



## *Welcome*

Dear Parent,

Welcome to We Love Kids Learning Center - a 3 Star Center. We are very happy to have you and your child. All of our classrooms have developmentally appropriate activities. Our Center works with the whole child. Activities will promote the development of the child's physical, social, emotional, and cognitive needs. The design of the activities allow for plenty of physical movement and a learning environment of sharing and playing together. The learning Centers provide an attractive environment that encourages safe physical activity, while stimulating the minds and imaginations of young children.

We have an open door policy. We welcome you to visit at any time. Applications for enrollment are accepted without regard to race, religion, color, sex or nationality.

Our Center is licensed by the Tennessee Department of Human Services. The enforcement of standards is in the best interest of the child. We are inspected throughout the year by state and local fire, health, and licensing officials. Our Center is required to follow the rules and regulations set forth by DHS.

Our Infant/Toddler Program has been recognized as a Program of Excellence by the State of Tennessee. There are 30 Programs of Excellence in the state of Tennessee that have a responsibility to provide observation sites where caregivers, policy makers, evaluators, and others may view high quality infant-toddler care in action.

Please use this helpful handbook to better understand our Center's program. If you ever have any questions, please do not hesitate to contact our office. We welcome your comments, questions and suggestions.

Sincerely,

Patti Ricossa  
Administrator



## CENTER SCHEDULE

Our hours are Monday - Friday from 6:30am - 6:30pm. We ask that you bring your child by 9:00am daily. The Center will be closed on these holidays:

New Year's Day*	Fourth of July*	Christmas Day*
Martin Luther King, Jr. Day	Labor Day	
Memorial Day	Thanksgiving Day & Day after	

*\*If the holiday falls on a Saturday, the school will be closed on the preceding Friday. If the holiday falls on a Sunday, the school will be closed on the following Monday. Because of fixed costs averaged over the year, there is no reduction in tuition for holidays or if your child is absent or sick.*

Our approach towards holidays is designed to include every child. In order to accomplish this goal, an educational theme relating to the holidays is emphasized (such as "Eggs" or "Baby Animals" at Easter time or "Candles" at Hanukkah, for example). Each celebration is supplemented by the multi-cultural educational content offered at the Center.

## PAYMENT

Tuition is due on Monday. Checks should be made payable to We Love Kids Learning Center. You may pay for child care weekly, bi-monthly or monthly in advance. You will be charged a \$10.00 late fee if payment is not received by Tuesday at 6:30pm. Please make every effort to remember to pay on time. There will be a \$25.00 fee for all returned checks. After two checks are returned, cash or money order will be required. Those accounts still having an outstanding balance (for any reason) at the close of business one week after tuition was not paid will receive an additional \$20 late payment fee (totaling \$30 in cumulative late charges). For each week that the balance has not been reduced to zero, the late charge will go up in \$10 increments. Once the late charge has reached \$50 per family (carrying a rolling balance for five weeks and having a total of \$150 in late charges), families will be required to withdraw their child. Any family leaving the Center with an outstanding balance will not be eligible for re-enrollment at any time until the balance has been cleared. Unpaid tuition balances will result in disenrollment. **Weekly tuition** remains the same for weeks a child is absent due to illness or other family holidays. Vacation week is explained under its own heading later in this publication. A multiple child discount of \$5.00 from the usual tuition fee is given for each additional child.

*Your weekly tuition pays for ten hours of care each day. This is a total of 50 hours per week. Should your child attend for longer than ten hours, an additional fee will be assessed.*

Annual registration fee of **\$40.00** per child or **\$60.00** per family is due upon enrollment. This fee is non-refundable and is not applied to tuition fees. Any child that withdraws must pay the necessary registration fee upon re-enrollment. Registration fees are paid annually on your child's enrollment date.

## LATE PICKUP

A late fee of \$15.00 will be charged for the first 15 minutes after 6:30pm. This charge goes into effect at 6:31pm. After 6:45pm, a charge of \$2.00 per minute will be assessed. The Parent will receive a late pick up notice the following day in your child's classroom. The assessed fee needs to be cleared by the first Tuesday evening after the charge was received to avoid a late payment charge.

