

His Little Lambs Childcare Center

437 Border Road
Kearneysville, WV 25430
304-724-9335

PARENT HANDBOOK



Connie Popkins, Director
hislittlelambs@comcast.net

6:30 a.m. to 5:00 p.m.
Ages 24 months to 12 years old

This parent handbook is presented for informational purposes only, and can be changed at any time by the Center with or without notice. This handbook will serve to notify you of all of our policies and procedures at the center. Please feel free to discuss anything contained herein with the Center's Director.

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MISSION STATEMENT OF HIS LITTLE LAMBS CHILDCARE CENTER

We care enough to make a difference!

His Little Lambs Childcare Center will be the leading provider of high quality care and education services for all children and their families.

His Little Lambs Childcare Center will show that we CARE enough to make a difference by demonstrating the following VALUES in all we do:

Customer Service

All-Inclusive

Respect

Education

Safe and Secure

PHILOSOPHY/ STATEMENT OF PURPOSE

His Little Lambs Childcare Center (HLLCC) is a non-profit Christian childcare center that has been in operation since 2004. HLLCC provides care for children ages 24 months to 12 years of age. The philosophy and mission of the Center is to provide the highest quality care available at an affordable cost. The Center's staff believes that all children who are enrolled in a childcare program deserve the opportunity to develop to their fullest potential, both mentally and physically. The excellently trained staff has created an environment of trust and security, while providing intellectual and physically stimulating activities daily. Activities are provided at each stage of childhood development that promote social interaction, development of large/small motor skills, enhancement of cognitive skills, and establishing a strong sense of self.

HLLCC operates on a non-discriminatory basis in all Center functions. This is demonstrated through appreciation and respect for any cultural differences among staff, children, parents and guardians. Furthermore, HLLCC pledges equal treatment for everyone in regards to race, ethnicity, creed, religion, sex orientation, natural origin, handicap, gender, ability, age and marital status of parents. Whether your child is new to the childcare or preschool experience or a seasoned veteran, HLLCC offers programs that are age- and developmentally-appropriate. All programs offered by the Center are designed to help children and families with transitions and growth.

HLLCC is a non-profit, state-licensed child development entity covered by liability insurance which is provided by Brotherhood Mutual Insurance Company. Our Center has been serving the community for over 5 years.

HLLCC has an "open- door policy" in which parental visits, conferences, and observations are encouraged. HLLCC follows all rules and regulations of the West Virginia Department of Health, the West Virginia Department of Human Resources, the Office of the West Virginia Fire Marshall, and the West Virginia Department of Education.

HLLCC has a licensed capacity for 22 children daily, ages 2 - 12 and 14 Summer Camp/school age children. Hours of operation are 6:30 a.m. till 5:00 p.m. This Center is fully licensed by the West Virginia Department of Health and Human Resources (WVDHHR). Parents have the right to report *any* complaints to this agency.

GOALS AND OBJECTIVES OF HIS LITTLE LAMBS

We believe that an early childhood program, at its best, is one in which **1)** children learn to develop the skills of socializing with others, and **2)** become a creative problem solver. We hope that all the children will develop the skills to become self-confident, self-motivated, and self-disciplined. We support our children to have the opportunity to grow at their own pace and develop a respect for others in a non-sexist environment. Since learning comes through activities that children enjoy, a positive attitude toward school will be established as a basis for future education.

His Little Lambs reserves the right to exclude a child from the Center when the emotional and physical well being of the staff and other children is in danger and all other positive methods and resources have been exhausted. This notice can come without warning if the situation warrants.

SUPERVISION OF CHILDREN

- Supervised rest and/or nap periods.
- Teaching staff supervise toddlers/preschool children primarily by sight. Supervision for short intervals by sound is permissible, as long as teachers check frequently on children who are out of sight those who can use the toilet independently, who are in the common area or napping.
- Kindergarten/school age children who are doing a task in a safe environment are allowed to be out of the teacher's sight and sound supervision for a short period of time (e.g., bathrooms, playing in common indoor area).

LEARNING AT HIS LITTLE LAMBS

Toddler Classrooms (24 – 36 months of age)

Our focus for this age group is providing opportunities for children to explore and discover their surroundings through hands-on activities. They stay busy with activities that build on their social, emotional, cognitive, and physical development. Art projects, manipulative experiences, water play, dramatic play and object investigation are some of the activities that enrich their day. Outdoor play on age appropriate play equipment provides unlimited opportunities for gross motor development.

