

Lemay Child & Family Center

Family Handbook



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Proud member of

United Way
of Greater St. Louis



Frequently Asked Questions

When is the Center open?

We are open year-round from 6:00 a.m. to 6:00 p.m. Monday through Friday. We are closed on major holidays and for some annual staff training days. See page 7 for more information.

When are payments due?

Weekly fees are due every Monday. Late payments will be charged \$1 per day. See page 30 for more information.

Who can pick up my child?

We only release children to individuals listed on your child's enrollment forms. Parents are strongly encouraged to have back-up plans in case you cannot get to the Center by 6 p.m. We require written authorization from parents to add an individual to the pick-up list. See page 23 for more information.

Where should I park?

To ensure everyone's safety, we ask parents to park in marked spaces in the parking lots, not in the driveway by the front entrance. Please see page 24 for more information.

What are your teacher to child ratios?

We follow licensing and accreditation standards for teacher:child ratios. We provide ratios of at least 1:4 for infants and toddlers, 1:8 for two-year-olds, 1:9 for young preschool; 1:10 for preschool; and 1:16 for school-age; however, we strive to provide higher levels of staffing.

Do you give medicine at the Center?

We give medication three times per day. Parents must sign an authorization form and provide the medication. Over-the-counter medications require a doctor's note, including dosage and the name of the medication. Prescription medications require the original container, and must be prescribed for the child. For more information, including medication for children with chronic conditions such as asthma, see page 19.

What are your sick child policies?

We follow State of Missouri regulations for licensed childcare providers, to help prevent the spread of illness in the Center. The most common reasons children are sent home include two or more incidents of diarrhea in one day; a fever of 99° or higher; a rash of unknown origin; and vomiting two or more times in one day. If we call you, your child must be picked up within one hour, and may not return until they have been symptom free for 24 hours. If your child is sick at home, please call to let us know. See page 17 for more detailed information.

How do I apply for a scholarship?

The Center provides a scholarship program to help reduce the cost of child care. At the time of enrollment, we will ask for information to determine eligibility for scholarships. At least once per year we will ask for updated information to determine continued scholarship eligibility. See page 28 for more information about fees and scholarships.

What are your policies about outside play?

Outside time is a regular part of the daily schedule. In fact, state guidelines require at least an hour of outside time daily, with exceptions for extreme weather or documented medical reasons. See page 9 for more information about the daily schedule.

What are your naptime policies?

We follow State of Missouri licensing and best practices for naptime. Infants will nap according to an individual schedule, but as children get older, they transition into one afternoon nap. Those who do not nap have quiet time – usually lasting from 12:30 p.m. to 2:30 p.m. See page 9 for more information on napping and the daily schedule.

Why is there so much paperwork to complete?

As a licensed, non-profit early childhood center, we are subject to the requirements of our contracts with government agencies and funding sources. Providing complete information helps us remain in compliance with our contracts and ensures the safety and well-being of your child.

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Welcome to Lemay Child & Family Center!

We are pleased that you have chosen Lemay Child & Family Center to partner with you in supporting your child's early learning and education. Since 1976, our Center has supported families by providing high-quality early childhood education services in a caring, nurturing environment.

Please review this handbook carefully. It will help you become familiar with the Center's policies and procedures, and it will also introduce you to the many opportunities and services we provide for your entire family.

We encourage you to visit your child and observe in the classroom. Please don't hesitate to ask questions or share ideas with us! We want your child to have fun, learn, and to be as healthy and happy as possible. The more parents and staff work together, the better your child's experience will be.

About Us

- The Center is licensed by the Missouri Department of Health & Senior Services. Our license is in the front office, and the complete book of licensing regulations is available for your review if you have any questions.
- Our facility is inspected by the State Fire Marshal, the Lemay Fire Department, and the St. Louis County Department of Health.
- We are a not-for-profit center, governed by a Board of Directors.
- We offer a generous scholarship program to help offset the cost of high-quality childcare.
- We are a proud member of the United Way of Greater St. Louis. Donations received from the United Way and other generous community donors help to fund our scholarship program.
- We partner with other organizations to provide a range of therapy and support services for young children and their families.

Hours of Operation

The Center is open from 6:00 a.m. to 6:00 p.m., Monday through Friday. Children enrolled in Preschool are asked to be here by 8:30 a.m. so that they benefit from the full scope of our curriculum.

The Center is closed on New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, and Christmas Day. If a holiday falls on a weekend, the Board of Directors determines if the Center will be closed on an alternate day, and the schedule will be communicated to families at least one month in advance. The Center also closes periodically for staff training and development days. Those days are communicated to families at least one month in advance.

We close early (3:00 p.m.) on Christmas Eve and New Year's Eve. The Center may occasionally schedule an additional partial or full-day closing. If this occurs, we will try to provide notice at least one month in advance.

Severe Weather and Emergency Closings

The Center strives to remain open regardless of weather. If weather conditions affect the staff's ability to make it safely to work, the Center may open late or close for the day. School closings and late starts can be found using the Center's website, Facebook page, and the following media outlets:

KMOX radio (1120 AM) and www.kmox.com

KSDK TV (NBC) and www.ksdk.com

KTVI Fox 2 TV and www.fox2now.com

KMOV TV and www.kmov.com

This list may periodically change. The Center will provide updates in the monthly parent newsletter.

The Center regularly conducts fire and tornado drills. The record of these drills is available for inspection. If you are at the Center during a drill, or during an emergency, you are expected to participate and follow staff instructions. The Center has agreements with nearby businesses to provide shelter for the children and staff in the event we would need to evacuate our building for a long period.

