

# Parent Handbook

LeGrande Learning Center of North Hickory

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Hickory, NC 28601

(828) 327-4422

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Hours: Monday - Friday 7:00am - 6:00pm

Preschool 6 weeks - 5years

Owned and operated by Lois Caldwell and Lori Klingensmith

### **Philosophy:**

At LeGrande Learning Center we believe that every child deserves an opportunity to grow and learn in a warm and nurturing environment, with caring experienced and educated individuals that focus on the needs of the child. Providing developmentally appropriate activities and positive interaction and supervision while promoting diversity, values and creativity. We believe our early childhood educators must embrace the whole family to assure the success of the child, and that family involvement and support enhance a child's growth and potential.

### **Our Operating Hours**

LeGrande Learning center is open year-round, Monday through Friday 7:00am - 6:00pm.

Providing full-day early childhood education and child care programs. Everyday Childcare staff implement's extensive operational procedures that meet state guidelines to ensure the safety of your child. A safe and secure atmosphere promotes healthy learning.

LeGrande Learning Center has a strict cut off time of 9:30. We have our day structured so that your child gets the most from our program if they are here by 9:30. It is very important that you make every effort to have your child here by then. If your child has a doctor, dentist, etc. appointment you will need to make that for first thing in the morning. If your child cannot go to any appointments and be here by 10:30am they will not be allowed to stay. It is disruptive to their schedules and to the classroom schedules.

Our breakfast is served until 8:40 so if your child needs to be served breakfast you need to have them here by 8:30.

If you do not notify us prior to 8:30am that your child will be late and they arrive after 9:30 they will not be allowed to stay.

### **Enrollment**

Upon enrollment you must complete registration form and enrollment packet. Registration fee and first week's tuition are due first day of enrollment. LeGrande Learning Center accepts enrollment without regard to race, creed, color, sex or national origin.

### **Creative Curriculum**

Our **Creative Curriculum** promotes a balance of learning and play, self-discovery and guidance through composition of the preprimary program, including all daily activities, transitions, and routines which impact on the child's physical, social, emotional, and intellectual development.

### **Physical Fitness**

LeGrande Learning Center playgrounds are built with state-of-the-art equipment designed for age appropriate physical development. Playgrounds are separated by age groups. Using equipment specific to appropriate age. Most importantly, our playgrounds are inspected and maintained regularly to meet and exceed national standards.

### **Nutrition**

Our balanced nutrition program provides children with a nutritious breakfast and lunch, along with an afternoon snack. Meals and snacks are developed on USDA guidelines. Meals are prepared on campus by trained staff.

If your child has Allergy's you must bring in documentation from your doctor to be noted in the child's file. No box lunches or outside food is to be brought into the center. If there is a dietary need please discuss with the director and cook.

### **Cleaning Procedures**

Infant:

Toys are sanitized daily. Sheets & Blankets are washed daily

Toddlers – Five's:

Toys are sanitized daily. Sheets & Blankets are washed weekly

All rooms are swept, mopped and sanitized daily.

## **Registration, Tuition and Method of Payment**

### **Registration**

Your registration/supply fee is due and payable at the time of enrollment and is nonrefundable. This fee is renewed each new school year. August is the start of our new school year.

### **Tuition Payment**

Your tuition payment reserves your child's space in their assigned classroom. To insure quality programming and high-quality staffing tuition is due even when child is absent. Tuition is due weekly or may be paid monthly. **Weekly tuition is due Friday of the preceding week.** If tuition is not paid in full by 6pm on Monday of the following week, a \$25.00 late fee will apply. LeGrande Learning Center accepts Cash, Checks, Money order and VISA/MC

Past due tuition fees may result in the loss of your child's space at the school. At times it may be necessary to close the school campus due to weather conditions, holidays, or unforeseen circumstances. Holiday closings have been calculated into the cost of weekly tuition. No tuition credit will be given for school holidays. All tuition/fees are due and payable despite unpublished school closings or any unforeseen circumstances.

### **Late Pick-up Procedures and Policies**

If a child is left at school after normal business hours, staff will attempt to contact child's parent first. If we are unable to contact the parent, we will proceed to the listed emergency contacts to pick up the child.

When a child is left for an unreasonable length of time and we are unable to locate any family we are required to contact the appropriate regulatory agency including but not limited to the department of family and children services.

Parents who pick up their child after the designated closing time are charged a late fee of \$2.00 per minute per child after closing. This fee is due and payable immediately at the time the child is picked up.

### **Withdrawal Procedure**

No portion of weekly paid or outstanding tuition will be refunded or cancelled in the event of absence, holidays or school closings, withdrawal or dismissal from the school.

A two-week written notice must be submitted to the school director prior to withdrawal date should it become necessary to withdraw your child for any reason. This notice should include the date of submission of withdrawal notice and the last date your child will be in attendance.