Preschool Classroom (4 – 5 years of age)

The preschool learning takes place through circle and table time activities. The children gather as a group to take part in activities such as music and story time, updating the calendar, reviewing colors, shapes, numbers, weather watching, learning the alphabet, days of the week, months of the year, coloring, crafts, writing, etc. The focus for these children is gross/fine motor skills, language, and social development.

ADMISSIONS PROCEDURE

HLLCC is open to the general public. Enrollment preferences are given first to siblings of children already enrolled in the program. Prior to admission, parents and children must visit His Little Lambs in order to:

1. Emotionally prepare the child for the child-care experience.
2. Discuss the child's developmental history, personal characteristics, and special needs.
3. Relay pertinent information affecting the child's health, safety, and well being.
4. Agree in fees, expectations, programs, and policies.
5. Complete admission data forms
6. Sign an emergency medical release.

ADMISSION REQUIREMENTS

1. Children must be at least two (2) years old to attend our program.
2. Parents must agree to provide diapers, wet wipes, or any other needs of your child.
3. Children with communicable diseases, such as measles, will not be admitted.
4. Initial visits by children shall be accompanied by parent(s).
5. Prior to admission, a health and information form shall be completed.
6. Children on medication must have a written order from a physician or other licensed health care provider and written permission from the child's parent(s) for dispensation of medication by child-care personnel.

The registration/enrollment packets must be filled out completely by the parent or legal guardian and all deposits & registration fee's must be paid in full before a child can be enrolled at the Center. These forms are required for licensing purposes and provide essential information that is required to ensure the proper health and safety of the child. It is crucial

that the Center maintain the most current information at all times. In the case of change of address, phone number, or employment, the Center must be notified immediately so that the information can be updated in the child's record. ***There is a \$50.00 registration fee per child or \$100 per family that is non-refundable and is due before your child's first day at the Center.***

At the time of registration, all parents are required to make a \$100 tuition deposit, per child. This deposit is returned to parents when two weeks paid tuition and two week notice in writing is submitted for withdrawal.

The Center cannot guarantee *any* child's enrollment according to the parent's need. Maintaining appropriate classroom enrollment according to age is the top priority to meet licensing standards and the Director has the sole authority in making decisions related to enrollment.

WITHDRAWAL POLICY

Parents are required to give the Center two weeks paid, written notice of withdrawal. Failure to do so will result in the loss of the deposit. When proper procedures are followed, the full deposit will be returned to you on your child's last day at the Center.

TRANSITION POLICY

We require that parents accompany their children to the center for at least one hour on a day prior to enrollment. This policy will make the transition to group care in a new situation easier for all concerned. This policy also affords the parents an opportunity to observe the center on a first hand basis.

- On the first day of attendance, we suggest that the parents stay for a few minutes and talk with their children about when they will return for them. Then the parents should leave without further ado. Lingering farewells are not conducive to a happy environment.

PARENT INVOLVEMENT

Parents are encouraged to become as involved in the Center's operation as their schedule will permit. Suggestions for involvement are:

- Taking time to discuss your child's day with their teacher
- Serving on the Board of Directors which meets at regular scheduled times
- Showing interest in your child's activities and carrying on related activities/conversations at home
- Attending special family functions (parties, picnics, etc)
- Helping with fund raisers
- Sharing hobbies and careers with the children at the center
- Helping your child in choosing something to bring from home for Show & Tell.

If you are interested in sharing your talents, let the staff know. His Little Lambs maintains an open door policy for parents. You are welcome to visit and share time and talents at any time.

SICK POLICY

For comfort and protection of your child/children, no child is admitted to class if he/she shows definite signs of illness. Symptoms may include, but are not limited to: fever, rash, headache, sore throat, chronic croup cough, nausea, vomiting, diarrhea, eye or ear infection, and communicable diseases. Communicable diseases such as chicken pox, head lice, measles, etc. will require a doctor's note stating that the child has been examined and is free of symptoms, is no longer contagious, and may return to school.

If your child exhibits any of the above symptoms, please be responsible and find alternate care. Children cannot be left with a temperature above 100.5 and may not return to facility for 24 hours after fever breaks.

