

# A CHILD'S WORLD LEARNING CENTER

*"Where Learning is Fun"*

## *Parent Handbook*



Revised 6/16/2022

## STANDARDS FOR EXCEPTIONAL SERVICES

**A**ccept each child as one of God's unique creations.

**C**reate an environment that is warm and friendly and a passion that is dedicated to delivering exceptional service.

**W**elcome input from parents and the Community

**L**isten to our children and parents.

**C**ommitted to providing quality day care with a smile.



## ACWLC Philosophy

It is our desire at ACWLC to provide a loving and nurturing environment in which each child will grow and become a well-rounded individual. We will offer activities that will enhance their innate abilities and interest. We practice the Creative curriculum allowing children to express themselves freely through imagination, play, learning, and creativity. Our staff are equipped and participate in ongoing child development trainings. Our staff will be loving and caring. They will offer the support and concern found in the home that is a home away from home. It is our belief that each child is a unique creation. We welcome diversity, inclusion, and equal opportunity for all. We will provide a safe atmosphere in which children can share ideas and personality. We encourage cooperation rather than competition. We provide quality and assurance to parents through our parent engagement platform Pro care. This app allows us to provide daily updates, pictures and videos, progression, areas of concern, and rapid communication with parents and emergency contacts.

We believe that each child is unique and learns differently. We believe that our differences are what make us stronger as a union (E Pluribus Unum- One from many). It provides an opportunity to learn more about others, respect others, and share diverse opinions. It is important to give children a safe space to find their voice and feel comfortable.

We believe that children learn through embracing creativity, imagination, and from playing amongst others. Children are like sponges they tend to soak up everything. They learn to absorb and retain so much information. When I was in college, I took a Child Psychology course and learned about “The Window of Opportunity During Adolescent Years” I learned, during this prime-time children can learn and retain so much information within their tiny brains. They’re able to learn skills, and specific areas of development such as fine motor, and cognition at a faster rate. This period varies for young boys and girls but is typically from childbirth- 9 years old. I also believe that children learn by examples or behaviors of others. For example, when you babble to a baby, they will normally babble back. The babble will soon form into words and eventually effective communication.

We believe that our role as a teacher/caregiver is to provide children with a safe comfortable space for them to have fun, learn and express themselves freely. It is our job to nurture and pour into their academic success. We encourage

participation and respect to others. We also encourage cooperation rather than competition in the classroom. It is our job to also keep the parents informed of their child's areas of success, progress, or any areas of concern. We provide acceptance and love in their home away from home. We welcome and recognize diversity, inclusion, and opportunities of growth for all.

We believe our role has a major impact in the lives of the children and families that We serve. Our role as a teacher/caregiver shapes the minds of young children. It provides them with love, support, nourishment, and academic success. Childbirth to adolescent years is their building blocks of education. It is our job to ensure we do our best at providing them with unconditional support to establish a firm academic foundation inside the classroom. We believe being able to provide families resources outside of the classroom is just as important. There are a lot of parents that are unaware of the community resources available to them. Local communities often offer things such as counseling, food & housing assistance, tutoring, early on referrals etc. It is our job to be an advocate for children and families within the community that we serve.

### **Our Essential Values**

Parents/Customers/Children

We will listen attentively to our Family's needs and interest for their children. We strive daily to meet those needs and incorporate their interest while caring for their children in our center.

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### **Integrity**

We will maintain the highest level of honesty in dealing with our parents and the community where we do business.

### **Long Term Relationship**

We will seek to maintain long term relationship within our community. We will provide quality Daycare at affordable prices.

We at ACWLC understand that our business success depends on our sensitivity to our customers and the needs of their children.

## **Payment**

**Tuition is due the following Monday after care. We are using Tuition Express for all payments.**

([www.Myprocare.com](http://www.Myprocare.com)) a late fee of \$15.00 will be applied to payments not received at the end of the day on Monday. If you are unable to pay on the pro care app please use cash app \$msmary1355.

Please enroll in the Pro care app above to make all payments. This is helpful because at the end of the year you will be able to get your statement of payments for tax purposes.

For those parents that are receiving a scholarship from Childcare Network if you have a portion to pay weekly, you are expected to pay your portion weekly as they pay monthly on the 15<sup>th</sup> of the month.

DHS Subsidy: The parents are responsible for any child care charge not paid for by the Department. Examples: If you decide to start your child before being authorized for CDC or before the child care provider is eligible to receive CDC payments you are responsible for the charges.

Parents who receive a DHS subsidy you are only allotted 260 absences a year when you use up all your absences DHS will not pay for the child. You are responsible for payment. If the child does not come to daycare for a week and I haven't received notice from you, the child will be terminated from daycare.