Verbal notice of withdrawal will not be considered withdrawal notification. All tuition and any related classroom fees are due and payable during the two-week notice period.

Once a notice of withdrawal is received your child's classroom space will be filled. To re-enroll, normal registration fees will apply. Your child will then be considered for enrollment based upon availability space.

In event that your child is absent for two consecutive weeks without proper notification to the director he/she will be considered withdrawn from the program and reserved classroom space will be filled. All tuition and any related classroom fees are due and payable during this two-week period. To re-enroll normal registration fees will apply. Your child will then be considered for enrollment based upon space availability.

### **Dismissal**

Occasionally, due to unforeseen circumstances a child is unable to adjust to a private preschool setting. When these circumstances occur LeGrande Learning Center will make every effort to accommodate the needs of each parent or child. LeGrande Learning Center reserves the right to dismiss any student, should it be deemed necessary after a reasonable adjustment period or anytime for any reason, during a child's enrollment at the sole discretion of the school director or administration.

## **Vacation Tuition Credit**

Full-time student who attend school five days per week for one consecutive calendar year may be entitled to a one-week vacation tuition credit.

Vacation tuition credit will only be given when a vacation is planned for a consecutive calendar week beginning on Monday and ending on Friday of the same week. Random vacation days will not be considered for vacation tuition credit.

To be eligible for the vacation tuition credit parents must submit a written request for a vacation tuition credit to the director. This written notice must be submitted one week prior to the vacation date. Verbal notice of vacation will not be considered as notification.

Vacation tuition credits cannot be carried over from calendar year to calendar year.

## **Policies and Procedures**

### **Open Door Policy**

LeGrande Learning Center has an open-door policy. Parents are invited to come in and tour our facility before enrolling their child for their comfort and safety. Parents are invited to observe their child's classroom at any time. If you need to ask questions a parent /teacher conference can be arranged at any time.

### **ADA Policy**

The federal Americans with disabilities act of 1990 (ADA) makes it unlawful to discriminate in employment against a qualified individual with a disability. This part of the law is enforced by the U.S. Equal employment opportunity commission (EEOC) and state and local civil rights enforcement agencies that work with the commission. The ADA also prohibits childcare centers from denying admission to a child with a disability.

### **Discipline and Behavior Management Policy**

Praise and positive reinforcement are effective methods of the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy:

#### **We DO:**

- Praise, reward, and encourage the children
- Reason with and set limits for the children
- Appeal to each child's differences
- Model appropriate behavior for the children
- Model flexibility and acceptance of mistakes or failures
- Modify the classroom environment to attempt to prevent problems before they occur
- Listen to the children
- Provide alternatives for inappropriate behavior to the children
- Provide the children with natural and logical consequences of their behaviors
- Treat the children as people and respect their needs, desires, and feelings
- Provide and seek opportunities for children to share their thoughts
- Ignore minor misbehaviors
- Explain things to children on their levels
- Use short supervised periods of time-out sparingly. Time-out will be used for children ages 2 and up. The length of time allowed in Time-out is one minute per child's age.
- Stay consistent in our behavior management program
- Use effective guidance and behavior management techniques that focus on a child's development
- Give positive attention

#### **We Do Not:**

- Spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish the children
- Make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children
- Shame or punish the children when bathroom accidents occur

- Deny food or rest as punishment
- Relate discipline to eating, resting, or sleeping
- Leave the children alone, unattended, or without supervision
- Place the children in locked rooms, closets, or boxes as punishment
- Allow discipline of children by children
- Criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.

Staff will always practice the skill of composure by:

- Focusing on what they want the child to accomplish
- Celebrate the child's success and choices
- See situations from the child's perspective
- Creatively teach the child how to communicate their wishes or frustrations

Administrators and staff will use appropriate response and behavior management alternatives for children who exhibit acting out behaviors. Staff can notify administration of a problem by opening the door of the classroom and yelling or by using their cell phone to call the office. Administrators will assist by either removing the child safely from the classroom, taking all appropriate actions to provide a safe and secure environment for the child until their behavior has de-escalated or providing additional staff in the classroom to allow a teacher to step away from the situation for a few minutes. Once the behavior has de-escalated the child will be returned to the normal routine of the classroom and regular monitoring will continue throughout the day.

To ensure proper discipline and behavior management techniques are being implemented by staff, written staff evaluations will be completed once a year. Administration will spend 30 minutes to an hour observing behaviors and discipline techniques in each classroom on a quarterly basis. Feedback based on the observations will be given to staff.

Administration will be available for staff to notify any concerns confidentially regarding inappropriate discipline, care or treatment of children. This can be done in person or via telephone or email if administration is not present at the facility.

When a report is made with concerns of maltreatment of children, administration will report the concerns to the proper investigating authorities immediately.

