

Lemay Child & Family LCFC

Family Handbook



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Proud member of

United Way
of Greater St. Louis



Frequently Asked Questions

When is the LCFC open?

We are open year-round from 6:00 a.m. until 6:00 p.m. Monday through Friday. We are closed on major holidays and for some annual staff training days. [Page 7 for more info]

When are payments due?

Weekly fees are due every Monday. Late payments will be charged \$1 per day. [Page 30 for more info]

Who can pick up my child?

We only release children to individuals listed on your child's enrollment forms. Parent/guardians are strongly encouraged to have back-up plans in case you cannot get to the LCFC before 6 p.m. We require written authorization from parent/guardian to add an individual to the pick-up list. [Page 23 for more info.]

Where should I park?

To ensure everyone's safety, we ask parent/guardians to park in marked spaces in the parking lots, not in the driveway by the front entrance. [Page 24 for more info.]

How many teachers with each class?

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

Do you give medicine at the LCFC?

We give medication three times per day. Parent/guardians 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, including medication for children with chronic conditions such as asthma. [Page 19 for more info.]

What are your sick child policies?

We follow State of Missouri regulations for licensed childcare providers, to help prevent the spread of illness within LCFC. The most common reasons children are sent home include two or more incidents of diarrhea in one day; an ancillary temp 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 sixty [60] minutes. A child may not return until they have been symptom free for 24 hours, or a doctor's note indicating non-contagious. If your child is sick at home, please call to let us know. [See page 17 for more info.]

How do I apply for a scholarship?

LCFC 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. [Page 28 for more info.]

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. [Page 9 for more info.]

What are your rest time [nap] policies?

We follow State of Missouri licensing and best practices for rest time. Infants will rest/nap according to an individual schedule. As children get older, they transition into one afternoon period for rest/nap. Rest time in general is usually lasting from 12:30 p.m. to 2:30 p.m. [Page 9 for more info.]

Why is there so much paperwork to complete?

Licensed early childhood LCFCs are subject to the requirements of our contracts with government agencies and funding sources. Providing complete information helps us remain in compliance This includes all updates to immunization records.

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Welcome to Lemay Child & Family LCFC!

We are pleased that you have chosen Lemay Child & Family LCFC to partner with you in supporting your child's early learning and education. Since 1976, our LCFC 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 LCFC'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, observe in the classroom or participate in an activity. Please don't hesitate to ask questions or share ideas with us! We want your child to be safe, have fun, learn, and to be as healthy and happy as possible. The more parent/guardian and staff work together, the better your child's education experience will be.

About Us

- The LCFC is licensed by the Missouri Department of Health & Senior Services, Section for Child Care Regulations, [MO DHSS SCCR]. Our license is in the front office area, 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 program, governed by a Board of Directors.
- We fund and 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.
- Lemay Child and Family LCFC is Missouri Accredited.

Hours of Operation

The LCFC is open from 6:00 AM until 6:00 PM., Monday through Friday. Children enrolled in Preschool are asked to be here by 8:30 AM so that they benefit from the full scope of our curriculum. It is best practice to arrive between 5:45 and 5:50 PM to allow for a calm transition out of the building, gathering belongings, by the time the center closes at 6:00 PM. Please be supportive of our teaching staff closing the building who want to get home for the evening.

LCFC 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 center may be closed alternate days, per the review of the Board of Directors and communicated to families at least one month in advance. Generally, if a holiday falls on a Saturday, the center may be closed Friday. Likewise, if a holiday falls on a Sunday, the center may be closed Monday.

LCFC might also close- the average is twice a year, for staff training/development. Those days are communicated to families at least one month in advance.

LCFC closes early (3:00 PM) on Christmas Eve and New Year's Eve and the Wednesday before Thanksgiving.

LCFC may occasionally schedule an additional partial or full-day closing. If this occurs, we will try to provide as much notice as possible.

Severe Weather and Emergency Closings

The LCFC strives to remain open regardless of weather. If weather conditions affect the staff's ability to make it safely to work, the LCFC may open late or close for the day. School closings and late starts can be found using the LCFC'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 LCFC will provide updates in the monthly parent/guardian newsletter.

The LCFC regularly conducts required fire and severe weather/tornado drills. The record of these drills is available for

inspection. If you are at the LCFC during a drill, or during an emergency, you are expected to participate and follow staff instructions. The LCFC 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 LCFC 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 parent/guardian will be contacted to pick up their children within one hour.

Mission Statement

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 parent/guardian.