*If you have any questions concerning these policies, please contact the Administrator or Director. They will assist you with any questions you may have. Please remember that the Department of Human Services may change policies at any time. We Love Kids Learning Center must abide by their licensing requirements in order to operate as a daycare.*

## **PROGRAM HIGHLIGHTS**

Our programs are based on the development of the child's physical, social, emotional, and cognitive needs. Each class publishes a monthly calendar to show themes and activities. Children receive a daily sheet that will tell parents about the child's day. Daily activities are designed to encourage children to act upon their environment. Children are helped to question, to experiment, to think and to reason. No one area of development is stressed above another. Opportunities for growth and development are provided for the child emotionally, physically, socially, and intellectually. Our Center's goal is to help children develop into fully functioning, well-rounded, self-confident individuals.

Reading is scheduled throughout the day. Vocabulary development will be encouraged daily through work and play. An abuse prevention awareness program for parents shall be offered at least once a year.

### ***Infants - 2 year olds***

Individual attention to children at a very young age is essential in each baby's development process. Our teachers will provide a safe and healthy environment that will enhance a child's social and language development.

An appropriate program for children at this age invites play, active exploration, and movement. Children learn through trial and error, repetition, imitation and identification. At this age, we will introduce shapes and color recognition. Our 2K class will teach numerals 1-10, as well as recognizing and counting numerals. Please refer to SIDS information later in this handbook.

### ***3K Program***

Learning how to learn is introduced in this class in order to develop good thinking and communication skills. Beginning handwriting and math skills are introduced. It is important for a child to develop an appreciation of books, reading, and math skills. Emphasis is placed on the physical and emotional development of the child.

Handwriting is taught and encouraged at each level. Our math introduces numerals 1-20. Children will learn to recognize numerals, count to 20, count objects, sort and learn the concepts of more and fewer. Our science explores the five senses, the body's nutritional needs, parts of the human body, gardening and magnets. The children most enjoy our art program. In this, everyone will enjoy gluing, cutting, and holiday projects. Art culminates the lessons of the day while incorporating math, science, and language learned.

### ***4K Program***

A child's basic skills that are essential in preparing them for Kindergarten are taught in the 4K class. Maturation is an important contributor to learning because it provides a framework from which children's learning proceeds.

For children to fully understand and remember what they have learned, whether it is related to reading, math or other subject matter areas, the information must be meaningful to the child in context of the child's experience and development.

Teachers are more like guides. They prepare the environment so that it provides stimulating and challenging materials and activities for children. Then, teachers closely observe to see what children understand and pose additional challenges to push their thinking forward.

Children learn to recognize numerals 1-30, as well as counting, sorting, classifying, and concepts of more and fewer. Handwriting is taught and encouraged. Each child is taught about the city in which they live. We also learn the Pledge of Allegiance.

### ***School-Agers***

School-agers will enjoy making new friends and working with fun and challenging activities. Children are provided many opportunities to develop social skills, such as cooperating, helping, negotiating, and talking with the person involved to solve interpersonal problems.

## **BIRTHDAYS**

Every child's birthday is a very special day. Although the Center will provide the regular healthy snack, parents may want to provide a special treat. Please contact your child's teacher when planning your child's special day. Invitations to parties must be given to all children in class. If you are not inviting all children, please ask the office for addresses so you can mail the invitations. Please allow a few days to contact parents and receive a reply.

To ensure the safety of all children, we ask that you not bring **latex balloons** into the Center. Latex balloons are a choking hazard for children.

## **BUS PROCEDURES FOR SCHOOLS and/or FIELD TRIPS**

The program is enriched by planned field trips to local points of interest and by visits to the Center from professionals such as firefighters and police officers. The intent of these activities is to complement the program offered at the Center and to offer first-hand experiences for children not otherwise available within the confines of the building. During the summer, field trips may also provide a fun variation from the normal daily routine. Field trips will be scheduled on occasion. Children wear a brightly colored tag with their first name and the Center's name. Advance notices will be sent to parents with details of the activities and any fee information. Permission slips must be signed before your child can attend the field trip. Any parents wishing to accompany the children on these field trips are welcome to do so.