If your child becomes ill at school, you will be contacted and expected to make arrangements to have your child moved to a suitable environment for his/her care and comfort.

HLLCC provides space, supervision, and comfort for awaiting pick up because of illness.

The center shall inform the parent and suggest that the parent consult a licensed health care provider for a child who has a fever (101 degrees or higher).

The center shall exclude a sick child from the center immediately when a child has a serious communicable illness; when an illness prevents a child from participating in routine activities; when a child's illness results in greater need for care

than staff members can provide without compromising the health and safety of other children; when the child appears to have any one of the following symptoms, unless a licensed health care provider determines they do not indicate a communicable disease and provides this information to the center:

- Fever with stiff neck, lethargy, irritability, or persistent crying
- Diarrhea in addition to signs of dehydration, such as a decrease in Urination as indicated by the reduction in the number of wet diapers
- No tears when crying or decrease in activity, or blood or mucus in the stool
- Vomiting three or more times, or with signs of dehydration
- Undiagnosed rash that is accompanied by a behavior change, difficulty Breathing or joint pain, or that is characterized by open sores, blood red or purpling pin head spots, or bruises not associated with an injury or that last more than one day.
- Mouth sores with drooling
- Infestation, such as scabies or head lice
- Abdominal pain that is persistent or intermittent with other signs such as fever, difficulty breathing or lethargy such that the child does not play

And, when a child has any of the following diagnosed conditions:

- Diarrhea and blood or mucus in the stool
- Contagious signs of pertussis, measles, mumps, chicken pox, rubella or Diphtheria
- Streptococcal infection until treated with antibiotics for 24 hours
- Pinkeye with yellow or white discharge
- Untreated tuberculosis
- Other conditions as determined by a licensed health care provider

When excluding a child to prevent transmission of illness or readmitting a child who has been excluded, the center shall abide by the following guidelines:

- When a licensed health care provider excludes a child because of a communicable illness, a center shall readmit the child only after the parent provides a signed statement from the licensed health care provider that the risk of transmission is no longer present and the child is well enough to participate in center activities; and
- After receiving a signed statement from a licensed health care provider that the child poses no health risk to the children at the center, the center may permit the child to remain at the center.

MEDICATIONS & VACCINATIONS

If the child is currently on medication, the parent must sign a form requesting that this medicine be given and stating the times it should be administered each day. Center personnel will not be allowed to administer medication without this written permission. In addition to this requirement, the medication must also be for that child or it cannot be administered by Center personnel. If at all possible, the parent should administer medication at home. If scheduling dictates giving the medicine during center hours, the amount of times should be minimized & can only be given with a written order from a physician. The Center will only administer prescription medications and will not administer over-the-counter medications.

Medication is only administered when:

- (1) The prescriptive medicine bottle or package has the original pharmacy label showing the prescription number, name of the medication, date the prescription was filled, the physician's name, the child's first and last names, specific, legible directions for administration and storage, and the expiration date.
- (2) The original non prescriptive medicine bottle or package also has a label with the child's first and last names, specific, legible directions for administration and storage.
- (3) All medications are to be stored in a locked cabinet at all times.

*The child's vaccinations must be up-to-date upon enrollment at His Little Lambs Childcare Center.

BEHAVIOR GUIDANCE

The goal of discipline is to maintain a safe and fair environment that encourages growth and development of the child's self-esteem. That environment also encourages the building of interpersonal confidence and fosters self-discipline.

1. Classroom and Center rules shall be clear, understandable to the child, explained before and at the time of disciplinary action, and consistently applied.
2. Discipline shall include positive guidance, redirection, modeling of constructive handling of feelings and the resolution of interpersonal conflict, setting of clear-cut limits, and use of logical non-punitive consequences.
3. Discipline may include non-punitive restraint to insure safety and to prevent destruction of property. It may include brief, supervised separation from the group and withdrawal of special privileges.
4. HLLCC will tolerate no corporal punishment of children on premises, even by parents or guardians.

Each staff person and child at HLLCC is special and will be treated with respect at all times. Any type of behavior intended to physically or emotionally hurt someone will not be tolerated at the Center. His Little Lambs uses positive guidance as a learning tool to provide children with the guidance and security necessary for emotional and social growth.