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 LCFC 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 parent/guardian 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/guardian 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 LCFC 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 LCFCs 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 required indoor and outdoor activities, group activities, and independent choice times. Infant-toddler teachers work closely with parent/guardians 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 LCFC, parent/guardians 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. For the best day of activities for your child, we ask that preschool children and summer school-agers be dropped off by 8:30 a.m.

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 11:15 a.m. and 12 p.m., snack is served between 3:00 p.m. and 4:30 PM, depending on the age of the children and classroom schedules.

Rest time (or quiet time for older children) starts after lunch and lasts until approximately 2:30 PM. All children will have the opportunity to sleep. After 30-45 minutes, children who are still awake are provided a choice of quiet activities.

Licensing regulations require at least one hour of outside time for children daily. Outdoor classroom play 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.

Parent/guardian of infants, toddlers, and two's receive a daily note providing information about your child's day. Parent/guardian 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 LCFC'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 pants, and shoes. Please check periodically to make sure the change of clothes is appropriate for the weather. We keep some

extra clothes here at the LCFC, but we cannot guarantee having a change of clothes that will fit your child. If your child goes home in LCFC-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 [no aerosols] and protective clothing such as hats, as well as shoes appropriate for playing outside.
- For Rest Time: LCFC 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. Per Safe Sleep national guidelines, pillows, blankets, stuffed animals, mobiles or any item may not be used in crib. A pacifier is allowed. Please visit with your classroom team of teachers to ensure compliance.
- Snacks: some classrooms choose to offer a morning snack to children.
- Pictures from home: it is helpful for children to have a picture of their parent/guardian, siblings, and/or pets in their cubbies

What To Leave at Home

- Please do not bring toys from home other than those for rest time 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 or center. This includes breakfast items. If your child is eating on the way to the LCFC, please have your child finish the food before entering the building.

Birthdays

Lemay Child & Family LCFC is a State of Missouri Eat Smart voluntary participant. Therefore, food purchased or prepared by families is not allowed during program hours. Parent/guardian are encouraged to visit the LCFC to celebrate their child’s birthday.

Parent/guardian 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 LCFC. 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 parent/guardian outside of the LCFC.

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 LCFC programs to potential donors, community members, and families.

The LCFC 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 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 LCFC 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. The LCFC management team will review each individual situation, with the goal of providing for your child with reasonable accommodations.

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 professional resources and parent/guardian input, observations, work samples, and evaluation tools. 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, etc. We are available to 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 parent/guardian so that children with special needs can be fully included in classroom activities and field trips.

Behavior Management

The developmentally appropriate program at LCFC incorporates a guidance [discipline] philosophy which promotes a child's self-regulation-the development of self-direction, self-control, and socially acceptable behavior. We strive for boundaries and limitations, sensitivity, firmness, and consistency. Throughout the day, staff model appropriate behavior and redirect children using positive reinforcement and other acceptable techniques.

The teachers will communicate with the parent/guardian about successes and challenges that a child may experience. For LCFC, our focus is that everyone stays safe. Our goal is to problem solve with parent/guardian, perhaps the child, as a team. We need to know if

your child is experiencing changes and/or behavioral issues at home, allowing insight into achieving consistent and safer behavior.

When a child consistently has behavioral issues that are more challenging for the routine and well-being of all, the teaching 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-a time to talk and work together. LCFC does not utilize a time-out system, but each room has a Quiet Cube for a child to use as a calming place. If the child doesn't respond to those techniques, the teaching team will strategize with the parent/guardian. If necessary, a formal conference will be held and a behavior plan will be developed. The team may include the Education Director and/or the Family Resource Specialist. At times, other resources such as 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 LCFC. The plan will include specific consequences for the child (such as defining when the parent/guardian 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/guardian could pick up by 5:00 p.m.), using different calming techniques, or having the child earn a special reward.

If parent/guardian does 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, parent/guardian 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 parent/guardian 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.

Resting or Sleeping

Each classroom has a rest period. All children will have the opportunity to sleep. 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/guardian permission children will transition to a toddler-sized cot after their first birthday. All children two years old and up will rest on cots. The LCFC provides sheets. The center sheets are laundered weekly or as needed.

All babies will be placed on their backs to go to sleep per the American Academy of Pediatrics Safe Sleep recommendations. 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. LCFC staff will follow the required procedures. There are special medical reasons that require a child to be placed on their stomach or side rather than on their backs, or perhaps a medical device. We will require a doctor's note and specific instructions.

Children will not be put to sleep with bottles or cup of any type.

