if there is availability.

LATE PICK-UP: If you know you will be late picking up your child a phone call is required. We strictly enforce the late fee policy of **\$5.00** per minute when you arrive after closing hours and fees are due at pick-up and need to be paid before the child can return to the center. If the child has not been picked up within

10 minutes after the center closes, we will try to contact you. If you have not picked your child up 30 minutes after the center closed, we will notify DSS and/or local police.

PAYMENTS: We accept cash, ACH and credit cards for payments. There is a \$30.00 fee for all returned and failed payments. After two returned or failed payments, payments must be paid in cash on Friday's for the following week. ACH and credit card payments are invoiced in advance via BrightWheel.

CLOTHING: Please remember to have your child in clothes that you do not mind them to get dirty. They will be learning hands-on and may get clothes dirty. Your child will be playing outside, so please remember to dress your child appropriately for the weather. For safety reasons please do not allow your child to wear flip flops or slippery shoes. The best shoes to wear are sneakers. Remember to also put your child in clothes they can manage.

SUPPLIES: Please bring in the following supplies for your child to leave at the center:

- *Infants* – pre-made labeled bottles, diapers, baby wipes, pacifier (if used), an extra set of weather appropriate clothing, 2 crib sheets and sleep sack (non-weighted).
- *Toddlers* – diapers, baby wipes, pacifier (if used), an extra set of weather appropriate clothing, water bottle, and small light blanket.
- *2 Year Old's* – pull-ups, baby wipes, an extra set of weather appropriate clothing (including underwear and socks), water bottle, and small light blanket.
- *3- & 4-Year Old's* – small light blanket, baby wipes and an extra set of weather appropriate clothing (including underwear and socks) and a water bottle.
- *5 Years and Older* – small light blanket (if needed), an extra set of weather appropriate clothing (including underwear and socks) and a water bottle.

All supplies and personal belongings should be clearly marked with your child's name. You should check your child's cubby daily to assure they have the needed items. If your child is without clothing and needs some, you will be called to bring in clothing for your child.

PERSONAL BELONGINGS: Please do not bring toys, jewelry, or money from home to the center unless they are requested by the teacher.

NAP TIME: Nap time is from 12:00pm to 2:00pm. It does get cold in the rooms at nap time, please bring a blanket for your child. These items will be sent home on Friday's to be cleaned, please bring them back on Monday with your child. For children attending our Parent's Night Out events, children may also bring a blanket and wear sleepwear to transition more easily once home.

PARTIES: Children love to celebrate their birthdays and we like to celebrate them too! If you wish to send in cupcakes for your child's birthday, please notify the teacher in advance to make sure there are no conflicts on the date requested. All items must be store bought.

On special holidays, your child's teacher may post a sign-up sheet for supplies and goodies for a class party. We ask all parents to participate to the best of their ability.

FIELD TRIPS: In the event your child's class participates in a field trip, you will receive notification with field trip details and a permission slip form for you to sign. Your child will only be able to participate in the field trip with a signed permission slip form and updated emergency contact information.

DISCIPLINE: Learn N Play CDC does not participate in any form of corporal punishment. In the event of misbehavior, we will point out the problem and redirect, which means guiding the child to the appropriate behavior. Acceptable methods of discipline in order include redirection to a different activity, removal from the area, use of "time-out" and logical consequences. If the child's behavior persists to the point the center can no longer protect the child and other children in the center, a meeting with the parent/guardian will be made to determine a better alternative, or the child will be terminated from the center.

At no time will food or sleep be withheld or forced as punishment, or will a child be put in unsupervised isolation, or will be disciplined by other children, or will a child be drugged or mechanically restrained. Additionally, physical punishment and verbal abuse will never be used as a discipline method.

IMMUNIZATION RECORDS: A current SC Certificate of Immunization for day care attendance (DHEC 1148) must be kept current and on file for your child at all times. Your child will not be able to attend our center unless a current immunization record is provided.

If you have moved here from a different state, you will need to take your child's immunizations record to a local pediatrician or the local health department and have them transfer it for the DHEC 1148 form. You will have 10 days after your child starts to provide the center with SC immunization records.

ILLNESSES: Our center **ONLY** accepts **WELL CHILDREN**. This is for your child's benefit as well as the other children enrolled in our center. Please help us maintain a germ-free center by keeping your child home if they show signs of illness.

Please do not bring children that show signs of illness, any communicable diseases, or exhibiting other conditions listed on the DHEC Childcare Exclusion List. ***Your child needs to be fever and symptom FREE without the help of medication for 24 hours before they can return to school.*** This policy is mandated by DHEC and there will be NO exceptions. We require your child to have a doctor's note to return to school if your child is out for more than 48 hours without prior notice.

If your child develops any of the following signs or symptoms parents will be call immediately for pick up and must arrive within 30 minutes of the phone call. If the parent or guardian is unable to pick up the child, an authorized person on the child's emergency card will be contacted.