Positive guidance methods used in this learning process include the following: redirection, ignoring the behavior, positive reinforcement, alternatives and choices, problem solving techniques, modeling, limit setting, and as a last resort, time out away from the situation (*for children over age three*) and group to calm down for a period of time geared to the age of the child. Parents will be notified if frequent "time out" is needed. (Individual behavior plans will be developed for children who have persistent behavior problems.) Each of the teachers at His Little Lambs is trained to implement each of these procedures.

All children are accepted at the Center on a trial basis. The Director, in consultation with the staff, reserves the right to withdraw any child who can not adjust to the Center's environment.

HLLCC policy is a measure to ensure the safety of each child, as well as a means to help children develop self-control, social skills, and to become responsible for their own actions. Positive, non-punitive methods are used in pursuit of this goal. In most cases, the teacher may verbally warn the child, and if the child does not respond, then the child is removed from the activity for a short period of time and is redirected to a new activity. In some cases, the center may utilize an appropriate time-out period, only as necessary and not for over 1 minute for each year of the child's age up to a maximum of 5 minutes for the child under school age. As per state regulation 11.3.e: During the time-out period, the child will remain within sight and hearing of a staff member in a safe, lighted and well ventilated area.

A child who displays aggression to other children or teachers is taught conflict resolution by learning how to use his words rather than his body to communicate his feelings. When a child is resistant to time-out, disrespectful of others, and does not modify his/her behavior, the center reserves the right to phone the parent and request the child to be picked up immediately and the Director will notify the parents of the scheduled return date for the child. If this pattern of phoning parents to have the child removed occurs more than three times, the child may be asked to be withdrawn from the center. In case involving serious infractions, even a one time incident, (imposing potential danger to self or others), a conference with teachers, Director and parents may be scheduled to determine the best course of action, which may include temporary or permanent removal from the Center.

Difficult Behavior Plan: When a child's behavior problems continue over time, the Director and staff member with designated responsibility shall develop and implement a plan for managing the difficult behavior. The Director shall ensure that:

- a. When possible, a parent or guardian participates in the development of the plan and, in all cases, the center shall provide the parent a copy of the completed plan and regular written reports of the child's progress;
- b. When necessary and appropriate, other professionals also participate in the development and implementation of the plan and, when necessary, receive written reports of the child's progress; and
- c. Staff members cooperate in implementing the plan and keep on file at the Center a copy of the plan, a record of the steps taken during implementation, and the child's progress in meeting the goals of the plan.

ITEMS TO BRING TO THE CENTER

Each child should bring to the center the following items:

- A lightweight blanket and small pillow with covering for rest times. (Please take home weekly for cleaning. Items **MUST** have the child's name on them).
- An extra set of clothing, including underpants, and socks. (These items **MUST** have the child's name on them and should be left at the Center.).
- Diapers, wipes and/or pull-ups as required
- Toothbrush and toothpaste.
- Gloves and head wear during cold weather
- Toys are not to be brought from the home into the Center except for Show & Tell days which are on Friday's.

TOILET TRAINING

HLLCC staff will work with the parent to facilitate toilet training for toddlers/preschoolers.

Parents will provide the center with ample supply of training underpants or pull-ups and extra changes of clothing. Bathroom breaks and diaper changes are scheduled throughout the day. However, every child is granted privileges upon their request and diapers are changed more often if needed. A form is available in your enrollment package that will provide your child's teacher with your potty training instructions.

MEALS & NUTRITION

HLLCC will provide nutritionally balanced meals and snacks, which are included in the weekly fee. Meals include breakfast, lunch, and an afternoon snack. The children will be encouraged to eat what is served, but will never be forced. The parent must note all allergies or special diet requirements on the medical sheet and complete a special dietary needs form. HLLCC is a participant in the USDA Food Program. In accordance to our agreement, it is specified that we make parents aware of the following statement: "Child Nutrition Programs are available to all children. The US Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, age, and disability. To file a complaint of discrimination, write to: USDA: Director, Civil Rights: Room 325-W, Whitten Building: 14th and Independence Avenue, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer."

NAP TIME/QUIET TIME

At HLLCC, we believe that children will nap according to what his/her own individual physical requirement may be, which can or may vary daily. According to WV state licensing policy, any child who is 24 months of age and under is able to nap according to his/her developmental needs; a child 25 months of age who is in care for more than 4 daytime hours includes a regular nap period of at least 1 hour each day for the child who sleeps, and opportunity for quiet time for the child who is unable to sleep during nap time. Due to limited space a child that does not sleep may just rest quietly.