On rare occasions, the Center may need to close early. (Examples include but are not limited to a water main break, utility problems, or severe weather.) In such a situation parents will be called to pick up their children within one hour. It is important that you always provide emergency phone numbers so that you can be reached.

Program Description and Philosophies

The program's purpose is to encourage and support each child in growing to his or her full potential in all areas of development. We strongly believe in partnering with parents.

We currently offer programs for children ranging in age from six weeks to 12 years. Children are grouped according to age, with separate rooms for infant-toddler and two-year-old care, early preschool, preschool, and school-age programs.

Lemay Child & Family Center uses a "constructivist" approach to early childhood education, and we use the Creative Curriculum as a guide for classroom planning. Our approach is to provide hands-on, experiential learning so that children can construct knowledge for themselves. We also emphasize individualized learning, recognizing that children develop at their own unique pace.

We address all areas of children's development, placing a special emphasis on early literacy and on social-emotional skills as a foundation for future success. Our social-emotional curriculum for preschool children is called "Al's Pals" and it helps children learn to identify and manage a wide range of emotions.

Children in the infant-toddler and preschool programs receive on-going developmental assessments, with their progress and goals documented in a portfolio. Formal developmental assessments include the ASQ-3 (Ages and Stages Questionnaire), and ASQ-SE (social-emotional) evaluations. We encourage parents to talk frequently with the teachers to help set goals for your child, and to be familiar with your child's portfolio.

As part of our commitment to supporting families, we also offer a wide variety of family activities and parent education/support programs.

Our staff includes many individuals that have obtained college degrees or completed coursework in education and early childhood development. For a list of all staff and their educational backgrounds, please contact the Executive Director. The Center promotes on-going staff education to ensure that teachers have the knowledge and skills to provide the best environment and program for each child.

Your Child's Room

Each child has an individually assigned cubbie or locker for coats and other personal belongings. Your child also has a mailbox where the staff will leave notes, permission slips, artwork, newsletters, and other information to be taken home. Please check these every day. The daily schedule, lesson plan, menus, and monthly calendar are posted in each classroom.

Each room provides learning centers that include writing, dramatic play, sensory, science, manipulatives, blocks and construction, reading, writing, art, and music.

The Daily Schedule

Each classroom develops a schedule that includes a mixture of indoor and outdoor activities, group activities, and independent choice times. Infant-toddler teachers work closely with parents to develop eating and sleeping schedules for each child. A general classroom schedule is followed in the two's, preschool and school-age rooms.

Upon arriving at the Center, parents should sign their children in at the front desk and accompany the child to their classroom. All children should wash their hands upon entering the classroom when being dropped off. We ask that preschool children and summer school-agers be dropped off by 8:30 a.m. so they may fully participate in the day's activities and lessons. Breakfast is served between 7:30 a.m. and 8:30 a.m. (earlier for school-age children attending before school). Lunch is served between 11:00 a.m. and 12:30 p.m., and snack is served between 3:00 p.m. and 4:30 p.m., depending on the age of the children.

Naptime (or quiet time for older children) starts after lunch and lasts until approximately 2:30 p.m.. All children will have the opportunity to nap. After 30 minutes, children who are still awake are provided a choice of quiet activities. Snack is served between 3:00 p.m. and 4:30 p.m., after all children are awake and have had an opportunity to use the bathroom, have their diapers changed, and wash their hands.

Outside time is provided every day, except in extreme weather conditions. We monitor temperature, heat index, wind chill, and air quality in determining how long the children spend outside. Licensing regulations require at least one hour of outside time for children daily.

Parents of infants, toddlers, and two's will receive a daily note providing information about your child's day. Parents of preschool children will receive a weekly note.

What To Bring

- **Please label all belongings with your child's name or initials.**
- If your child wears diapers or pull-ups, you must supply diapers and wipes. If your child is out of diapers and we must use diapers from the Center's extra supply, there will be a \$1 charge per diaper. The teachers will send a note when your supplies are running low. We are required to use wipes with every diaper change and to check diapers every two hours.
- We recommend that children wear socks and shoes every day. Sandals, flip flops, and other shoes which expose the toes, ankles or heels can cause children to trip. Children may not be permitted to go on field trips or participate in certain outdoor activities if appropriate footwear is not worn. This includes infants and toddler age children.
- Each child should have at least one complete set of clothing in their cubby, with more than one set for younger children and children who are toilet training. Include socks, underwear, shirt and pants, and please check periodically to make sure the change of clothes is appropriate for the weather. We keep some extra clothes here at the Center, but we cannot guarantee having a change of clothes that will fit your child. If your child goes home in Center-provided clothing, please wash the items and return them in a timely manner.
- During the winter, please provide gloves or mittens, a hat, coat, scarf and other warm clothing for your child.
- In the summer provide sunscreen and protective clothing such as hats, as well as shoes appropriate for playing outside.
- For naptime: the Center provides a crib or cot (for children over one year old) and a sheet for your child. Children sleeping on cots may bring a small pillow and light-weight blanket from home. Pillows and stuffed animals may not be used in cribs with children under eight months of age. For children in cribs, parents may bring a mobile to attach to the crib.
- Snacks: some classrooms choose to offer a morning snack to children.
- Infants and toddlers may bring comfort items such as pacifiers or special blankets needed for napping or calming. For infants,

blankets must be light-weight as no comforters or quilts may be used in the cribs. As your child gets older, we'll work with you to develop a plan for pacifier use.