**Registration Fee:** A nonrefundable registration fee of \$50.00 per child is due at the time of enrollment.

**Security Deposit:** The center requires a one – week deposit paid at the time of enrollment. The one week of deposit will be applied towards your child's last week tuition providing all withdrawal requirements have been met and there are no outstanding fees.

**Notice of Withdrawal:** If you withdraw your child and subsequently re-enroll a new registration fee is due at the time of re-enrollment. This fee secures your child placement in our center.

**Withdrawal Notice:** Please provide a two-week written notice prior to the last day of attendance. You are able to leave this notice in a message in the Procure Connect app. Giving notice allows the center to fill the upcoming vacancy.

**Late Pick-up:** You will be charged a \$1.00 for every additional minute after your contracted pick-up time. You are responsible for payment the same day.

**Sibling Discount:** 10% discount will be applied to the least expensive tuition rate of parents paying for daycare.

**Vacation/Absent:** There are no deductions for absences or holidays. You are allowed up to 4 scheduled vacation weeks in a year with notice provided. Please be considered and give us notice of your vacation time in advance if not, you will be charged for the week.

### **Emergency Absence Policy**

Any unforeseen absence due to an emergency must be documented ie; death, hospitalization, car accident or car problems. If documentation is not received the regular fee will be assessed.

**Accident/Injury Policy:** In the event of an accident/illness/injury or crisis management we will notify all parents using the Pro care app for messages. We will complete an accident/incident report detailing what happened. If the emergency requires medical attention, we will call 911 and do whatever we need to do to comfort the child until the parent or emergency personnel arrives.

If the child has a fever, diarrhea or flu like symptoms please keep your child at home. If your child has a runny nose and the mucus is green that is a sign of infection, please do not bring them to daycare.

If the child becomes sick while at daycare ACWLC staff will notify the parent or contact on emergency card. We will utilize the lobby in Suite 1 for the pre-school kids awaiting their parent's arrival

**Immunizations:** All children must be current with their immunizations. Verification will be required prior to attendance. If your child has a waiver you will need to update it yearly. A health appraisal form will be a part of your packet for enrollment. You will complete the top section with the Physician completing the form. We will need this form back within 2 weeks of enrollment.

**Food Service Program:** Please know that we are not able to provide hot lunches at this time. We will provide breakfast and 2 snacks a day. Parents are encouraged to bring a lunch for their child daily as we discard whatever the child does not eat daily. For infants and toddlers, we will provide a daily note in the pro care app of the child intake, type of food and amount eaten. We are requesting that the parent bring bottles already made with the child's name on them. We also make entries in the app about the child sleep pattern and how long they slept. The child's behavior and bathroom consistency and frequency will be entered in the app as well.

Parents with special needs children will be given a daily note in the app with the same items mentioned above for infants and toddlers.

**Field Trip:** Written permission forms shall be signed by each parent before a scheduled field trip. The permission slips will be kept on file at the center.

**Observed Holidays:** New Year's Eve, New Year's Day, Martin Luther King, Presidents Day usually in February, Good Friday, Memorial Day, Juneteenth day usually fall on the 19<sup>th</sup> of the month. Fourth of July (Independence Day), Labor Day, Veterans Day, Thanksgiving. If the holidays fall on a Sunday, we will observe the holiday on the following Monday.

**Please note we are closed December 24<sup>th</sup> until January 2 of the following year.**

### **Licensing Notebook**

The Licensing notebook contains all the licensing inspections and special investigation reports and related corrective action plans since May of 2010.

- The licensing notebook is available to parents during regular business hours, this book is kept on side 2 in the lobby.
- Licensing inspection and special investigation reports from at least the past 2 years are available on the childcare licensing website at [www.michigan.gov/michildcare](http://www.michigan.gov/michildcare)

- Written documentation that the parent received the written information packet as required by subrule (1) of this rule shall be kept on file at the center.

**Special Needs:** The purpose of the special needs plan is to provide services and referrals as needed for the child's needs. It is important that the center and families communicate and stay closely connected. This helps to create a strong trusted bond that is only looking out for the best interest of the child. Children all develop at their own rate, however some lack development in certain areas that can make it harder for them to continue developing successfully. The earlier that these unmet developmental milestones are realized and addressed the more successful the outcome will be. For this reason, we find it very important for families to share their concerns as we will do the same. We utilize the Ages and Stages Questionnaire (ASQ) annually to keep both the home and the program informed of the child's developmental progress. We will share these results during parent-teacher conferences annually but also anything important that should arise in-between. We encourage parents to share with us at any time any concern that they may have so we can work together to best help support the child. When the staff is made aware of concerns or things to watch for, they can best help support the child throughout the day. It is important that the children, families, and staff feel comfortable with the care they are receiving. If we feel that the family should seek out additional screening or supports, we will gladly refer them to agencies such as Early On, Build-Up, the Intermediate School District (ISD), community partners, articles, or other specific agencies that may be able to meet the needs of the child. The staff at A Child's World Learning Center continually attend trainings that help them stay and become more educated on children's diverse needs and how accommodations can be made for their success.