SAFETY

The front entrance is to be used by all staff, parents and children arriving or departing from the Center. *Exception: During an emergency evacuation, the side and rear entrances may be used.*

When dropping off/picking up children, parents must turn engines off, remove the keys and all children from the vehicle. Parents are asked to show extreme care when entering and exiting the parking area. They are asked to never allow their children to play in or near the parking area and to hold their child's hand to and from their car. No child shall be dropped off to enter the building unsupervised. Parents assume responsibility for their children immediately after signing them out. However, we ask parents to be sure their children follow Center rules while still physically present. Example: running, using outside voice, opening exit doors, or playing around the doors is not permitted. Parents and staff are asked to watch carefully for children and vehicles and to drive slowly in the parking area. As well, for the safety of children, staff & visitors, smoking is not permitted on school property.

EMERGENCY PLAN

As required by WV licensing regulations, HLLCC has developed an emergency plan. The objective of emergency preparedness is to identify proper procedures and responsibilities for staff personnel in case of natural or other disaster situations. Copies of the emergency plan are located in each of the classrooms and the office. Parents will be notified immediately should an evacuation be deemed necessary. This childcare has taken these steps to prepare the children, staff, and parents for disasters:

The childcare conducts fire drills on a monthly basis and records the dates as required by licensing. The childcare checks its emergency kits and emergency medication expiration dates on a regular basis. We have at least one corded phone to use if there is no electricity.

With any disaster or crisis, your cooperation is necessary for the following:
Encourage and explain to your child why the best place for them is at the childcare.
Explain that if you are unable to pick them up quickly, we will care for them until you or your emergency contact comes to get them.
We will care for your child until you or your designee is able to reach them. Be sure to keep your child's signed emergency contact form updated. Children will only be released to those specified by you on their form. We will also utilize the phone numbers on the emergency contact card should we need to re-locate to an alternate site.

INCLEMENT WEATHER POLICY

In case of foul weather, please arrange well in advance, for an alternative plan of care for your child. Should our Center need to close. HLLCC follows the closings & delays procedures as set forth by Jefferson County Schools. Should Jefferson County Schools be closed or operating on a timed delay, our Center shall do the same. It is the parent's responsibility to listen to the local radio or television stations for updates on Jefferson County School closings & delays. During school hours, please remember to dress your child for the current weather. Regulations require the children to be outside for at least one hour per day when it is 40 degrees or above.
Center staff does not apply sunscreen to the children. Parents are requested to apply sunscreen to their child prior to bringing them to the Center each day. The Center is not responsible for children that obtain a sunburn while outdoors as a result of no sunscreen being applied by the parent.

FIRST AID

All teachers maintain a First Aid kit in their rooms and also carry the kit with them for outside play, field trips and emergencies. The kits contain items that will allow the teacher to properly cleanse a wound and apply bandages or ice if needed. The kit also contains a copy of the parent's signed Emergency Contact Form from your enrollment package. Permission to administer minimal first aid to your child if needed, must be authorized in advance. Please note that we are only permitted to apply water to cleanse a wound, ice for swelling and Band-Aids. An authorization form is available in your enrollment package.

HOLIDAYS

HLLCC is closed on the following holidays to allow our employees the opportunity to prepare for and celebrate with their families. Tuition is still paid during these days.

Good Friday	Veteran's Day
Memorial Day	Thanksgiving Day & the day after
Independence Day	Christmas Eve through New Years Day
Labor Day	

BIRTHDAYS & SPECIAL OCCASIONS

HLLCC is committed to providing healthy food for our children. If parents wish to celebrate their child's birthday by bringing in a treat for class, they are welcome to do so but you are asked to notify the staff in advance. ***Treats must be store bought and not homemade.***

TUITION & LATE FEE'S

When a child is enrolled at HLLCC, they occupy space in a classroom. Payment is due regardless of whether a child attends daily, is absent due to illness, vacation, holidays, family events, and when the center is closed due to inclement weather or other conditions which would prevent the center from opening.

Payment is due each Monday by 5:00 p.m. unless otherwise arranged with the Director. If a personal check is returned to the center due to insufficient funds, the center will charge the parent \$25 in addition to the original amount of the check. A second offense will mean that checks are no longer accepted and payment must be made via cashier's check, money order or cash.