- Pictures from home: it is helpful for children to have a picture of their parents, siblings, and/or pets in their cubbies

What To Leave at Home

- Please do not bring toys from home other than those noted above for naptime or those used as comfort items for very young children. If your child brings a toy, the teachers may ask you to take it with you when you leave. This can make saying goodbye more difficult for your child. The classrooms sometimes have a "show and share" day, and the teachers will provide guidelines of acceptable items to bring for show and share.
- Food: Other than food needed for infants and toddlers (according to their individualized care plan), please do not bring other food from home into the classroom. This includes breakfast. If your child is eating on the way to the Center, please have your child finish the food before entering the classroom.

Birthdays

Lemay Child & Family Center is a State of Missouri Eat Smart Childcare Center. Therefore, food purchased or prepared by families is not allowed during program hours. Parents are encouraged to visit the Center to celebrate their child's birthday. Parents may contact their child's teacher to plan a special birthday classroom activity.

Please do not bring gift bags or entire parties with balloons, decorations, or games. Each classroom develops their own birthday traditions so that all children have similar experiences here at the Center. Birthday party invitations may be sent home with children if there is an invitation for each child in the class. Otherwise, we ask you to contact parents outside of the Center.

Photographs

Your child may be photographed or videotaped for many different purposes which may include the following:

- To help document your child's development
- To record enjoyable activities for classroom photo albums and display boards

- To help children learn to tell stories about their activities with the pictures as their guide
- To help promote the Center's programs to potential donors, community members, and families.

The Center reserves the right to use pictures and images of your child in publications, newsletters, on our website and in the media. Our photo release gives you the opportunity to list restrictions.

Classroom Transitions

Generally, children will transition to new classrooms when they turn two and again around their third birthday. We also typically transition children into preschool rooms and into the school-age program at the start of a new school year. Transitions may occur at other times during the year based on the children's needs.

Your child's teacher will talk with you about the pending transition and work to help the transition go smoothly. Your child will visit the new classroom with a current teacher and independently for short periods of time, until the transition is complete. Classroom placements are based on the child's age and space availability.

Individual Plans and Inclusion

Lemay Child & Family Center welcomes children of all abilities. If your child has an IEP or IFSP, we require a copy of the current IEP or IFSP, and any updates to that plan.

We offer a comprehensive assessment program for children who have not yet started school. Children's development is observed and documented on a regular basis using a variety of checklists, parent input, observations, work samples, and developmental screenings. Every child, regardless of ability levels, has an individual plan and goals based on the next steps of development for the child. We also develop behavior plans for children, as needed.

We work with therapists, the First Steps program, the St. Louis County Special School District, the St. Louis Center for Hearing and Speech, Provident Inc., and many other providers to ensure continuity of services for children. We incorporate individualized plans and goals for school-age children with special needs.

We make every effort to accommodate children with special needs in our program. We strive to work closely with parents so that children with special needs can be fully included in classroom activities and field trips.

Behavior Management

We believe that discipline promotes the development of self-direction, self-control, and socially acceptable behavior. We strive for sensitivity, firmness, and consistency. Throughout the day, staff model appropriate behavior and redirect children using positive reinforcement.

The teachers will communicate with parents about successes and challenges that the child is having in getting along with others. Our goal is to problem solve with parents. We need to know if your child is experiencing behavioral issues at home, so that we can be consistent in how the behavior is addressed.

When a child consistently has behavioral issues, the staff first tries strategies such as redirection (getting the child interested in a different activity), calming techniques, or having the child sit next to the teacher. If the child doesn't respond to those techniques, the teachers will strategize with the parent. If necessary, a formal conference will be held and a behavior plan will be developed. At times, an occupational or developmental therapist may be consulted as part of the conference. A behavior plan includes strategies to try at home and at the Center. The plan will include specific consequences for the child (such as defining when the parent will be called), incentives, and deadlines for improvement.

Other strategies that may be tried depending on specific circumstances include changing rooms, changing schedules (for example, if a child has a "melt down" every day at 5:15 p.m., perhaps the parent could pick up by 5:00 p.m.), using different calming techniques, or having the child earn a special reward.

If parents do not actively participate in problem solving, the child may be removed from the program. If the child's behavior threatens his own safety or that of other children or staff, parents will be called and the child must be picked up within one hour. A conference may be required.

A child may be suspended from the program for behavior that threatens his/her safety or the safety of other children or staff. During the suspension, the parents or guardians will be required to meet with the staff for a conference, and payment will still be required.

If a child demands such a significant portion of the teachers' time and attention, that it is having a negative impact on other children, the child may be asked to leave the program. Termination from the program will be considered only after all reasonable resources have been exhausted, and every effort will be made to connect the family to other community resources that may be better able to meet the child's needs.

Extreme violence or destruction of property may result in immediate removal from the program.

Sleeping

All children will have the opportunity to take a nap. When school-agers are here all day, they will be seated at tables or in the library area and have quiet time.

Children under one year of age will have an individually assigned crib. With parent permission children will transition to a toddler-sized cot after their first birthday. All children ages two and up will rest on cots. The Center provides sheets.

All babies will be placed on their backs to go to sleep. Although scientists do not know the causes of Sudden Infant Death Syndrome (SIDS), research has revealed practices that will help reduce the risk of SIDS. Center staff will follow the suggested procedures. Healthy babies should sleep on their backs in a crib; however, if there are special medical reasons that require a child to be placed on their stomach or side rather than on their backs, or in a swing, we will require a doctor's note and specific instructions. We will need a doctor's note if a child is in need of a "boppy" in his/her crib.