When transporting, the safety of your child is our primary concern. Only children 4 years of age and older will be transported by our Center. Safety procedures and vehicle inspections are carried out by our bus drivers. Our buses contain emergency equipment such as a first aid kit, fire extinguisher, etc. Any child on a We Love Kids bus is required to wear a seat belt while in the bus. If your child weighs less than 40 pounds, a booster seat must be provided to the Center for transportation in the bus. The restraint seat must remain at the Center if your child rides to and from school.

## **CHECK IN / CHECK OUT**

All adults must sign children in at arrival and sign them out when they are leaving. Please do not allow the children to sign themselves in. This sheet is required by the TN Department of Human Services.

## **CHILD ABUSE/NEGLECT**

The State of TN and the Tennessee Department of Human Services requires that all providers are legally responsible to report any case in which we suspect abuse or neglect. Open classrooms and large viewing windows are provided so that children and teachers are under direct observation at all times.

## **CHILD CUSTODY**

Due to the sensitive nature of custody arrangements, these procedures will be followed by We Love Kids Learning Center:

- Unless changed by a court order, the Center considers both parents to have legal custody.
- To show that both parents do not have joint custody, the parent claiming to have sole custody must provide the Center with all legal documents (including a court order) which spell out the custody arrangements.
- If the parents become separated/divorced after the children have entered the Center, we will release children to either parent until legal paperwork has been received stating custody arrangements.
- It is the parent's responsibility to notify the Center management of a change in marital status once the children are in the Center.

## CHILDREN WITH SPECIAL NEEDS

We Love Kids Learning Center will comply with the Americans with Disabilities Act. Our Center will meet the individual needs of the child within the structure of our program, while making sure all children and staff are in a safe and healthy environment. Teachers and Parents will work together to go over the special needs of the child. With the parents' approval, we will contact outside sources to assist us in making sure that we are meeting the child's needs in every way possible.

## CLASSROOM TRANSITIONS

Upon enrollment, your child will be placed in a classroom based upon his or her chronological age. Advancement into the next age group is based on chronological age, developmental readiness, and availability of an opening in the next room. The class program and materials will be adapted to meet the changing needs and interest of the children. Children are encouraged to "transition" between classes by spending a portion of each day in the new classroom for a week or so. Likewise, parents are encouraged to meet with the staff of the next class prior to the transition whenever possible.

## CLOTHING

Children dressed comfortably will be able to take advantage of all the learning opportunities available both indoors and out. Please be sure that your child wears clothing that is washable and adaptable to food spills, paint and water play. Since the children will be playing on climbing equipment, we request that they not wear sandals or dress shoes; sneakers are best. Please promptly return any borrowed clothes that belong to the Center.

A complete change of clothing should be left at school at all times. We cannot replace lost articles. Please **mark all items** that are worn or brought to the school. Coats, gloves, shoes, etc. should also be marked. No clothing can be washed at the Center. Any soiled clothing will go home to be washed.

## DAILY COMMUNICATION

In order for parents to have a better understanding of their child's day, daily sheets will be provided to each child 5 and under. This will highlight your child's day and explain what activities went on in the classroom. Please note reminders at the bottom of the sheet. Please remember to check their monthly calendar for parent reminders.

## DISENROLLING YOUR CHILD

When withdrawing your child from our Center, we **require** a minimum of two weeks notice in writing. During the summer we require four weeks notice in our Kids Kamp program.

We Love Kids Learning Center reserves the right to disenroll any child who has behavior that offers a risk to the health and safety of other children or staff. Disenrollment may sometimes occur when a parent's or child's needs cannot be met. Under rare circumstances, Center management has the option to request that you find alternative care for your child. Refusal or inability to follow We Love Kids Policies may also result in disenrollment. The amount of time required to find alternative care will be reviewed on a case by case basis.

