



Carol's Daughter
Learning Center

Carol's Daughter Learning Center
"Developing Young Minds"

Parent Handbook
2020-2021



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Welcome

We are glad you have chosen Carol's Daughter Learning Center. We understand the importance of your decision to entrust us with the care and education of your child. We are not a daycare, but rather an educational learning center, that strives to stimulate and nurture your child. In any professional care and education setting, policies are an important part of maintaining proper health and safety. Our policies enforce strict compliance with state licensing regulations. This Parent Handbook outlines the basic policies we enforce, as we care for your child. We ask that you please read and become familiar with these policies, and ask for clarification, when needed. It is understood that by enrolling your child in our center, you agree to abide by our policies and procedures. Please sign the last page and turn in to the director.

Our Mission

Our Mission is to provide extraordinary service by exemplifying Christian character first. We will go out of our way to make sure each child gets the individual attention that he/she deserves. We teach our children to strive beyond the norm and never settle for less. While other facilities may inspire children to be followers, we train them to be the leader.

Values

To operate in excellence in everything we do and everyone we serve.
To embody ethics, pride, integrity and passion in everything we do.
To respect and listen to others.

Vision

We understand that, "Children Are Our Future". We aim to train and teach them in the way they should go. (Proverbs 22:6) The bible teaches us that if we do this, they won't depart from it. We want to do more than teach children to memorize scriptures. We want to teach them to live by them! By doing so, our children will excel in all areas of life socially, mentally and physically.



Our Curriculum

We at Carol's Daughter Learning Center use the "A Beka Curriculum". A Beka book is an affiliate of Pensacola Christian College known across America for its outstanding training of Christian educators.

A Beka book is dedicated to providing quality education from a Christian perspective.

Of course, the most original source is always the word of God, which is the only foundation for true scholarship in any area of human endeavor. Thus our publications are built upon the firm foundation of scriptural truth and are written by dedicated and talented Christian scholars who are well grounded in the practical aspects of teaching. You can trust A Beka Book for excellence.

POLICIES AND PROCEDURES

Enrollment

We have an open enrollment policy. Our services are offered to everyone, regardless of race, creed, sex, religion, disability or national origin. All enrollment forms must be completed before your child is admitted into our school. Please keep your enrollment forms updated when changes are made in your address, home, work and cell telephone numbers, places of employment, emergency contacts and individuals authorized to pick up your child.

Full Time Students

Student ages 6 weeks – 5 years of age and attends 0 to 5 days of the week is considered a Full Time Student.

School Hours

School hours are Monday through Friday, 6:00 a.m. to 6:30 p.m. We ask that all children arrive at school by 9:00 a.m. If students are not at school by 9:00 a.m. there must be a doctor's excuse presented. We encourage you to arrive at least ten (10) minutes prior to the close of business (6:20pm) to allow an opportunity to speak with your child's teacher and check out. Pick-up time is 6:30p.m. Beginning at 6:31 p.m., a late pick-up fee of \$2.00 per minute, per child, is incurred. *For Example: arriving at 6:45p.m., a Late Pick-up fee of \$30.00 (\$2.00x15 minutes) is due upon arrival.* If your child has not been picked up by 7:00 p.m. and every attempt to contact you and your emergency contacts has failed, Carol's Daughter Learning Center will contact the Fulton County Police and the Georgia Department of Family and Children's Services (DFACS). After an excessive number of late pick-up arrivals, you may be asked to withdraw your child.

Access to Your Child's Classroom

Parents are permitted access to their child's classroom and play areas anytime during operating hours. Per the new Georgia Bright From the Start regulations, extended family, i.e. grandparents, aunts, uncles, etc., must have a background check on file. However, we ask for your cooperation during nap time, in not disturbing the schedule.

Arrival and Departure

It is important that your child's day begin on a positive note. Upon arrival, please sign-in with your password. An authorized adult must accompany a child in and out of the building, at all times. Your child may experience some separation anxiety, this is normal. Experts suggest you comfort your child with a hug, tell them you are leaving and ensure they will return, and promptly leave the classroom. While leaving a crying child can be difficult, most children stop crying within five minutes of the parents' departure. Lingering in the classroom, most often makes the departure worse.