In general, children will not be put to sleep with bottles or sippy cups. On occasion, in consultation with parents, we might allow a child to fall asleep with water only.

Diapering and Toilet Training

Children do not have to be toilet trained to enroll at Lemay Child & Family Center or to transition to other rooms. Parents are required to supply diapers or pull-ups, and wipes, and there is a charge of \$1 per diaper for Center diapers. For sanitation reasons, cloth diapers may only be used with written notice from a doctor, documenting a medical reason that cloth diapers are needed.

Children are ready for toilet training at different ages. When your child is ready, we will work with you to help your child reach this important milestone. We will never coerce, punish, or shame children for having accidents. Depending on the situation, we typically encourage children to help clean up and re-dress themselves.

We encourage children to use the potty but we cannot force them if they do not want to. If your child is toilet training or has frequent accidents, please be sure to provide extra changes of clothing. Children who regularly have accidents but do not have changes of clothing on a regular basis may be required to bring a change of clothing or they will not be admitted to the Center the following day. (Parents will receive written notice of this condition the prior day.)

Soiled clothing and cloth diapers will be put in a bag in your child's cubby to be laundered at home. Health department regulations prohibit us from rinsing out soiled clothing before putting it in a bag.

Meals & Food

The Center participates in the USDA Child and Adult Care Food Program (CACFP) which provides free and reduced meals for children, based on federal income guidelines. This program requires that each family complete updated enrollment forms annually.

Our contract includes breakfast, lunch, and snack daily, and there are several rules we must follow to participate in this program:

- √ Breakfast must be served prior to 8:30 a.m. If your child comes in at 8:35 a.m., an alternate food item may be offered if other children in the room are still eating.
- √ Lunch must be served by 12:30 p.m., and snack must be served by 4:00 p.m.
- √ If you pick up your child during a meal or afternoon snack, please allow your child to finish the snack before leaving or throw it away rather than leaving the Center with the food.

The Center also follows the State of Missouri Eat Smart guidelines. These guidelines prohibit foods brought from home or other outside sources at any time during program hours.

We provide alternate meal choices for children only when we have a doctor's note stating the medical reason for the need of alternate food, or when the family has a diet restriction due to cultural or religious beliefs. Families may be asked to provide the alternate food or beverage, or they may be asked to pay a fee to cover the cost of the alternate food. If your child has a special diet need, please ask for a form for your doctor to complete.

Throughout the day, children are given opportunities to drink water in the classroom. When children are on the playground, water is provided outside in the playground areas.

Additional information for children under one year old:

A meal plan will need to be on file for each child under one year old, and it will need to be updated as your child develops. The Center provides iron-fortified formula and cereal, vegetables, fruits and meats for babies. Your child's meal plan must specify if your child will be eating the food provided by the Center or if you will provide the food. Mothers are encouraged to breast feed their babies at the Center, either in the classroom or in a private room in the office area. Breast milk may also be brought to the Center as long as it is labeled with the date and your child's name.

Bottles and any food you provide needs to be labeled with your child's first and last name. We will require a doctor's note to put cereal in bottles, to give juice or solid foods to children under six months old, or to serve milk to children under one year.

Additional information for children 12 – 24 months old:

After children turn one, the Center will provide whole milk for the children. After 12 months old, parents may sign permission for the Center to start providing all food for the child. A doctor's note will be required if your child has any diet restrictions based on medical or health needs, or for any food that is needed to substitute for the Center-provided food.

Illness Policies

Children attending group childcare are exposed to many other children. The staff follow strict hand washing and cleaning standards to help reduce the spread of illness and we encourage children to wash their hands often. Classroom staff regularly check children's health, including checking temperatures or checking for rashes if your child appears to be sick.

The State of Missouri requires that we send children home if they have symptoms that could indicate an infectious illness. These symptoms include but are not limited to more than one abnormally loose stool or diarrhea, vomiting more than one time; making "croupy" or "whooping" sounds when coughing; red, irritated eyes with discharge; open sores; patches of skin that look like they might be infected; fever over 99 degrees; severe itching of the body or scalp; and unusual spots or rashes.

If a child exhibits any of the symptoms listed above, or any other health-related symptom that might indicate the presence of a contagious illness, we may require a doctor's note before your child may return to the Center.

You must pick up your child within one hour if he or she is sick, and may not return until they have been free of symptoms such as fever, diarrhea, or vomiting for 24 hours, regardless of whether a doctor's note is provided.

If your child has surgery or other specialized medical care, we require a note from the doctor stating that the child may participate in group childcare and describing any restrictions on activity. While we try to accommodate children's needs, there may be cases when we will ask you to keep your child home until we can better meet his or her medical needs and ensure the child's safety and well-being. If a child is absent due to prolonged illness or hospitalization, the child's space will be held for up to four weeks at half of the regular tuition rate, when documentation is provided by a physician. We may also require specific training from a medical professional on how to care for your child if he or she requires specialized medical care.

It is extremely important that we know how to reach you during the day and that you have a "back-up" plan for someone to pick up your child if you are not available to do so. Children not picked up in a

timely manner when they are sick may be excluded from the Center, or may be turned over to the Division of Social Services.

We will check children's heads for lice or nits. Children having lice or nits will be sent home and may return when they are free of lice. Per County Healthy recommendations, a child who has been treated may return with nits but no live bugs. Allow extra time during drop off on the first day back, because we will check your child before you leave. The Center may be able to provide assistance with lice treatment ideas and/or kits.