## **DISCIPLINE**

Our Learning Center operates on the premise that young children are never “bad.” The type of inappropriate behavior most often seen in toddler-age children (including temper tantrums, refusal to cooperate, hitting other children, and failure to follow rules) are usually the result of the child’s level of development. Behavioral expectations shall be based on the child’s developmental level. Our rules in the classroom are age appropriate and reviewed with the children daily. We Love Kids Learning Center staff do not hit, paddle, shout or yell at children. The staff emphasizes the positive nature of each child. Children are encouraged to use language to resolve conflict and are redirected to appropriate activities whenever possible. Our staff uses redirection whenever possible with discipline, and sometimes uses timeout for inappropriate behavior. A timeout is another way of telling a child that his or her behavior is not acceptable. A child may be required to refrain from interaction with other children until he/she can gain appropriate control. A timeout takes the child away from friends and activity for a short time, giving him or her a chance to start over or calm down. Children can rejoin activities whenever they feel able to cope with the demands of their day.

One of the many roles of our Learning Center is to work together with parents to help children develop appropriate behaviors. Parents are invited and urged to discuss their concerns about their children’s behavior with teachers and to plan together with staff means of responding consistently to problem behaviors. In this way, children will always get the same message from the important adults in their lives (parents and teachers) about those behaviors that are acceptable and those that are not.

## **EMERGENCY DRILLS**

Emergency drills are held periodically to acquaint your child with evacuation procedures. This may make quite an impression on your child the first time a drill is held, but your child will soon become accustomed to it and know just what to do in the event of an emergency. Drills are unannounced and caregivers can not get coats on children. It is very important that children learn the importance of evacuating the building as quickly as possible. Should an emergency occur that would require evacuation of the Center, you will be notified as soon as possible, and you will be asked to pick up your child if the emergency is expected to last a significant length of time.

## **HIRING STAFF TO BABYSIT**

We Love Kids Learning Center does not take responsibility for any services that our staff provides outside of the Center’s premises. It is our policy that no staff member can ever remove a child from the Center.

## **HYGIENE PROCEDURES**

Children need to develop good health habits. The Center requires hand washing before meals and snacks, after toileting and at whatever other times during the day that it seems appropriate. Children are encouraged to use tissues and to cover their mouths when they cough or sneeze. Small toys that have been “mouthed” are washed and sanitized after use. Cleanliness and good hygiene are important for your child to be happy and healthy.

## ILLNESSES

We must have a medical statement and current immunization report on your child. According to State Licensing requirements, and for the protection of your child, children with the following symptoms must not be brought to the Center:

- Temperature of over 100° (under arm).
- Intestinal disturbances accompanied by diarrhea or vomiting (twice within a 24 hour period).
- Any undiagnosed rash.
- Sore or discharging eyes, ears, or profuse nasal discharge.
- Any suspected contagious illness/condition requiring isolation or quarantine.
- Any child brought in ill from home.
- Child inconsolable; excessive persistent crying
- Medical status of the child warrants that care cannot safely be provided by the We Love Kids staff
- Conditions requiring immediate evaluation by a physician.
- Infected, untreated skin patches or lesions.
- Difficult or rapid breathing.
- Swollen joints or stiff neck.
- Severe itching of body or scalp.
- Children diagnosed with scabies or lice shall have proof of treatment and be free of nits prior to readmission.
- Unusual behavior for the child characterized by no playing, confusion, persistent inconsolable crying, not eating or drinking.
- Any symptoms of a contagious disease.

If a child becomes ill or is injured at school, a parent will be contacted immediately. We will not take temperature or dispense any medication rectally. Any child that develops symptoms mentioned above will be isolated from other children as much as possible. Out of consideration for other children in the Center, have someone pick your child up within one hour. **Children must be free of these symptoms for twenty-four (24) hours before they can return to the Center.** A physician's examination form can admit children prior to the 24 hour rules. Please notify the Center if your child has been diagnosed with a communicable disease. We will make every effort to observe good health practices at school.

## IMMUNIZATION POLICY

The State of Tennessee requires that all children who attend daycare be current on immunizations and receive a yearly physical. It is We Love Kids Learning Center's policy that all children, regardless of religious or medical practices, be properly immunized. It is the responsibility of parents to keep their child's immunizations and physicals up to date and to submit documentation (date, type of vaccine given, and physician's signature) to We Love Kids Learning Center.

It is our policy to check immunizations on a monthly basis. At that time, if your child's shots are due, a reminder notice will be sent. From that date, parents will be given two weeks to obtain an appointment date or provide a written statement from the physician stating the reason the shot cannot be given. Parents will be required to withdraw their child if our immunization policy is not followed.