We welcome parents to call and check on your child. At pick-up, feel free to spend time in The classroom and talk with your child's teacher about their day.

Child Release Policy

We will only release children to parents, legal guardians and/or, authorized persons. Please complete the Child Pick up Log at our front desk to notify us if someone other than parents or authorized persons will be picking up your child. We ask that changes to your authorized pick up list be made in writing. Anyone picking up your child will be asked for a picture ID, please make sure that individual has such an ID available when picking up.

Annual Enrollment & Supply Fee

The annual Tuition Enrollment Fee is \$100.00 per child, due first Monday in August. The enrollment fee reserves your child's slot for one year. A new Enrollment Agreement must be completed by the first Friday in July. School supplies are purchased at the beginning of the school year.

Tuition Payment Policy

Tuition Express is an automated payment processing system. This system offers facility safety and convenience for tuition payments. Tuition Express allows on-time tuition and fee payments to be made from your bank account. (Request your Tuition Express form from the front desk). Payment of tuition is required in advance on Fridays, for the upcoming week. Monthly Tuition payments made in advance (based upon the number of Mondays in a month) are accepted and encouraged. Weekly Tuition is due on Friday morning upon arrival, to avoid a \$25.00 late fee. The late fee will be added to the balance due. Tuition and other fees are required to be paid in full. NO deductions for absences, of any duration or cause. Our staffing and operational costs are incurred based on enrollment on a 52-week calendar.

Return Check Policy

Return Checks for any reason, will be assessed a \$40.00 insufficient funds charge. This charge and any additional fees incurred to the ASOE account, are all due upon occurrence. After the second (2nd) returned check, no additional checks will be accepted. Checks returned or delayed, outstanding charges and, fees may inhibit your child's continuation of enrollment.

Withdrawal Policy

The initial day of class, your child is considered enrolled in our program. A minimum of two (2) weeks written notice (addressed to the Director) is required prior to dis-enrollment (we prefer a 30-day notice, if possible). The two (2) week notification begins on the date the written notice is received and a written receipt will be issued. Tuition is due if your child attends school or does not attend school for the two (2) weeks. This notice requirement allows us to notify the parent of the next child on our waiting list of the opening. The fee will be deducted through the account on file. Any notice received less than two (2) weeks, will be subject to regular tuition charges. In the case where a withdrawal notice is not submitted within the two (2) week time frame, a maximum of fifteen (15) days is extended from the withdrawal notification date to submit tuition payment(s). Full tuition is due during the two week notice. If not paid, ALL outstanding and no collectable tuition payments and fees are subject to reasonable attorney's fees, collection agency costs, interest and court costs, as well as 2% per month from the debt originated date.

Inclement Weather/Outside Activities

In the event of unusual weather conditions such as snow, ice and/or storm power outage, please check our open, close or open late status at Atlanta Public School postings and Channel 2 News. Note: It is our school policy to follow the City of Atlanta School system for snow holidays and other inclement weather closings. (Tuition will not be prorated.)

Outside Activities

State licensing regulations require children to spend 2 hours per day outside (with the exception of infants; who should only spend one (1 ½) hour outside daily). With the exception of a few extremely cold, hot or smoggy days, children will spend time outside each day. We require all children participate in outdoor activities. We are not staffed to accommodate requests for children to stay inside. If your child is not well and

cannot participate in outdoor activities, we ask they be kept home for the day, including allergies.

School Holidays

Carol's Daughter Learning Center is a year-round school. We observe the following holidays: Good Friday, (May), Memorial Day, Independence Day, The last week in July, Labor Day, President's Day, Martin Luther King Day, Thanksgiving Eve beginning at 12:00p.m., Thanksgiving Day, the Day after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve and New Year's Day. No discounts, credits or deductions are given for school holidays.

Vacation

Students will receive a one (1) week vacation after one full year of enrollment. Please submit advance notice of vacation, so that staffing can be adjusted. When vacation is taken before one (1) full year enrollment, one (1) week of tuition must be paid, in advance to reserve your child's slot. Absentees during regular school weeks are not counted or considered vacation time. Attendance for zero to five days counts as a full week. After two (2) week absence, full tuition is charged for missed time.