The Center will let parents know when a contagious illness, lice or other medical concern has been identified at the Center. We will never identify a child, but in some circumstances it may be necessary to identify a particular classroom experiencing an instance of an infectious disease.

Children will not be excluded from the Center for common cold symptoms unless the symptoms are significantly impacting his/her ability to participate. (Examples include instances when the child only wants to sleep or the child is coughing so hard and so frequently that he is unable to eat or play comfortably.)

Accidents and Injuries

All staff at the Center are certified in pediatric first aid and CPR. If your child is involved in an accident at the Center, the staff will administer appropriate first aid. If the situation is life threatening, we will call 911 and the child will be taken to St. Anthony's Medical Center. Parents are responsible for all medical bills generated by emergency treatment. A member of the staff will accompany the child to the hospital and parents will be notified immediately.

If the Center staff thinks that a child should be checked by a doctor, parents will be called. The staff will discuss the situation with the parent so that we can mutually decide whether or not the child should be picked up.

The staff will also call parents any time a child has an accident or injury at the Center, even if the injury appears to be minor. For all injuries, the staff will complete an accident form for the parents to read and sign.

Prescriptions and Medications

The Center follows guidelines put into place by the State Department of Health and Senior Services (Licensing), the St. Louis County Department of Health and Missouri Accreditation.

We require written parental permission for any type of medication or other pharmaceutical product for your child. This includes diaper cream, lip balm and sunscreen.

Parents must complete a medication form for all other medications. Prescription medicines must be in the original container showing the child's name and appropriate dosage. We will give medicine only in accordance with the instructions from the doctor or pharmacy.

Over-the-counter medicine (such as Tylenol, cough medicine, or hydrocortisone cream) also requires a doctor's written instructions in addition to the parent or guardian's completion of the medication authorization form. Over-the-counter medicine must be clearly labeled with your child's first and last name, and must be in its original packaging.

The Center will not administer expired medications.

We administer medications up to three times a day (between 7:00 a.m. and 8:00 a.m., between 11:00 a.m. and 12:00 p.m. and/or between 3:00 p.m. and 4:00 p.m.) and you will be asked to select the appropriate time on the authorization form. If your child needs medicine at the time you are dropping him or her off, it is helpful for you to administer the medication.

Pharmaceutical products must be given to the office staff so that they can be properly stored and locked up. Medicine should never be placed in your child's cubby. Controlled substances, such as some ADHD medications, must be counted and documented by parents and staff when they are dropped off or picked up from the building.

If your child needs medication on an "as needed" basis, we will provide a form for your physician to complete so that we have complete instructions for administration. Children with chronic illnesses such as asthma or diabetes will be asked to provide additional information and physician instructions regarding

appropriate care for the child. These instructions should be updated at least annually, or more often as needed.

Inhalers, Epi pens, and other emergency medications will be stored in safe locations in the classroom so that staff have quick access to them. Emergency medications will be taken on field trips.

Diaper Cream, Lip Balm and Sunscreen

We require written parent permission and a doctor's note for diaper cream for children over 2 years of age. Lip balm and sunscreen also require a medication and a doctor's note. We will administer these products in accordance with the doctor's orders. The products must be clearly marked with your child's name.

Medical Records

The State of Missouri requires that all children enrolled in group childcare settings have a medical examination prior to enrollment. Documentation must include a physical dated within the last year, stating that the child can participate in childcare and immunization records. Children whose immunizations are not current must show documentation that the immunizations are scheduled or the parents must provide documentation of religious or medical reasons the child is not immunized. Children with inadequate immunizations may be excluded if there is an outbreak of a contagious illness.

The staff will notify you when your child is due for immunizations. We also request updated health information when your child has a well-child visit or if his/her health status changes. Your child's medical records are confidential.

We require insurance information, including a copy of your child's medical and dental insurance cards, in case of emergencies.

If your child is receiving special services (such as speech or occupational therapy) at the Center, we will ask you to sign release forms granting permission for us to share information with the therapists.

Prevention of Child Abuse and Neglect

All Center staff undergo background checks as a condition of employment. Children are never left alone with volunteers, other

parents, or therapists (other than those providing individual services which you have approved).

If you believe your child has been abused or neglected at the Center, we encourage you to talk with us about the situation. We want to ensure the safety of your child and have internal policies in place regarding investigations.

We understand that the stresses of parenting can put parents at risk for abusing or neglecting their children. Our staff can help you find assistance if you are feeling overwhelmed or would like ideas to help with parenting. As licensed childcare providers, all staff members are mandated reporters. This means that we are required by law to report cases of suspected child abuse or neglect. The purpose of the child abuse hotline is to get assistance for families. That number is 1-800-392-3738.

Dropping Off, Picking up and Visiting

Parents are encouraged to observe their child's classroom, visit, and to participate in activities. Please note that prior to 8:00 am and after 5:00 pm, classrooms are often combined. We appreciate your help with the following when you are in the building with your child:

- You are welcome to participate in activities when you are in the room. Ask the teacher for direction if you are not sure how to join in.
- Please end conversations on your cell phone when you are dropping off or picking up your child.
- In order to protect the health of the young children, please be cautious of visiting any time you have a cold or other illness.
- We also ask that adults remove shoes before entering the infant-toddler classrooms. Older children may not enter the infant-toddler classrooms.
- Remember that you are here to visit your child. While you certainly may interact with other children in the classrooms, please ask the teachers before picking up or holding other children.
- Allow the teachers to discipline other children, and support the teachers if your child needs redirection.
- Please don't run, sit on tables or desks, or do other things that we ask children not to do.