The Board of Directors reviews potential tuition increases annually. Should an increase be necessary, you will be notified by the Center in advance.

A late fee of \$20 for the first five minutes, and \$5.00 each additional minute is charged to the parents who pick their child up after 5:00 p.m. However, this does not permit parents to be habitually late. Consistent late pick-up may result in a request for withdrawal.

TERMINATION POLICY

HLLCC reserves the right to terminate care of a child in any of the following instances:

- Consistent late payment of tuition or disregard of payment agreements
- Consistent late pick-ups after center closing time
- Any display of physical, verbal or psychological abuse by any persons associated with a child enrolled , towards children, parents staff or visitors
- Failure to keep all medical and personal information up to date
- Habitual disregard for Center policies and procedures
- Any inappropriate behavior or condition, deemed by the Board, that could result in harm to the Center's children, staff or parents when, in the view of the Center's administration, the relationship between the parents and any staff member or Director is such that it adversely impacts the provision of services for the child.
- Inappropriate use of language.

PARENT RESPONSIBILITIES

Establish a partnership with the Director and the staff in the best interest of the child.

Administration of medication should be considered primarily the function of the parent.

Maintain compliance with the required immunization schedule

Comply with all HLLCC rules regarding;

- Pick up and drop off arrangements

- Change of clothing, pillow/blankets and supplies (take home to clean each Friday)

- Alternate contact information

- Provide a signed contract, registration & deposit fees, immunization record and all other required paperwork

- Prompt payment of weekly tuition and any late fee's

- Sign in and sign out – signature verifies time shown and accurately reflects the child's attendance.

DROP-OFF & PICK-UP/ATTENDANCE POLICY

HLLCC opens daily at 6:30 a.m. and closes at 5:00 p.m., Monday through Friday. Children must be signed into the classroom each morning with the time of arrival and the parent or guardian's full signature. The procedure is the same for afternoon pick-up. A late fee of \$20 for the first five minutes, and \$5.00 for each additional minute is charged to the parents who pick their child up after 5:00 p.m. However, this does not permit parents to be habitually late. Consistent late pick-up may result in a request for withdrawal. ***In order to receive breakfast, your child must be at the center BEFORE 8:45 A.M. And in order to be admitted for the day, your child must arrive before 9:00 A.M. Students are expected to be at the Center during the days & times indicated by the Parent/Legal Guardian at the time of enrollment. If your child will miss a day, please contact the Center by 9:00 AM.***

Should parents require someone from their list of Authorized Persons to pick up their child, they must inform the teacher or Director in writing the morning the child is dropped off. The person must then present a Photo ID before the child will be released into their care.

CONFIDENTIALITY POLICY

No staff member at HLLCC shall discuss a child or family with any person other than another staff member or the Director. No staff member shall share information about a child or family with another client. Any staff member found discussing children or family information outside of the center or to other clients will be automatically dismissed. If a staff member is having difficulty with a child or their family, then the staff member will discuss the issue with the Director and a course of action will be discussed and set into motion.

No persons other than the parent of the child, teacher and assistant teacher of the child and Director may review children's files. Teaching assistants, cooks, junior helpers and volunteers are not allowed to review any child's file.

If a teaching assistant, cook, junior helper or volunteer have been found to violate this rule they will be automatically dismissed from their position and will not be considered for future employment at HLLCC.

The Center is required to maintain a child's records for three (3) years after withdrawal. After three years the records will be shredded.

PEST CONTROL POLICY

This facility does not use any sprays or chemicals for pest control. Non Toxic Glue traps are utilized & set in place monthly by our licensed contractor, Terminix. Should unusual pest control services be required, all parents will receive advance, written notice.

CLOTHING POLICY

Children will be actively involved in their day, meaning paint might be spilled or puddles might be splashed through. Durable, washable clothes are a must as staff would rather see a child freely explore rather than worry about the child getting dirty. Comfortable tennis shoes are recommended. ***Do not bring your child to the Center in flip flops, open toe shoes, or shoes that are too big or too small for their feet. This may cause the child to trip or fall during outside play. Do not bring your child to the Center wearing any clothing that contains drawstrings. The strings can get caught in equipment and pose a strangling/choking threat.***

Each child must have an extra change of clothing in case of an accident or spill. These clothes must be labeled and stored in the child's cubby. soiled clothing will be bagged & given to the parent at the end of the day. Remember to bring an extra set back to the center the following day.