Staff shall always comply with the facility's policies and child care requirements regarding appropriate discipline practices. They are expected to immediately report any observations or incidents of a coworker's inappropriate discipline, care or treatment of children to administration without fear of reprisal.

A review of the discipline and mandatory reporting policies will be completed with all staff annually.

## **Mandatory Reporting Law**

### **7B-301. Duty to report abuse, neglect, dependency, or death due to maltreatment.**

(a) Any person or institution who has cause to suspect that any juvenile is abused, neglected, or dependent, as defined by G.S. 7B-101, or has died as the result of maltreatment, shall report the case of that juvenile to the director of the department of social services in the county where the juvenile resides or is found. The report may be made orally, by telephone, or in writing. The report shall include information as is known to the person making it including the name and address of the juvenile; the name and address of the juvenile's parent, guardian, or caretaker; the age of the juvenile; the names and ages of other juveniles in the home; the present whereabouts of the juvenile if not at the home address; the nature and extent of any injury or condition resulting from abuse, neglect, or dependency; and any other information which the person making the report believes might be helpful in establishing the need for protective services or court intervention. If the report is made orally or by telephone, the person making the report shall give the person's name, address, and telephone number. Refusal of the person making the report to give a name shall not preclude the department's assessment of the alleged abuse, neglect, dependency, or death as a result of maltreatment.

(b) Any person or institution who knowingly or wantonly fails to report the case of a juvenile as required by subsection (a) of this section, or who knowingly or wantonly prevents another person from making a report as required by subsection (a) of this section, is guilty of a Class 1 misdemeanor.

(c) Repealed by Session Laws 2015-123, s. 3, effective January 1, 2016. (1979, c. 815, s. 1; 1001 (Reg. Sess., 1992), c. 923, s. 2; 1993, c. 516, s. 4; 1997-506, s. 32; 1998-202, s. 6; 1999-456, s. 60; 2005-55, s. 3; 2013-52, s. 7; 2015-123, s. 3.)

### **Administration of medication policy**

Parents must complete in full and sign the Parental Authorization for Medication form prior to the administration of any medication. This form is available at the front desk. State licensing regulations require parents to provide a signed authorization including administration and dosage procedures of each medication to be administered. Any potential adverse reaction to the medication must be listed on the authorization so the child can be properly monitored, and parents notified accordingly. This authorization must indicate the specific dates the medication is to be administered. A new authorization is required at the beginning of each week. LeGrande Learning Center will administer only those medications specifically labeled as a prescription with a doctor's name, Child's name and dosage procedures outlined on the bottle. **NO OVER THE COUNTER MEDICATIONS OF ANY KIND WILL BE ADMINISTERED WITHOUT A WRITTEN PRESCRIPTION FROM A LICENSED MEDICAL PHYSICIAN.** Such prescribed medications will be administered only to the child whose name appears on the labeled prescription container. Medications cannot be shared by multiple family members unless each person's name appears on the label.

All medications must be dropped off and picked up at the front desk, each day these medications will be stored in a locked secure area inaccessible to the children. Medication may not be transported to classroom by parents. **NO MEDICATION MAY BE PLACED IN THE CHILD'S BAG OR TAKEN INTO THE CLASSROOM FOR ANY REASON.**

All medications will be administered by the designated staff member immediately following lunch each day. **Only one medication per child per day will be administered.** Special circumstances requiring the administration of additional medications must be discussed with the director. It is the discretion of the director to make exceptions to this policy in order to meet the needs of the child.

All medications must be taken home daily to ensure proper parental control.

**LeGrande Learning Center has the right to refuse administering medications to any child if we feel it puts our center and staff in legal jeopardy with state law. Child Care Rule .0803**

### **Weapons Policy**

To ensure safety, any firearm, including pellet or BB guns (loaded or unloaded) darts, cap pistols **will not** be permitted on campus at any time. Children are not permitted to bring play guns, swords or knives to school. Parents may not carry any type of gun, knife, pepper spray, or nightstick on the premises. This includes law enforcement officers who are off-duty.

### **Transportation Policy**

LeGrande Learning Center does not provide transportation.

In the event of an emergency staff member(s) will transport children to the nearest hospital or designated emergency evacuation location.

### **Emergency Evacuation Location**

Should a situation arise where the school campus is deemed by the school administration, or emergency personnel to be an unsafe environment, the children will be evacuated to Grace Covenant Presbyterian Church for their safety.

In the event the school campus is evacuated LeGrande staff will attempt to contact parents of each child with evacuation location. If the child's parents cannot be reached, we will contact the designated emergency contact from your enrollment application.

### **Inclement Weather**

It may be possible for the school campus to open during certain weather conditions. We will make every reasonable effort to open the school, however, safety for your child and our staff members will be our prime consideration for closing the school. When you are in doubt whether the campus will be open during inclement weather, tune to the designated radio or television station for further information. These information channels are Channel 3WBTV and channel 9WSOC. When City of Hickory schools or Catawba County schools are closed LLC may also be closed.