Cribs are not allowed to have any items other than a pacifier. No blankets, pillows, wedges, crib bumpers and more. Children under 3 months may be swaddled. Infants under 1 year might be placed in a sleep sack for warmth. LCFC provides sleep sacks. Swaddlers, wraps, and/or sleep sacks must be made for the exact purpose, blankets or other items cannot be created into the previously mentioned items.

Diapering and Toilet Training

Children do not have to be toilet trained to enroll at LCFC or to transition to other rooms. Parent/guardian must supply diapers or pull-ups, and wipes. There is a charge of \$1 per diaper for LCFC diapers.

The use of cloth diapers has additional sanitation and use considerations. The cloth diapers must be the ready-to-use inserts, with the waterproof snap covers. Soiled diapers will be put in a bag, placed in your child's cubby, to be laundered at home. Health department regulations prohibit us from rinsing out soiled clothing. Bagged cloth diapers must be taken home each day.

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 dress, but this is with supervision and assistance when necessary..

We encourage children to use the potty but we cannot force them. If your child is toilet training or has frequent accidents, please be sure to provide extra changes of clothing, including socks and back-up pair of shoes. 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 LCFC the following day. (Parent/guardian will receive written notice of this condition the prior day.) A parent/guardian may also be required to bring full change of clothes to the center

Soiled clothing 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. Soiled clothing must be taken home each day.

Meals & Food

The LCFC participates in the USDA Child and Adult Care Food Program (CACFP) which provides free/reduced meals for children, based on federal income guidelines. Additionally, LCFC seeks to be compliant and certified with the State of Missouri Eat Smart

Guidelines. These guidelines require 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., [most classes are served by 11:30 AM] and snack must be served by 3:30 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 LCFC with the food.

The State of Missouri Eat Smart guidelines prohibit foods brought from home or other outside sources at any time during program hours every day, including holidays/theme parties or celebrations, including birthdays.

As always, LCFC follows developmentally appropriate practice during meal and snack items. All meals/snacks are served family style-class members as a group, sitting together with teaching staff. Teachers encourage self-help skills such as passing, pouring, setting the table, cleaning up, etc. Meals and snacks are to be a positive social experience.

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 or restriction, please ask for a form for your doctor to complete at the front desk.

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 during the summer season.

Additional information for children under one year old:

A meal plan will need to be on file for each child under one year old. The plan must be updated as your child develops. The LCFC meal program 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 LCFC or if you will provide the food. If breastfeeding you are encouraged to breast feed at LCFC, either in the classroom or in more private area located near the front desk. Breast milk may also be brought to the LCFC 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, LCFC will provide whole milk. Once 12 months old, parent/guardian may sign permission for LCFC to start providing all food from our program. A doctor's note will be required for any any diet restrictions based on medical or health needs, or for any food that is needed to substitute for the LCFC-provided food.

Illness Policies, Including Prevention

Children attending group childcare are exposed to many other children. Teaching staff follow strict hand washing and cleaning standards to help reduce the spread of illness and we encourage children to wash their hands often. Adults and children need to wash hands when then enter a classroom. Teaching staff regularly check a child's health at the start of a day, or when following up when a child appears to be not well.

The State of Missouri requires children to be sent 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

- sever itching body or scalp, unusual spots/rashes, open sores; patches of skin that look like they might be infected
- a temperature 99 degrees or higher ancillary [under the arm or forehead]

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, the child will be sent home, unable to return until symptom free for 24 hours or a doctor's note. LCFC reserves the right to require a doctor's note to ensure a non-contagion.

You must pick up your child within one hour/60 [sixty] minutes when symptoms of illness present. LCFC must be compliant with state and local regulations. If an acceptable plan for pick-up is not in place after 1 hour, statutes indicate a call to the Mandated Reporter Hotline must be made.

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.

Periodically, or a after a confirmed case, children's may be checked for heads for lice. Children having lice/ nits will be sent home and may return when they are free of lice and nits. Allow extra time during drop off on the first day back, because are head check is required. LCFC may be able to provide assistance with lice treatment ideas and/or kits.

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.

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

Children will not be excluded from the LCFC 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

LCFC policy requires a parent/guardian be called for each accident and/or injury. Documentation is provided requiring parent/guardian review and signature.

LCFC requires all employees to be certified in pediatric first aid and CPR. If your child is involved in an accident at the LCFC, the staff will respond according to their training. If the situation is life threatening, we will call 911 and the child will be taken to St. Anthony's Medical LCFC. Parent/guardians are responsible for all medical bills generated by emergency treatment. A member of the staff will accompany the child to the hospital and parent/guardian will be notified immediately.