Clothing and Personal Belongings

Please label all clothing with your child's first and last name with a permanent marker. We are not responsible for lost items. Please send children to school in uniform. Rubber soled or non-slippery shoes are best for school. During the summer months (June & July) children may wear comfortable play clothes. Long dresses, jellies shoes, cowboy boots, and flip-flops are prohibited. No book bags allowed. We ask that you do not send or allow your child to bring food, gum or toys to school. As seasons change, please send your child to school with an appropriate jacket, coat and hat. CDLC is not responsible for clothes soiled by paint, chalk, etc.

Food / Birthdays

Birthdays are important days for CDLC and our children. We share your desire to make your child's birthday a special one. In our experience, birthday celebrations are often over-stimulating for children. For this reason, we ask the following limitations be observed. We celebrate birthdays during regular afternoon snack times. Please notify the Director and obtain a headcount from your child's teacher. A special snack may be provided for all of your child's classmates. We are also mindful of children who may have severe food allergies. Please discuss the appropriateness of the snack you choose. Peanuts, peanut butter, and snacks with peanuts (i.e. candy bars, etc.) are strictly prohibited, due to the severity of allergies associated. No candles allowed.

Policy for Personally Hiring Teachers

Hiring of teachers for personal services by parents is highly discouraged. This practice presents a conflict of interest for the teacher. If a parent does hire a teacher for a position (i.e. nanny, caregiver, etc.) Carol's Daughter Learning Center is held harmless from any and all responsibility! If arrangements are made with an CDLC Staff Member for off-premises care of your child, the staff member must undertake such service(s) on his/her own time, not as a staff member of Carol's Daughter Learning Center. CDLC offers no assurance for performance of such services, and none should be implied or inferred under any circumstances. Employees are prohibited from caring for students

Dismissal Policy

By enrolling your child at Carol's Daughter Learning Center, as a parent or guardian, you give permission for your child to be involved in the activities and events at Carol's Daughter Learning Center. You further understand that Carol's Daughter Learning Center is a private school with a goal to provide a positive, enriching childcare environment. Although rare, a situation may arise where it becomes evident that the needs of a child cannot be met effectively by our center. The dismissal of a child will only be determined after we have explored all of our options. Every measure will be taken to meet the needs of the child in question, and our Director will assess each dismissal not only with regard to the individual child's needs, but also the needs of the children served. The parent will be a central figure in the discussion process. CDLC can request dismissal with a (2) two-week notice. The final decision of dismissal is based on the discretion of the CDLC Directors.

HEALTH AND SAFETY POLICIES

Sick/Illnesses

We strictly enforce our sick/illness policy. This policy is enforced for the protection of your child, our staff and other children. We kindly request your full cooperation in this regard by not allowing your child to attend school when they are sick and by picking up your child, within one hour of notification that your child is sick or ill. We cannot permit children with communicable diseases to attend or remain in school. A child with a fever over 100 degrees, diarrhea, vomiting, or nausea must not attend or remain in school. If your child is ill, including, but not limited to a severe cough or sore throat; undetermined rash or spots, boil, congestion, runny nose with yellow or green mucus, pink-eye, head lice, temperature over 100 degrees, severe headaches, upset stomach or diarrhea, he/she cannot be accepted into the center until these symptoms have been absent for 24 hours. In the case where your child has a communicable disease, **please notify the center immediately** so we may notify our parents and take the necessary steps to sanitize the center. A written release from a doctor is required before your child re-enters the center. Carol's Daughter Learning Center will notify parents if a communicable disease has been introduced to the center. A child who has a temporary health condition that prohibits outdoor activities must remain at home and not attend until the restriction is lifted. We are not staffed to supervise a single child inside while the rest of the class plays outside.

Medications

Carol's Daughter Learning Center is not required by law to administer medicine. We request our parents administer medication at home. **Our policy does not allow us to accept medication of any kind on the center premises. If medication is required please schedule medication times during hours that your child will be in your care.** *Asthma pumps are allowed in the front office.*

Immunization

We require your child's immunization record be provided with enrollment forms. Form 3231, can be obtained from your pediatrician. This form must be submitted within 20 days of enrollment. After 20 days, the enrollment agreement is no longer valid and service is discontinued. The Georgia Health Department and the Department of Human Resources mandates immunization records as a part of every child's enrollment file.