- Physical discipline is prohibited on Center property. This includes but is not limited to hitting, slapping, jerking, kicking, biting, pinching, and pushing any child at any time. We also will not tolerate threats or jokes regarding physical punishment.
- Please make sure you have changed your child's diaper prior to dropping him or her off at the Center. Children should never arrive at the Center still wearing a night-time diaper.
- Please talk in quiet voices and use appropriate language. Refrain from discussing personal issues with staff in front of the children.
- Encourage your child to clean up when you arrive to pick him/her at the end of the day.
- Take a minute to look around the classroom; note your child's artwork hanging on the walls, look at the materials in the room, and look at the documentation of activities.
- Before signing your child in, and after signing him/her out, please keep your child with you, rather than allowing him or her to go into other classrooms or the front office area without you. Parents are responsible for children after they have been signed out or taken out of the room by a parent.
- Pets may only be brought into the Center if a date and time have been approved. You must also provide documentation of shots before bringing a pet to visit. Requests to bring pets to visit may be denied due to children's allergies, and reptiles are never allowed in the Center due to the risk of salmonella.

Who Can Pick Up My Child?

The only people allowed to pick up your child are those listed on your emergency form. If they have not picked up before, or if they are here infrequently, they will be asked to provide photo identification prior to us releasing the child. Children will not be released to anyone else, even if they appear to know the person, or if the person has been to the Center before with the parent.

It is helpful if you tell your child's teacher when there is a change in the person who will be picking up your child, even if it is just for one day.

If you take someone off of the approved pick up list, please fill out a new form and give it to the office staff, so that we can communicate

the change to the rest of the staff. In cases where parents (or legal guardians) disagree with each other regarding who may pick up a child, we will require legal documentation to take someone off, if the other parent or guardian has added them to the list.

We cannot prevent a parent from picking up his or her child, unless you provide us with police paperwork or a court order prohibiting the pick up. Child custody agreements must be provided and we will follow them.

Permission for someone else to pick up your child may not be given over the phone. In emergency situations, please fax a signed note giving the name of the person who will pick up for that day only. You are strongly encouraged to have a back-up plan so that anyone picking up your child is on your written, authorized pick-up list.

Children will never be released to anyone less than 16 years of age.

If the authorized person picking up your child appears to be intoxicated, the children will not be released. In such an instance, we will call you for direction and in extreme cases call the police for assistance.

Weapons and Threats

No guns or other weapons may be brought into the Center, even if the owner has a “right to carry” permit. The police will be called if any person brings a weapon (gun, knife etc.) into the building.

Any adult (parent, guardian, relative, family friend) who threatens a member of the staff, a child, or another parent on site will be reported to the police. Additionally, that family member or their children may be suspended or excluded from the Center. Parents and staff are expected to speak to each other with respect. Inappropriate language, such as, profanity and racial slurs will not be tolerated, and may result in your child being excluded from the program. Please work with us to model appropriate problem solving skills for the children.

Children bringing weapons into the Center or making threats to harm staff or other children may be suspended or expelled from the program.

Smoking

Lemay Child & Family Center is a smoke-free facility, including our parking lots and outside space. Please do not drop cigarette butts on the Center's parking lot, front porch, or in our grass areas. Smoking is not permitted in center vans, at any time on field trips, or at Center activities.

When you are in the building, please make sure all cigarettes and lighters are stored safely in your pocket or purse. Do not carry them in your hands. Do not set your purse down where children can access it.

Parking and Vehicle Safety

Parking is allowed in the marked parking spaces. Parking is not permitted alongside the building when dropping off your child or visiting the Center. The safest place to park with children is in the parking spaces on the south side of our building. This eliminates having to cross in front of other cars to access the building.

Do not leave children unattended in your vehicle. Missouri law requires children under age four to be in carseats, and children under age eight or 80 pounds use a booster seat. The back seat is the safest place for children under age 12. All children should wear seatbelts. If you need a carseat, we can refer you to organizations that may be able to provide carseats at discounted costs.

Do not leave your car running in the parking lot, even in cold weather. The Center cannot be responsible for damage or theft to vehicles in the parking lot.

Transportation and Field Trips

The Center provides van transportation for children's field trips. The vans always include a first aid kit and emergency contact information for children on the vans.

Only licensed drivers with the appropriate Missouri or Illinois driver's licenses are permitted to drive our vans. If there is an accident or mechanical problem with one of the vans, the Center employs enough authorized drivers to allow some staff to stay with the children while other drivers use the other vans to transport children back to the Center. In unusual circumstances, parents will be called to pick up their children. Parents will always be notified if there is any kind of accident.

Children under the age of 8 (unless they weigh more than 80 pounds) will be required to ride in a carseat or booster seat when being transported on the vans. The Center provides carseats and booster seats in appropriate sizes for the children. Children who are age 8 or older, or who weigh more than 80 pounds, must be buckled into seatbelts. Children who refuse to follow rules on the vans may be excluded from field trips.

Children must have a signed permission form to go on a field trip. Field trips will be listed on class calendars, and permission slips will be sent home ahead of time. The information will tell you what time your child must be at the Center in order to go on the trip, as well as any special conditions or information about the trip.

The Center reserves the right to charge fees for transporting children. The Center may, from time to time, assist parents by transporting children between the Center and another program or school, as the Center's discretion.