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

Prescriptions and Medications

LCFC follows guidelines put into place by the State Department of Health and Senior Services Section for Child Care Regulation (Licensing), the St. Louis County Department of Health and Missouri Accreditation.

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

Parent/guardian must complete a medication form for all 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 [appears on label].

Over-the-counter medicine (such as Tylenol, cough medicine, or hydrocortisone cream) also requires a doctor's written instructions in addition to the parent/guardian 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 LCFC 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.

All medicines, crèmes, ointments and sunscreen products must be given to the office staff so that they can be properly dispensed, stored and/or secured. Medicine should never be placed in your child's cubby, backpack, diaper bag, etc.. Controlled substances, such as some ADHD medications, must be counted and documented by parent/guardian and staff when they are dropped off or picked up from the building.

If your child needs medication on an "as needed" basis [PRN], 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 if needed.

After being processed by the front office, inhalers, Epi-pens, and other emergency medications will be stored in safe locations in the

classroom so that teaching staff have quick access to them. Emergency medications will be taken on field trips with safeguards.

Diaper Cream, Lip Balm and Sunscreen

We require written parent/guardian 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 parent/guardian 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 LCFC, 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 LCFC staff undergo background checks as a condition of employment. Children are never left alone with volunteers, other parent/guardian, or therapists (other than those providing individual services which you have approved).

If you believe your child has been abused or neglected at the LCFC, 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 stress can put any parent/guardian at risk for using inappropriate techniques, possible leading to an abuse or neglect situation. LCFC staff can help you find assistance if you are feeling overwhelmed or would like ideas to help with your most important job, a parent/guardian leading a family. As licensed center, all childcare providers/staff members are Mandated Reporters. This means that each employee is required by law to report suspicions of suspected child abuse or neglect. The purpose of any report for suspected child abuse, neglect or maltreatment is to provide assistance for families. The Child Abuse and Neglect [CA/N] Hotline is 1-800-392-3738. Non-emergency reports can also be made online at <http://dss.mo.gov/cd/can.htm>.

Dropping Off, Picking up and Visiting

Parent/guardian 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:

- To participate in activities the classroom. Ask the teacher for direction if you are not sure how to join in.
- Please end conversations on your cell phone or other device when you are dropping off .picking up your child.
- Please be cautious of visiting when you might have a cold or other illness.
- Adults remove street shoes before entering the infant-toddler classrooms. Older children may not enter the infant-toddler classrooms.
- You certainly may interact with other children in the classrooms, but please ask the teachers before picking up or holding other children, taking any pictures, or making any comments about information shared by a child.

- LCFC teaching staff are the only adults to guide or discipline children. Please support our techniques and the teachers if your child needs redirection.
- Please don't run, sit on tables or desks, or do other things that may model behaviors for children that are outside of our program expectations.
- Physical discipline is prohibited on LCFC 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. Our goal is safety, including emotional safety.
- Change your child's diaper prior to drop off for each day. Children should never arrive at the LCFC still wearing a night-time diaper and/or pajamas from sleep.
- Talk in quiet voices with appropriate language. Refrain from discussing personal issues with staff in front of the children.
- Encourage your child to clean up at pick-up before leaving 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. There are many communication tools utilized including a Family Board, weekly classroom newsletter, flyers and notes, and a monthly center newsletter. We also provide copies of the monthly menus.
- Keep your child with you, rather than allowing him or her to go into other classrooms or the front office area. "Stay with your grown-up" is our common phrase. . Parent/guardian are responsible for children before placement in a classroom, and after they have been signed out/taken out of the room by a parent/guardian. Children/youth should not leave the building without the adult.
- Pets may only be brought into the LCFC if a date and time have been pre-approved. You must also provide documentation of required animal immunizations before the visit. Requests to bring pets to visit may be denied due to children's allergies or fears. Reptiles and other animals specifically listed by health and sanitation are not permitted LCFC because of additional risks. All pet visits are subject to approval by the front office..

Who Can Pick Up My Child?

You as the parent/guardian provide the list of people allowed to pick up your child on the enrollment forms. If a person has 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 LCFC before with the parent/guardian, without appropriate authorization paperwork in place.

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 wish take someone off of the approved pick up list, please fill out a new form and give it to the office staff to support communication of change. In cases where parent/guardian (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/guardian or guardian has added them to the list.

We cannot prevent a parent/guardian from picking up his or her child, unless you provide us with a court registered document listing restrictions and/or guidelines. Child custody agreements/parenting plans 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/email 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 compromised-intoxicated, incoherent and/or a safety concern, the child might not be released. In such an instance, we may call you for direction and in extreme cases call the police and/or Mandated Reporter Hotline for assistance.