## **TV and Video Policy**

The viewing of television is limited to age-appropriate films. Children are never forced to watch a video. Alternative activity is offered to any child during the time a video is being shown.

## **Clothing Policy**

In case of accidents we request every child keep a change of clothes in their cubby. Label each item with child's first and last name.

## **Rest Period**

Each afternoon all children are provided a quiet time to relax. Semi-classical music is played while the children rest on their cots with sheets and blankets provided by the parent. Children are required to rest quietly on their cots or engage in quiet activities after a short rest period. Children who fall asleep will be allowed to sleep until the end of the rest period as designated on the classroom daily schedule. A one- or two-hour rest period.

Parents are required to provide a crib sheet or a cot sheet for their child's cot. These items will be sent home weekly to be washed and will be the responsibility of the parent to return it so the child will have it for rest time the next day. Children may bring a small item to comfort them and help them rest. The item must be small enough to fit in their cubby. Toys are not appropriate and may cause distraction to other children who are trying to rest.

## **School Holidays**

LeGrande Learning Center is closed in observance of the following holidays:

Labor Day

Thanksgiving Day (3 Days)

Christmas Day (3 Days)

New Year's Day (2 Days)

Good Friday

Easter Monday

Memorial Day

Independence Day (3 Days)

Please refer to our website, HYPERLINK "<http://www.legrandellearningcenter.com>" [www.legrandellearningcenter.com](http://www.legrandellearningcenter.com) for specific dates these holidays will be observed.

## **Health and Immunization Requirements**

Parents must provide a copy of current certification of immunizations showing adequate protection against childhood diseases as required by local, state and regulatory agencies. This certification can be obtained from your local health department or private physician.

It is the responsibility of the parent of each child to provide the school a current certification of immunization prior to the expiration date of the certificate currently on file. The continued enrollment of any child may be denied if a current certificate of immunization cannot be provided.

Any child who is not immunized will not be eligible for enrollment.

## **Illness**

First and foremost, at LeGrande Learning Center it is our commitment to providing a safe, secure and healthy environment for all children, parents and staff. Children in our childcare environment are vulnerable to common illnesses such as colds, flu and intestinal viruses. Should your child become ill while at school we will take the proper action deemed necessary by the circumstances of the illness.

An incident report will be completed and given to the parent at the normal pick-up time when a child becomes ill while at school, if the illness is not severe enough to warrant an immediate notification of a parent.

When a parent is notified, the child must be immediately removed from the school to prevent the spread of illness to other children, parents, and staff. The following list reflects some common signs of illnesses, which requires a parent immediate notification.

A fever of 100 degrees Fahrenheit or more

Vomiting

Diarrhea

Sudden appearance or spread of a rash that is not explainable

Pink Eye

Head Lice

An Ill child will be removed from the classroom and kept comfortable in the front office until he/she is picked up. This procedure is to help protect the other children in the classroom from exposure to the illness.

In rare circumstances the director may take additional emergency action as deemed necessary to care for your child. When such action is taken the director will contact 911 emergency services and follow the instruction of the emergency medical personnel the child will be transported to the nearest medical facility. In such emergency situations the school director will contact you as soon as the situation allows. As parent/guardian of the child you assume full responsibility for payment of such medical services acknowledging that LeGrande Learning Center student accident insurance policy will cover minor accidents that occur on school campus.

Any child who has been exposed to or contracts a communicable or infectious disease may not return to school until the disease is no longer contagious. A certification from a doctor who has expertise in communicable and infectious disease may be required before the child will be re-admitted to the classroom.

You will find a posted copy of the Division of Public Health Infectious Control in Day Care Center near the front of the school. This chart will be used as a guideline by school staff for exclusion or re-admission to school by an affected child. No child with a communicable disease will be permitted to be in attendance.

Children who display signs of a communicable or infectious disease may not be left at school. Children must be free of abnormal temperatures for a minimum of 24 hours without the administration of fever reducing medications and show no signs of illness when returning to school.

Parent will be notified in writing of specific diseases or medical concerns their child may be exposed to while at school. It is the responsibility of the parent to notify the school director when your child contracts or is exposed to an infectious or communicable disease outside of the school.

### **Security Entrance**

The entrance of LeGrande learning center is secured by a locking mechanism to ensure your child is protected while on campus. Every child must be signed in/out every day. If it is necessary for someone other than yourself to pick up your child or have access to the school building, please contact the director ahead of time or your child may not be released.

### **Persons Authorized to pick-up child**

It is the responsibility of the registering parent to notify the school in writing of all persons authorized to pick up the child. All persons on your list will have to register at the front desk before releasing the child.