Confidentiality

The Center staff will not discuss other children's behavior plans, backgrounds, or families with you. It is not appropriate for staff to identify other children by name to you. The Center staff will not discuss your child's behavior plans, background or family with anyone else.

If you have questions about your child's interactions with other children in the room, please talk with the lead teacher.

Emergency Contact Information

It is critical that we can get in contact with you or a designated adult during the day if your child is sick, hurt, or having a behavioral issue.

We may also call on a non-emergency basis to discuss other issues (questions regarding your account, follow-up to discussions, etc.).

If we are unable to reach you during an emergency or other critical situation, your child will not be allowed to return to the Center until we are provided with a way to reach you or a designated adult during the day.

Enrollment and Scheduling

Lemay Child & Family Center is licensed to care for children between the ages of 6 weeks and 12 years. Enrollment is based on availability of space, age of the child, ability of the staff to meet the child's unique needs, and completion of the enrollment packet. If space is not available, you may pay a registration fee to be placed on a waiting list, with openings filled based on the order in which the registration fee was received. If a child does not start when scheduled, the space will be offered to the next child on the waiting list. In these cases, registration fees are good for 30 additional days, if an opening arises. Otherwise a new registration fee will be required before a child may enroll.

Parents are strongly encouraged to spend time in the classroom with their child prior to the first day of enrollment.

If you enroll for fewer than five days per week, you must specify which days the child will be in attendance, and it must be the same each week. If your child is enrolled for less than five days per week and you want to bring your child on a different day, you must complete a request form the prior week by Wednesday at noon. If space is available for your child on that day, he or she may attend, and your account will be charged for an extra day, even if the child does not attend on the regularly scheduled day.

The Center does not offer a half-day program. Children participating in other half-day programs are charged the full-day preschool rate. Requests for permanent schedule changes must be made one week in advance and approval will depend on availability of space. Rate adjustments will be made on the effective date of the change (at least one week after the request is received in the office).

“Kids Club” Enrollment for School-Age Children

The Center may offer a seasonal care option for school-age children who do not attend the regular before and after-school programs, but who may need care on school holidays or snow days. Each August, the Center will notify parents about the options and policies for our seasonal Kids Club program for the coming school year. Decisions about the program will depend on demand and space availability. If the program is offered, the Center will charge a seasonal registration

fee and will establish minimum attendance requirements for participation.

Attendance

The same weekly tuition rate will be charged regardless of actual attendance and regardless of the reason for the absence. We encourage families to adhere to a set schedule that allows your child to benefit from the full program at the Center. For children in preschool, and for school-agers during the summer, arrival by 9:00 am helps children to be full participants in the curriculum and activities. If your child is going to be absent due to sickness or other reasons, please contact the office to let us know. Children with excessive absences may be asked to leave the program so that space is available for children in need of regular childcare services.

Vacation Policy

After being enrolled for 12 continuous months, children are eligible for one week of vacation to be taken sometime within the next 12 months. After being enrolled for 24 continuous months, children are eligible for two weeks of vacation to be taken sometime within the next 12 months. Vacation does not accumulate from year to year. Vacation must be taken in a full-week increment. Vacation time will be denied if the account is not current at the time of the request. One week notice is required for approval.

Required Paperwork and Forms

The following forms must be completed prior to the first day of attendance and must be kept up-to-date:

- √ Enrollment form, including emergency contacts, people authorized to pick up your child, and permission statements
- √ Signed Enrollment Agreement
- √ Physical form signed by a doctor (infant-toddler and preschool)
- √ Parent statement of child health (school-age children only)
- √ Record of immunizations
- √ Scholarship Application and income verification documentation if you are requesting a need-based scholarship
- √ Documentation of state childcare subsidy approval if you have qualified for assistance
- √ A copy of your child's IEP, IFSP, or medical care plan (if applicable)
- √ A copy of custody arrangements (if applicable)

- √ Copy of your child's medical insurance card
- √ Specialized care plans and meal plans for infants
- √ Physician documentation of allergies, special nutrition needs, medical needs, medication, and care plans for chronic medical conditions (if applicable)
- √ Food substitution form (if applicable)
- √ Income eligibility form for the CACFP food program
- √ Family demographic information sheet
- √ Child Information Sheet
- √ Deposit (equal to one week of tuition), registration fee, and first week's payment

If your child's file is missing information or needs to be updated, we will provide written notice of what needs to be updated, along with a timeline for responding. If records are not updated in a timely manner, we may need to exclude your child from the Center until the file is complete.

Tuition and Scholarships

The Center bases tuition fees on the cost of providing high-quality, early childhood education services. Rate schedules will be provided upon request. All enrollment agreements must list a primary person responsible for payment on the account.

Tuition fees are charged on a weekly basis and are due on Monday (or the first scheduled day of attendance) for the current week. A late fee of \$1 per day will be charged if payment is not received on Monday.

Tuition rates are based on the age of the child and number of days enrolled each week. School-age children will have two rates: a lower rate during the school-year, and a higher rate for summer programs and school holidays when children are here for full days. Charges for school-age rates are based on the school calendar.

We provide a scholarship program to help offset the tuition cost. Scholarship applications are accepted at the time of enrollment to determine if your family qualifies for a scholarship. New scholarship applications are required annually. If you are eligible for a scholarship, your weekly rate will be based on family size and income, as reported in the scholarship application. The scholarship program is offered on a first-come, first-served basis until all scholarship funding has been awarded. Parents will then have the

choice of paying full tuition or be placed on a waiting list for enrollment when scholarship funding becomes available.