Food and Nutrition

Meals are included in the tuition. Meals include breakfast for those who arrive before 8:30a.m., a morning breakfast, a hot lunch, and one afternoon snack. Our meals comply with the State Nutrition Standards. We use a 4-week rotating menu which reflects the cultural and ethnic diversity of the children in our school. Menus are prepared and displayed each week. Children are encouraged to take at least one bite of each food offered; however, they are not forced to eat. For safety, severe food allergies and behavioral reasons, no food is allowed in the center from outside, with the exception of approved snacks for birthdays. If breakfast or lunch time is missed, we kindly ask that you please provide a meal for your child before dropping them off, and that the meal is finished before entering the school. In the case of special dietary needs as prescribed by a physician, parents must furnish the food items. Please notify the Director and your child's teacher, **in writing**, of any food allergy your child may have, including the severity of such an allergy, and what to do in the event a child accidentally ingests such food. We will make every reasonable effort to accommodate children with food allergies; however, there are limits to our control in a large group care setting.

Infant Feeding Plan

Written Procedures on Formula and Feeding Plan is required on all Infants, All parents must complete the Infant Feeding Plan which is located in the Front office, as well as, in the Enrollment Package. Bottles must be labeled with the child's name, along with, a daily label. Leftover formula will be disregarded once the child has received the bottle. All bottles must be prepared with the formula upon arrival to the center. Diapers are provided by the parent, which must be labeled and placed in the child's cubby. Pacifiers must also be labeled.

Accident Reports

Every precaution and consideration is taken to ensure a safe environment, although occasional incidents do and will occur, as children explore the world around them. If an incident or injury occurs, first aid is administered and an Accident Report is completed. A copy is provided for

parents. This report will describe the nature of the incident/accident, the initial care and the follow-up care administered. Occasionally there may be an incident we do not witness. Nonetheless, this incident/accident is investigated and reported in the same manner.

Biting Policy

In the best preschool settings, periodic outbreaks of biting may occur among infants and toddlers, and sometimes among preschoolers. This is an unavoidable occurrence in groups of young children. When it does occur, it can become scary, frustrating, and stressful for children, parents, and teachers. This is not an unusual occurrence among children going through the oral stage of their development. We understand as professionals; not to blame children, parents, or teachers, because there are no quick and easy solutions. Children bite for a variety of reasons: simple sensory exploration, panic, crowding, seeking to be noticed, or intense desire for a toy. Repeated biting becomes a pattern of learned behavior that is often hard to extinguish because it does achieve results: the desired toy, excitement, and attention. Children may be teething and biting may be a pleasant sensation for a young child. Knowing that biting will hurt is not yet understood by the child, nor is the "cause-effect" relationship internalized. Our teachers select and monitor activities with anticipation that biting will not happen. There may be times, however, when the teacher cannot be within immediate reach to prevent a bite. Our policy for handling a biting incident is as follows: 1.) The biter is immediately removed from the group with a firm "NO". The bitten child is consoled and the bitten area washed with soap and water. If necessary, ice is applied to reduce any swelling or bruising. The biter is not returned to group play until they have been spoken to on a level that he/she can understand, and then redirected. 2.) The incident is documented by the teacher on an **CDLC Accident Report**. A copy of the written **Accident Report** is given to the parent(s) of all children involved at pick up time. We reserve the right not to release the name of the biting child, as it serves no purpose and can incite an already sensitive situation. 3.) We look intensively into the context of each biting incident for patterns, in an effort to prevent further biting behavior. 4.) We work with each biting child on resolving conflict or frustration in an appropriate manner. 5.) We make an effort to adjust the environment and work with parents to reduce any child stress. 6.) We make special efforts to avoid potential biting episodes. We work toward extinguishing the behavior quickly, while balancing our commitment to each family. Only after we have taken all necessary precautions, recommendations and adjustments for the biting child, we deem it necessary to ask the child to be withdrawn.