Part of every day is spent outside except in extreme conditions. Be sure to dress your child appropriately for the current weather so that they may stay warm or cool and enjoy being outside.

PROCESS FOR GRIEVANCE

We hope that you and your child or children will enjoy their experience at His Little Lambs Childcare Center and that no problems will emerge. However, if you should experience a negative situation for which you believe filing a grievance is the right step to take, the following procedure has been set up so your concern(s) may be properly addressed.

Definition: A grievance is defined as a statement alleging a violation of your or your child's civil rights under law or under the published policies or principles of His Little Lambs. ***Neither His Little Lambs leadership nor staff will discriminate or retaliate against customers who file a grievance.***

Step 1 – Informal Resolution: An aggrieved person should first attempt to resolve the grievance in an informal manner by making a good faith effort to discuss the situation with his/her teacher or the Center Director.

Step 2 – Formal Resolution: If the informal process does not resolve the situation to the satisfaction of the complainant, the grievance must then be put into written form and submitted to the Center Director within five days of the disputed action. The Director will respond to the grievant in writing within five working days.

Step 3 – Action by Board of Directors: If the complainant is still not satisfied with the resolution of the grievance, within five working days from the receipt of the director's written response, he/she should submit a copy of the grievance and all correspondence to date to the Board of Directors. The Board of Directors will then investigate the grievance and respond in fifteen days to the complainant the final resolution of the complaint.

This facility is operated in accordance with the USDA policy, which does not permit discrimination because of race, color, sex, special needs, or national origin. Any person who believes that he or she has been discriminated against in any USDA activity should write immediately to the Secretary of Agriculture, Washington, DC. 20250.

His Little Lambs shall have an environment free from intimidation and harassment because of their race, age, sex, religion, handicap, or ethnic origin. His Little Lambs prohibits any physical, verbal, or visual

harassment by any employee toward any family or child. A family member is to report any complaints of this nature to the immediate supervisor or director. These complaints will be thoroughly investigated and should they be found to have any basis in fact, the person or persons involved will be appropriately disciplined, which may include immediate discharge.

THIS CENTER REPORTS SUSPECTED CHILD ABUSE AND NEGLECT TO CHILD PROTECTIVE SERVICES AS REQUIRED BY WEST VIRGINIA LAW. Child Abuse Hotline 1-800-352-6513

49-6A-2. Persons mandated to report suspected abuse and neglect.

When any medical, dental or mental health professional, Christian Science practitioner, religious healer, school teacher or other school personnel, social service worker, child care or foster care worker, emergency medical services personnel, peace officer or law enforcement official, member of the clergy, circuit court judge, family law master or magistrate has reasonable cause to suspect that a child is neglected or abused or observes the child being subjected to conditions that are likely to result in abuse or neglect, such person shall immediately, and not more than forty-eight hours after suspecting this abuse, report the circumstances or cause a report to be made to the state department of human services: Provided, That in any case where the reporter believes that the child suffered serious physical abuse or sexual abuse or sexual assault, the reporter shall also immediately report, or cause a report to be made to the division of public safety and any law-enforcement agency having jurisdiction to investigate the complaint: Provided, however, That any person required to report under this article who is a member of the staff of a public or private institution, school, facility or agency shall immediately notify the person in charge of such institution, school, facility or agency or a designated agent thereof, who shall report or cause a report to be made. However, nothing in this article is intended to prevent individuals from reporting on their own behalf.

In addition to those persons and officials specifically required to report situations involving suspected abuse or neglect of children, any other person may make a report if such person has reasonable cause to suspect that a child has been abused or neglected in a home or institution or observes the child being subjected to conditions or circumstances that would reasonably result in abuse or neglect. A copy of this policy, which requires your signed acknowledgment is located in your enrollment package.

TRANSPORTATION POLICY

His Little Lambs Childcare Centers transportation policy is to follow child care transportation licensing requirements for child care centers licensed in the state of West Virginia.