## MEALS

Menus are posted monthly. The Center will provide a nutritious lunch and two snacks for your child daily. Breakfast will be available daily until 8:30am. You may purchase a breakfast meal ticket from the office for \$20.00. This entitles your child to 20 paid breakfasts. No food will be allowed to enter our Center for breakfast. Exceptions will be made for children on special diets required by a physician. Please include information about substances to which your child is allergic on your enrollment form. Please report any changes or new information in writing to the Director. Feel free to join us for lunch. Please notify the Center by 10:00am if you will be joining us.

Please purchase your breakfast meal ticket from the office. You may include meal tickets with your weekly tuition payment. \*\*\*Breakfast is included for school-agers only during the school year.

## **MEDICINES**

We do not dispense any over the counter medicines. Only Prescription Medicines will be administered to children at our Center as directed by a physician and with the written permission of the parent. A medicine sheet must be filled out entirely for any medicine your child requires. These forms are available from your child's teacher. Prescription Medicines that are two times a day should be dispensed at home. We will dispense a three time per day medicine one time per day. We can only dispense prescription medicine directly from the prescription bottle. We will not take temperature or dispense any medication rectally.

Parents will be asked to complete a stock medication form at the time of enrollment. This form will be referred to if a child requires medication in an emergency situation and a parent cannot be reached.

Diaper ointment, sunscreen, etc. can be administered by the teacher, once a med sheet has been filled out. Weekly med sheets are not required

## **MINOR ACCIDENTS OR ILLNESS**

When a child receives a minor injury while at We Love Kids, he/she will have an injury assessed. Upon assessment, the appropriate first aid will be administered by a staff member. At that time, an accident/illness report will be completed and placed in your child's cubby.

A We Love Kids staff member will conduct a morning health check to ensure children entering the Center are well. Children who become ill during the day will be brought to the office and assessed by the director or assistant director. If the illness is determined to be minor in nature or brief in duration, the child will be returned to class and the parent informed by written note, or by phone, if necessary.

## **NAPTIME**

Children need some portion of the day to rest and relax. Infants, of course, will rest according to their own individual schedules. Older children normally rest or nap each day after lunch. During this time they may look at books or do other quiet activities if they are unable to fall asleep. Cots recommended by the Department of Human Services are provided by the Center. They will be cleaned daily and kept at school. Please **do not** send a blanket with your child, these will be provided by the Center.

## **OUTDOOR PLAY**

We chose our playground equipment with your child's needs in mind. Our equipment will allow the children to play and learn while enhancing their total development. Outdoor play is one of many components of a quality child care program. Weather permitting; all children will play outdoors in the morning and afternoon. We will go outside when the temperature is above 40° and not higher than a heat index of 105°. Daily outdoor time is required by the Department of Human Services. Outdoor time for infants is provided according to parent desires, the needs of the child and as staffing patterns allow. Our staff will provide your child with a safe and happy playtime. Please dress your child appropriately for outside play including warm coats, hats and mittens during the winter months. Children will not be permitted to wear any shirts, jackets, sweatshirts, jewelry or article that is tied around the neck at We Love Kids Learning Center.

Children who are well enough to attend daycare must be well enough to participate in all scheduled classroom activities. This includes outdoor play.

## PERSONAL ITEMS

Our Center provides toys and educational materials that are shared by all children. We cannot be responsible for lost or damaged items that children bring to our Center. Please do not allow your child to bring items from home. Guns and war toys, while attractive to children, are not considered appropriate tools for learning and may not be brought to the Center

## PHONE CALLS

Telephones are located in each of our classrooms. Staff members can reach the office staff when needed. While we encourage you to call when you are concerned, for example, that your child was crying when you left, frequent calls to your child's teacher throughout the day will take him/her away from fulfilling their responsibilities of caring for the children. Please feel free to leave a note for your child's teacher. The best time to reach your child's teacher is during their naptime.

## RELATIONSHIPS WITH STAFF

All parents and/or customers must maintain a professional relationship with all staff at We Love Kids Learning Center. Parents and/or customers will not be permitted to date or participate in romantic relationships with staff.