If it appears that you might qualify for state childcare assistance programs, we will refer you to the Department of Social Services to apply for assistance. If the subsidy is approved, the Center charges a weekly co-pay amount, in addition to the payment we receive from the state. If the subsidy is not approved by the state, the family will be charged according to the Center's scholarship program (based on availability). During the time that the subsidy status is pending, families will be charged at a higher rate, with an adjustment being made when the state makes a decision regarding eligibility.

If a family appears to qualify for state assistance, but refuses to apply, they will be charged at a higher rate, to equal the subsidy payment we otherwise would receive through the state.

Siblings receive a 10% discount. If your children are at different rates based on their ages, the discount will apply to the older child's rate.

Specific fees will be listed on your enrollment agreement, and the Center reserves the right to periodically adjust rates, implement fee increases, or adjust scholarship amounts. Discounts for holidays, vacation and sick days are calculated into the regular weekly fees. Therefore, full payment is due regardless of your child's actual attendance and/or Center holidays.

During the year, if you change jobs or if your family size changes, we require that you provide updated income information.

Making Payments

Payment is due on Monday (or your child's first scheduled day) for the week. The Center accepts cash, money orders, checks, and Mastercard or Visa payments (credit or debit).

Checks may be placed in the locked box in the front office, and a receipt will be prepared for you and placed in your child's mail folder within the next 24 hours. Receipts for cash payments will be given at the time of the payment. The Center does not keep change for cash payments, so please try to pay in the exact amount. Families choosing to pay with a credit or debit card may complete a form authorizing the

Center to charge their card every Monday. Credit card payments may also be made on-line using the Center's website.

Your account will be charged \$15 if your check is returned for insufficient funds (bounced checks). If a check is returned, you will need to pay the amount of the check in cash prior to your child being able to return to the Center. If two checks are returned, you will be required to pay with cash, credit, or a money order for all future payments.

The Center recognizes that emergencies happen and sometimes it is hard to pay all of the bills. Please communicate with the staff so that we can work together to develop a payment plan if needed.

We will call you on Wednesday if we have not received a payment for the week. If your account is two weeks' behind, your child will not be able to return until at least one week's payment is made and a payment plan is signed. If a payment plan is developed, but not followed, the child may be excluded from the program.

Any time a child is suspended, or otherwise not permitted to return to the Center, weekly fees will still be charged.

Other Fees

Late pick-up fees are charged if your child is not picked up by 6:00 pm. These fees are \$1 per minute, based on the Center's time clock. You will receive a form letting you know the amount of the charge being added to your account. In the event of an emergency, please call the Center to let us know your approximate arrival time. Starting at approximately 6:10 p.m., we will begin calling you and/or others on your emergency pick-up list, if we have not yet heard from you. If children remain at the Center after 7:00 p.m., we will contact the police or the State Department of Social Services for assistance in locating the parents. Children who are regularly not picked up by closing time (6:00 p.m.) may be excluded from the Center.

There is a charge of \$1 per diaper or pull-up if your child runs out. You will receive a form letting you know the total amount that is being added to your account.

The Center reserves the right to add or change fees as needed.

Withdrawing From the Program

We require one-week written notice for withdrawing from the program. Just telling the staff that your child will be leaving is not enough. We will continue to charge your account until we receive written notice. If a family simply stops attending, the account will accumulate one more week of charges while we attempt to contact you. You then forfeit your deposit and your account may be turned over to a collection agency.

If your account is current at the time you provide the notice, then your deposit may be applied toward your last week of tuition.

Families who leave the Center without paying their account in full may not re-enroll children without paying the balance in full. After re-enrollment, a family who previously left the Center with an unpaid balance will not be eligible for future payment plans.

If a child or family is asked to leave the program, the one week notice will be waived, but the account is expected to be paid in full.

Opportunities for Involvement

We have an open door policy and encourage parents to visit any time. Parents are welcome to work with the teachers to schedule times to volunteer in the classroom. Your child's records and the Center's State Licensing compliance and inspection reports are available for review at any time. Please contact Center administrative staff for additional information.

You will know ahead of time when your child's class is taking a field trip. You are welcome to participate in field trips, although we can't always provide transportation for parents. Sometimes parents need to pay for their tickets to an event. We have a separate pamphlet that provides more information regarding field trip expectations, which will be given to you by your child's teacher. Children may not leave the group during a field trip, even if in the care of a parent.

As part of our Families First program, the Center frequently offers activities for parents and children, parenting workshops and other events for families. Watch the bulletin boards and newsletters for information about upcoming events. We provide periodic parent meetings to discuss ideas and issues, and to coordinate additional ways to involve families at the Center.

Parents are welcome to volunteer to help with repairs, painting, maintenance, and preparing classroom materials.

Other Programs Offered by the Center

- Families First – this is our collection of services for families, including social and educational events, parenting classes and discussions, parent meetings, social worker support, computer access, and our parent resource library.
- Lending Library – the Center provides books and activities for families to check out and read together at home. The library also includes parenting resources and books. There is a fee of \$5 for items not returned within two weeks of the check-out date.
- Donations – The Center frequently receives donations of toys, clothing and household items. Many items are used in the classrooms, but some are placed in a designated location for families to take.
- Other support services – The Center works regularly with other organizations and agencies in the St. Louis area. We have helped families with a variety of issues such as housing, financial difficulties and abuse through our resources and by connecting families with other organizations in the community. We also help to connect families with resources and organizations that provide gifts and other support during the holiday season. If your family has a specific need, please let us know. Forms are available at the front desk if you would like to contact our social worker.