STATE OF WEST VIRGINIA TRANSPORTATION LICENSING REQUIREMENTS FOR CHILD CARE CENTERS

- The driver shall be accompanied by an attendant if there are children under two years of age.
- The driver shall be at least 18 years of age. (HLLCC policy is that all drivers must be a minimum of 21 years of age).
- All drivers shall hold appropriate licenses to drive vehicle.
- The driver shall not leave the vehicle unattended while children are onboard.
- Doors will remain locked and all children will remain seated at all times vehicle is underway.
- Good order will be maintained at all times to ensure the safety of the children.
- A responsible person will deliver the child or children to the vehicle and meet the child or children when returning. No child is to be left unattended.
- The driver shall have knowledge of first aid and CPR or shall have an aide trained in first aid. There shall be an equipped first aid kit on the vehicle.
- The driver shall maintain the vehicle in safe running condition at all times.
- The driver shall conform to state vehicular laws, rules and regulations.
- The driver shall operate a vehicle only if the vehicle used in transporting children is insured against liability.
- The driver shall insure that all children are protected by an age-appropriate safety apparatus.

- The driver shall follow the following evacuation plan if the need arises:
 - Stop in a safe place, off the roadway;
 - Calm the children;
 - Help the children exit the van in an orderly fashion to a safe area, taking with you the emergency file & first aid supplies;
 - Assess the situation: check for injuries and give necessary care;
 - Take roll; ensure that all children are present and accounted for;
 - Call the appropriate center and other emergency contacts listed as necessary; and
 - Document on log as soon as time permits.

TOBACCO/ALCOHOL/SUBSTANCE POLICY

The use of tobacco, drugs or alcohol by staff, parents and/or visitors are strictly prohibited on School premises. This includes all property and the parking lot.

Individuals supervising students off school grounds are prohibited from distributing or using alcohol, tobacco products or illegal substances in the presence of students and/or at any time while engaged in activities directly involving students.

Staff members of child care centers shall not use tobacco in any form while engaged in any food service activities, feeding children or administering to the children's needs. Smoking is also prohibited in all children's areas. "Child care center" is defined as any child care facility providing nonresidential child care for seven or more children for all or part of a day. The term "child care center" includes: day care centers, family day care facilities, nursery schools, and preschools. Violators are guilty of a misdemeanor punishable by a fine of not more than \$200, imprisonment for not more than 30 days or both the fine and imprisonment.

UNACCEPTABLE TREATMENT OR PUNISHMENTS

Staff and other adults at the Center shall not handle behavior problems by: subjecting a child to physical punishment of any kind, including, but not limited to, shaking, striking, spanking, swatting, thumping, pinching, popping, shoving, spitting, biting, hair pulling, yanking, slamming, excess exercise or any cruel treatment that may cause pain, putting anything in or on a child's mouth as punishment, restraining a child by any means other than a firm grasp around a child's arm or legs and then for only as long as necessary for the child to regain control; Subjecting a child to psychological punishment of any kind, including, but not limited to ridicule, humiliation, or negative remarks about the child or the child's family, including remarks about race, gender, religion, or cultural background; using harsh or profane language, or actual or implied threats of physical punishment; punishing or threatening a child in association with food, rest or toilet training; isolating a child without supervision or placing the child in a dark area such as a box, closet, or similar confined space; permitting a child to discipline other children; punishing an entire group for the actions of one child or a few children; or seeking or accepting parental permission to use physical punishment of other actions prohibited by this rule. HLLCC does not use corporal punishment in any form or manner.

ROUTINE ORAL HYGIENE ACTIVITIES

The Center shall promote the habit of regular tooth brushing. All children with teeth shall brush or have their teeth brushed at least once during the hours the child is in child care. Using a size appropriate brush and a small amount of fluoride toothpaste, the teacher shall either brush the child's teeth or supervise as the child brushes his/her own teeth. The teacher shall monitor the tooth brushing activity and thoroughly brush the child's teeth after the child has finished brushing. The cavity-causing effect of frequent exposure to food shall be reduced by offering the children rinsing water after snacks when brushing is not possible.

PARENT HANDBOOK ACKNOWLEDGMENT

All parents are required to sign an acknowledgment form (located in your enrollment package) certifying that you have received your copy of the His Little Lambs Childcare Center Parent Handbook. It is your responsibility to read and understand the matters set forth in this Handbook. It is a guide to firm policies and procedures. **A copy of your signed acknowledgment form will be maintained in your child's records.**