- Diarrhea or bloody stools
- Vomiting
- Earache, irritability, or confusion
- Breathing trouble, sore throat, swollen glands, continuous coughing
- Pink eye, eye infections or Conjunctivitis
- Runny nose with colored discharge
- Fever or Elevated temperature – Fever is defined as having a temperature of 100°F or higher (A child needs to be fever free for a minimum of 24 hours before returning to Learn N Play; that means the child is fever free without the aid of fever reducing substance).
- Lice, Scabies, other parasitic infestations, rash, untreated infected skin patches or frequent scratching of the body that resembles childhood diseases.

MEDICATION: Learn N Play does not administer any regular medication to children in the center during your child's stay. We will administer lifesaving medications such as EpiPen or Inhaler for children with asthma or allergic reactions. EpiPen's and Inhalers must be labeled with the child's name. If your child does happen to be on a

medication schedule, please plan his/her time at Learn N Play accordingly. Also please notify the staff if your child has any symptoms that might occur so you may be contacted immediately. If for any reason Learn N Play needs to administer medication, a signed and dated parental consent is required before any medication is administered.

INJURIES: At least one staff member at all times will be in the center that is Infant/Child/Adult CPR and First Aid trained. If a child obtains a minor injury, it will be inspected and taken care of, and a Boo-Boo Report will be made. Boo-Boo Reports will be kept in a file and logged into BrightWheel.

For serious injuries, we will call 911. After the call is made, the center will notify the parents by phone. If the child requires transportation to the nearest emergency room, a staff member will stay with the child until a parent or guardian arrives.

Learn N Play CDC keeps the following items in the First Aid Kit and may be used to treat an injury:

Calamine Lotion	Ice Packs	Neosporin
Band-Aids	Alcohol Pads	Peroxide
Cortisone Cream	*Ipecac Syrup (only to be used if directed by Poison Control)	

EMERGENCY DRILLS: Drill to practice evacuation procedures will be done once a month. Drills to practice for disasters will be practiced semi-annually. In the event of a fire or evacuation, your child's room has a primary and secondary route posted by the exit door.

EMERGENCY AND ACCIDENT POLICIES:

Our center is equipped with several safety features:

- Front door buzzer system for entrance and exit
- Fire alarm system
- All emergency exits signed and lighted.
- 24/7 security cameras
- Staff members trained in CPR and First Aid
- Front & Back door programmed to alert staff upon opening.

The following are policies for various emergencies: *(These are unlikely events; however, we are properly prepared)*

- **ACCIDENT:** In the event of an injury to a child, Learn N Play is equipped with a fully stocked first-aid kit. Instructions from the poison control center or a physician will be followed when providing first aid procedures or administering emergency medications.

911 is call if further action is necessary. Parents will be contacted immediately. If a parent cannot make it to the center prior to the transport of a child by the ambulance, a staff member will accompany the child.

Incident/Injury Reports will be completed and signed by the staff member in charge if any of the following occurs:

- An illness, injury or accident that requires a first aid treatment.
- Any head injuries
- Any out of the ordinary event that jeopardizes the safety of other children or staff.
- Emergency transporting
- All incident/injury reports will be shared with the parent or guardian, then signed and kept on file.

- **FIRE:** The staff will evacuate the building with all the children holding on to our fire rope. Attendance will be taken inside and outside (a safe distance from the building).

- **TORNADO/EARTHQUAKE:** The staff will calmly lead children to the back of the play area away from windows and large objects.

Learn N Play, the center, the staff, and the owners are not responsible for any physician, hospital or medically related bills resulting in a medical visit from any occurrences, accidents, illnesses, or injuries that might have occurred at the center.

CONFIDENTIALITY: Confidentiality applies to all verbal and written information about potential, enrolling and previously enrolled children and their families. All staff will be briefed on the need for confidentiality and will be expected to fulfill their obligation to respect the protection of privacy. Written records will be stored in a secure location with access limited to the director and the child's teacher. No information will be released about a child and the parent/legal guardian during enrollment or transition to another receiving program or school without first receiving the written permission of the parent/guardian. This excludes the responsibility held by early childhood educators as mandated reporters of suspected child abuse and neglect as outlined in South Carolina law or when information is subpoenaed by the court. All parents and staff members are required to sign a confidentiality statement.

WITHDRAWAL/TERMINATION: Learn N Play CDC reserves the right to end a student's enrollment at any time, for any reason not permitted by law, including but not limited to; non-payment of tuition, behavior issues, or if we feel that we are not meeting the child's needs.

REGULATORY VISITS: DSS, DHEC, Horry County First Steps, ABC Quality and other agencies will visit our center unannounced in order to ensure the safety and adherence to regulations. During these visits both children and staff may be interviewed, without prior notification, by representatives of these agencies.

PROFESSIONAL DEVELOPMENT AND SUPPORT FOR STAFF: Training and support is provided to ensure that all staff are comfortable, confident and competent to meet the developmental and educational needs of all children. All staff receive an orientation on inclusion policies and attend training focused on effective inclusion and/or other disability topics whenever possible. The director provides additional support and resources as appropriate.