Weapons and Threats

Any adult (parent/guardian, guardian, relative, family friend) who threatens a member of the staff, a child, or another parent/guardian on site will be reported to the police. Additionally, that family member or their children may be suspended or excluded from the LCFC program and property. Parent/guardians and staff are expected to speak to each other with respect. Inappropriate language, [profanity, racial slurs, etc.] 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.

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

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

Smoking

Lemay Child & Family LCFC is a smoke-free facility, including our parking lots and outside space. Please do not drop cigarette butts on the LCFC’s parking lot, front porch, or in our grass areas. Smoking is not permitted in LCFC vans, at any time on field trips, or at LCFC 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. A purse or bag, per licensing standards, must be out of reach of children at all times.

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 LCFC. 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 car seats, 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 car seat, we can refer you to organizations that may be able to provide car seats at discounted costs.

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

Transportation and Field Trips

The LCFC 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 LCFC 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 LCFC. In unusual circumstances, parent/guardian will be called to pick up their children. Parent/guardian 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 car seat or booster seat when being transported on the vans. The LCFC provides car seats 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 LCFC in order to go on the trip, as well as any special conditions or information about the trip.

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

Confidentiality

The LCFC staff will not discuss other children's lives, behavior concerns or plans, background information, or family matters with you. It is inappropriate for staff to identify other children by name to you. The LCFC staff will not discuss your child's lives, behavior concerns or plans, background information, or family matters with anyone else.

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

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 having a health/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 LCFC until we are provided with a way to reach you or a designated adult during the day.

Enrollment and Scheduling

Lemay Child & Family LCFC 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.

Parent/guardian 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 LCFC 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 LCFC 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 LCFC will notify parent/guardian 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 LCFC 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 LCFC. 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
- √ The applicable Child Health [Physical] form signed by a doctor (infant-toddler and preschool)
- √ Parent/guardian 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/parenting plan as 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 any element of child's file is missing information or needs to be updated, we will provide written notice of what needs to be provided along with a timeline. If records are not updated in a timely manner, or by a deadline, we may be required to exclude your child from the LCFC until requirements are met.

Tuition and Scholarships

LCFC bases weekly 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.

When funded, the LCFC scholarship program may 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. Parent/guardian 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 subsidy [state pay childcare] assistance programs, we will refer you to the Department of Social Services to apply for assistance. If the subsidy is approved, the LCFC 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 LCFC'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 LCFC 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 LCFC 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.

LCFC accepts cash, money orders, checks, and Master Card or Visa payments (credit or debit). Families choosing to pay with a credit or debit card may complete a form authorizing the LCFC to charge their card every Monday. Credit card payments may also be made on-line using the LCFC's website, www.lemaychildandfamily.org,

Receipts for cash payments will be given at the time of the payment. The LCFC does not keep change for cash payments. Please try to pay in the exact amount. Any credit will be applied to your account.

Checks may be placed in the locked box in the front office. Your account will be charged \$20 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, and the fee, in cash prior to your child being able to return to the LCFC. If two checks are

returned, you will be required to pay with cash, credit, or a money order for all future payments.

The LCFC 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 LCFC, 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, per child, based on the LCFC'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 LCFC to let us know your approximate arrival time. Starting at approximately 5:55 PM, 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 LCFC, up to one hour close, we will contact local law enforcement and/or be required to make a Mandated Reporter call. Children who are regularly not picked up by closing time (6:00 p.m.) may be excluded from the LCFC.

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 LCFC 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 written notice, your deposit may be applied toward your last week of tuition.

Families who leave the LCFC 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 LCFC 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 parent/guardian to visit any time. Parent/guardian are welcome to work with the teachers to schedule times to volunteer in the classroom. Your child's records and the LCFC's State Licensing compliance and inspection reports are available for review at any time. Please contact LCFC 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 parent/guardian. Sometimes parent/guardian 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/guardian.

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

Parent/guardian are welcome to volunteer to help with repairs, painting, maintenance, and preparing classroom materials.

Other Programs Offered by LCFC

- Families First – this is our collection of services for families, including social and educational events, parent/guardian classes and discussions, parent/guardian meetings, social worker support, computer access, and our parent/guardian resource library.
- Lending Library – LCFC provides books and activities for families to check out and read together at home. The library also includes parent/guardian resources and books. There is a fee of \$5 for items not returned within two weeks of the check-out date.
- Donations – LCFC 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 – LCFC 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 Family Resource Specialist [social worker].