## SAFETY DROP OFF/PICK UP PROCEDURES

All adults must sign children in at arrival and sign them out when they are leaving. Please do not allow the children to sign themselves in. This sheet is required by the TN Department of Human Services.

Parents are expected to deliver their child to the appropriate classroom in the mornings. If you wish to have someone pick up your child, other than those persons listed on your enrollment form as authorized to do so, please notify the office in writing before hand. Children can only be picked up by persons 18 or older. No child will be released to anyone without the parent's written authorization. You are not allowed to call and add someone to your pick-up list. If custody is an issue, a notarized court order will be required on file outlining the custody arrangement.

Please provide our Center with copies of legal documents restricting anyone from visiting or removing a child from our Center. A photo ID is required for anyone picking up a child. At the end of the day, parents, or the parent's designee, sign their child out in the lobby.

We Love Kids Learning Center reserves the right to prevent the release of children to anyone whose behavior may place the children at immediate risk.

## SCHOOL-AGERS

During the school year children need to arrive at the Center at the following times:

8:00am schools by 7:10am

8:45am schools by 8:00am

Please notify the Center by 2:00pm if your child does not need to be picked up at school. A \$5.00 fee will be charged when you do not notify the Center that your child will not be riding home from school on the bus. School-agers enrolled during the school year are guaranteed a spot for holidays and spring break. Tuition remains the same whether your child is present or not. For school closings\* and/or holidays, tuition will be increased accordingly.

\*Please refer to **Weather Issues**

## SECURITY SYSTEM

We use a keypad entry system to protect children in our Center. Please do not share this code with anyone other than parents and legal guardians. An intercom button is available for guests to use when visiting.

## STAFF

Of course, the key factor in any program is the quality of the people. At We Love Kids, you will find that quality is unusually high. We have selected each of these people very carefully, choosing them not only for their excellent credentials, but for the warmth and concern they display when interacting with young children. Our staff is carefully trained and evaluated. Teachers will attend educational workshops to enhance their childhood education on a yearly basis. All staff members are certified in first aid and CPR. We support our teachers with numerous resources and materials to use in the classroom. Each of our staff members is dedicated to providing a unique learning experience for children. References are checked carefully and each person undergoes an extensive FBI and TBI background check.

## SUDDEN INFANT DEATH SYNDROME

Because of the possibility of Sudden Infant Death Syndrome:

- Infants shall be positioned on their backs when placed in a crib for sleeping.
- In order to avoid the risk of smothering, soft bedding for infants is prohibited.
- Infants shall not be wrapped tightly or swaddled in blankets for sleeping.
- Infants shall be touched by a caregiver every fifteen (15) minutes in order to check breathing and body temperature.
- Pillows shall be prohibited for infants.
- If a child appears not to be breathing, the agency must immediately begin CPR and call for emergency medical assistance. (Dial 911)
- Before any caregiver can assume care-giving duties of any type in an infant room they shall be oriented in the foregoing SIDS procedures.
- No Bumper pads in the bed.

***Nap room lighting: The areas where infants and toddlers sleep shall be lit in a manner which allows the caregiver to quickly, at a glance, verify that the child's head is uncovered, that the child is breathing, and otherwise visually verify the child's condition.***

## TOILET LEARNING

The teachers and parents will work together to decide when a child is showing signs of being toilet trained. Toilet training should start at home by parents. The teachers are there to assist the child and their parents in making toilet habits. We must follow the Tennessee Department of Health guidelines when dealing with toilet training. Our Center is not allowed to rinse any soiled clothing.

## VACATION

After one year of continuous enrollment, a full time student will receive one free vacation week, beginning on a Monday through Friday, per year. You must notify the office no later than two weeks prior to your vacation. If you do not use your vacation week, it will not carry over to the next year.

## WEATHER ISSUES

Our Center is open 52 weeks per year except for a few holidays. No refund will be given if your child is unable to attend due to weather conditions. The Snow Plan at We Love Kids is that we will always try to be open for our working parents. Due to weather conditions, it may be necessary for our Center to change the hours of operation. Also, because of safety concerns, our buses will not pick up children when County schools close early due to weather. Parents may receive weather information by calling the Center and listening to the recording.