Emergency Information

Should your child become ill while in our care or suffer from an accident of any nature, the center shall immediately take responsibility to contact a parent, guardian and/or emergency contact listed. CDLC uses its authorization to secure medical attention, transportation, and care for the child as necessary, but assumes no responsibility for the costs incurred. Parent(s) shall assume responsibility for the cost of such care. Carol's Daughter Learning Center uses Children's Healthcare of Atlanta as its designated emergency care center. Parents are responsible for keeping the center informed in writing of changes in telephone numbers (cell, work, home), as well as, emergency contacts.

Punishment

No punishment will be associated with food, napping, or toilet use; nor will loud, profane, abusive or derogatory remarks be made about any Child or his/her family. Time Out is the method of choice for our facility.

School Pictures

Individual student pictures will be taken during the fall and spring.

Smoke Free Environment

CDLC is a smoke free environment

Nap Time / Rest Time

Adequate rest and/or quiet time are very important components of a growing child's day. Infants are always allowed to nap, as needed. As your child graduates to the Toddler Rooms, only one nap per day is scheduled after lunch time. All children one (1) year or older are assigned their own mat. They are encouraged to sleep or rest for a period of 1-2 hours or longer, if needed or depending on the individual child. Children who do not nap are allowed to quietly read a book, play quietly with puzzles or participate in other quiet activities.

Mandated Reporting Information

Directors and Teachers are required by law to report evidence of child neglect or abuse. Those who fail to report evidence according to state regulations can be held accountable under the law. No one, including school management or administration and/or a child's parents can interfere with this reporting requirement.

Parking Lot Safety

You are welcome to drop off in our parking lot, but be advised CDLC does not own the parking lot. It is recommended that you hold your child's hand or carry them as you walk to and from your car.

Posted Notices

Our Posted Notices are in the lobby. Included is our; Licenses, Copy of the Rules, review of evaluation report, communicable disease charts, statement of parental access, names of persons in charge, current monthly menu, emergency plans for severe weather and fire, and statement for visitors are posted in the front office.

INFO POLICIES

Daily Reports

A Daily Report is recorded with details about your child's day, to include the amount they ate, how they slept, played, and what they learned. For younger children, the report includes information on diaper changes. Your child's day cannot be documented in its entirety; we encourage you to speak with your child's teacher if you have specific questions.

School Newsletters

The school will publish a quarterly newsletter sharing school activities, upcoming events, and other school news and timely information. The newsletter will be available quarterly. The newsletter will also provide specific classroom information.

Lesson Plans

Each classroom has weekly lesson plans posted for parent review. These lesson plans detail the classroom activities for the week.

Parent Information Board

The bulletin board is located in the hallway near the Kitchen. It contains current information about the school and other topics of general interest.

Parent Teacher Conferences

Parent/Teacher Conferences are scheduled approximately twice per year; Infant and toddler rooms, conferences are scheduled when your child is promoted to the next room. Preschool and Pre-K conferences are scheduled in the spring and fall.

Parent Comment Box

A Parent Comment Box is stationed in the lobby. This box is designated for comments, suggestions and/or concerns. Although, we encourage you to discuss all of the aforementioned with the appropriate personnel (Teacher, Director, Owner), we respect your wishes to be anonymous.

Parent Grievance Procedure

If and when an issue arises that you deem cannot be addressed by your child's teacher we ask that you notify and make arrangements to speak with the Director. If you continue to feel that your issue/concern has not been addressed properly, please feel free to contact the Owners. You are also encouraged to put your concern in writing.

Referral Program

Parent(s) who refer another family to Carol's Daughter Learning Center will receive a \$100.00 tuition credit after 30-days from initial enrollment date of the referred family. This applies to our full time enrollment program only.

Speech and Hearing Testing

We offer onsite testing for 3-4 year old children in August and January. This testing is for speech and hearing by Professional Therapy Services. You will receive a notice of how to sign up for these services. We highly recommend that all children be tested.

Carol's Daughter Learning Center

I have read and agreed to the policies and procedures that are stipulated in this contract. I agree to render payment for service and understand that payment is due whether my child (ren) is in attendance or not. I understand the terms of this contract as binding and fully agree to uphold the terms of this agreement with said childcare provider, Carol's Daughter Learning Center, LLC.

Child (ren) First and Last Name

1. _____

2. _____

3. _____

Parents or Legal Guardian's Signature

Childcare Representative

Date _____