**Health Plan:** The purpose of the health plan is to provide a healthy environment for all children and staff. It is very important for the prevention of childhood diseases, healthy brain development, and physical growth. Healthy children make it possible for parents and staff to work and not have to take time off which in return helps provide a steady routine and consistency of care. Upon enrollment the parents are given a health appraisal for their doctor to complete. Checking the Michigan Care Improvement Registry (MCIR) monthly allows me to alert



parents to upcoming health needs. As the director I will remind parents regularly that their file indicated that their year's physical is approaching. I keep record of all immunizations and waivers. If they do not currently have a doctor a packet of comprehensive resources such as health care centers, local pediatricians, health department and other local services can be shared. Our staff and I take ongoing professional development to stay on top of new information and work collaboratively with community services to provide the best information to families as we can.

### **Mandatory Parent Teacher Conferences for Preschool**

Teacher Conferences will be held in November and May. These conferences are mandatory. A signup sheet with times available will be in the lobby. We will schedule according to the times you select. This time will be used to show your child work and progress and things that you can work on at home to prepare them for head start or school.

# A Child's World Learning Center

## Behavior and Discipline Policy

### Cause for Dismissal

Children are usually very willing to cooperate with their teachers/caregivers. They want to please; however, the time inevitably comes when correction is needed.

ACWLC Policy is to handle this in a positive, Christian way. Mild and positive techniques of control will apply by staff as follows:

Step 1: A misbehaving child will be spoken to directly. The rule involved will be discussed. The child will be encouraged that he/she is a good little boy or girl, but we cannot act this way at A child's world Learning Center.

Step 2: Non-severe restraint may be used to prevent a child from hurting himself or other person or from destroying property. When a child misbehaves, he/she maybe redirected or removed from the situation by sitting next to a teacher/caregiver for quiet time or reflection time.

Step 3: If the child continues to ignore the rules, he or she will be spoken to directly by the Programs Director or Designee.

Step 4: If the problem behavior persists, a note will be sent home and the parent will be required to meet with the Teacher/Caregiver and or Director to discuss the situation and agree upon an action plan to correct the behavior.

When a child's behavior is not deemed controllable using the above methods, parents will be called in immediately, at which time the parents will meet with the Director and may be asked to remove their child from ACWLC for the remainder of the day.

Step 5: After a reasonable period of time, it becomes obvious to the staff that a child isn't conforming to the center; the child will not be allowed to return to A Child's World Learning Center.

Occasionally, the behavior of the parents can become a significant problem for the center. Parents arriving at ACWLC and appearing to be drunk or under the influence of drugs will be asked to withdraw their child from ACWLC. Also, parents unable to converse with staff in a civil and calm manner can cause an

upsetting atmosphere for the workers and the children. Foul language, outburst of anger, threats or any other unsettling or antagonistic behavior may make it necessary to dismiss the child from A Child's World Learning Center.

## Biting Policy

Younger children who do not have adequate verbal skills will occasionally resort to biting to communicate with each other. Because of the possibility of spreading germs and infection, biting will be considered a serious matter. Also due to age differences, each situation will be considered and dealt with on an individual basis. These steps will be followed:

Step 1: Parents will be notified immediately if /when their child begins biting frequently.

Step 2: Parents will be required to work out an action plan with the Director or Teacher/Caregiver to correct the misbehavior.

Step 3: See step 2 from the Behavior Policy

Step 4: After a reasonable period of time if the child does not refrain from biting, he will be terminated from A Child's World Learning Center.



## **TERMINATION OF CONTRACT**

*It is our mission at A Child's World Learning Center not only to provide as safe comfortable environment for your child, but also to assist in positive social interaction with other children as well. Every effort will be made to make your child feel loved and part of a nurturing environment. However, in the event that your child adjustment is unfit and all attempts have failed, we reserve the right to terminate this contract.*

*By signing this contract, you are agreeing to adhere to the policies and procedures of A Child's World Learning Center.*

**Parent/Guardian Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Parent/Guardian Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Directors Signature** \_\_\_\_\_

**Date:** \_\_\_\_\_

**WE AT ACWLC LOOK FORWARD TO PROVIDING YOU WITH QUALITY  
DAY CARE AT AN AFFORDABLE PRICE!**