TEACHER TRAINING/BACKGROUND CHECKS: All staff members are required by regulation agencies to have at least 15 training hours per year in the early childhood field. All staff are required to have up-to-date training and certification in Infant/Child/Adult CPR and First Aid and Blood-borne Pathogens.

All staff members have background checks completed by the FBI, SLED, and Central Registry.

PROVISIONAL HIRE: Learn N Play CDC does hire teachers on a provisional basis. South Carolina State Legislature passed amendments to statutes that apply to childcare which the Governor signed into law effective June 30, 2008. You may view the bill and amended statutes in their entirety at the South Carolina Statehouse website: http://www.scstatehouse.gov/cgibin/query.exe?first=DOC&querytext=provisional%20employment&category=Legislation&session=117&conid=7983361&result_pos=0&keyval=1170311 SC

The provisionally employed caregiver MUST sign sworn statements (notarized) on forms provided by the Department of Social Services that he/she HAS NOT been convicted of certain crimes and IS NOT listed in the Central Registry of Child Abuse and Neglect.

COLLABORATION WITH OTHER PROFESSIONALS: Many children with disabilities or other special needs are supported by developmental and educational professionals such as therapists, teachers and others. Learn N Play CDC welcomes those professionals and works with them to assure the child's success. The service provider is encouraged to provide services to the child in the context of the early childhood classroom environment and the child's teacher and the service provider work collaboratively to determine the best strategies to support the child in the group setting. Learn N Play CDC supports the teacher's participation in Individualized Family Service Plan (IFSP) and Individualized Education Program (IEP) meetings.

MEETING/NOTICES: Upcoming events, significant changes to the center, and other necessary information will be posted around the center, sent home with each child and/or posted in BrightWheel. Please read information that may be posted and/or sent home.

Additionally, teachers welcome the opportunity to meet with you to discuss your child. Please make sure you schedule a meeting in advance, so it does not interfere with the teacher's instructional time.

FOOD PROGRAM: Our center provides Breakfast, Lunch and 2 snacks to your child per day. Breakfast, Lunch and Snack are included in your child's tuition. Our center provides breakfast, lunch and snack to your child. Breakfast is served at **8:00 am**. If your child will be eating breakfast, they must be in the center by **8:00 am**. Regular classroom activities start after breakfast is over. CACFP food program follows certain guidelines, if your child must bring food from home, we ask you follow the same guidelines listed below:

Breakfast: 1 Main Dish, 1 Fruit, Drink (No Sugar Drinks)

Snack: Max 2 items (No Junk Food), Drink (No Sugar Drinks)

Lunch: 1 Main Dish, 1 Fruit, 1 Vegetable, Drink (No Sugar Drinks)

Dinner: 1 Main Dish, 1 Fruit, 1 Vegetable, Drink (No Sugar Drinks)

ALLERGIES: Many children have allergies; some can be very serious. It is the responsibility of the parent and/or guardian to inform our staff of any allergies your child has. However, we cannot guarantee food brought into the center will be peanut free. If your child has allergies to any type of food product on our menu, you must bring them food from home. If your child has allergies to any type of food product on our menu, you must bring them food from home. On the CACFP program, we have to serve what is on our menu. No substitutions will be made. Milk and juice will not be watered down.

If your child is allergic to cow's milk, you must provide a comparable milk alternative such as soy milk or rice milk. Water and juice will not be substituted for milk.

Foods that need to be heated must be sent in microwavable containers and ready to heat. If food needs to stay cold before serving, place an ice pack in the lunch box. In the event you forget to bring your child lunch, a school meal will be served as a main course.

CENTERED PRACTICES: Learn N Play CDC acknowledges and respects the priorities each family has for their child. Families are encouraged and supported to collaborate with staff to ensure that each child has an opportunity for optimum success. Learn N Play CDC communicates with each family daily and has regular meetings to discuss the child's successes and challenges.

INCLUSIVE ENVIRONMENT: Early childhood educators at Learn N Play CDC use developmentally appropriate practices and consider the unique needs of all children when planning. Staff will make every attempt to make any adaptations or modifications necessary to meet the needs of the children. Schedules, routines and activities are flexible and early childhood educators will work with therapists, special educators and other professionals to integrate individual accommodations, modifications and strategies into classroom routines and activities. Any adaptations will be reviewed with families and other professionals supporting the child.

NON-DISCRIMINATION: At Learn N Play CDC equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state, or local laws. Educational programs are designed to meet the varying needs of all students.

BABYSITTING: Any provision of babysitting services by the Learn N Play staff, after business operating hours and off Learn N Play premises, for children registered in the center, is not sponsored by Learn N Play. Our goal is to provide families with excellent quality care, therefore due to the cost of hiring and training staff we request that you do not ask for babysitting services from our staff.

These services are not included in the liability insurance covering Learn N Play. The arrangement for these services, provision of these services, and the payment of these services is an arrangement exclusively by the child's parent/guardian and the adult who will be providing the babysitting services. The actions of any Learn N Play employee outside of the center premises and hours of operation are not the responsibility of Learn N Play.