

Lemay Child & Family Center
Family Handbook



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Frequently Asked Questions

When is LCFC open?

We are open year-round from 7:00 a.m. to 5:00 p.m. Monday through Friday. We are closed on major holidays and periodically for staff development days. (Page 4 for more information)

When are tuition payments due?

Tuition payments are to be made on a weekly basis, due every Monday. If payments are made after Monday, a late fee of \$1 per day will be added to your account. (Page 9 for more information)

Who can pick up my child?

We only allow children to be picked up by individuals listed as an emergency contact. We require written authorization from the parent/guardian to add an individual to the pick-up list. (Page 16 for more information)

Where should I park?

To ensure everyone's safety, we ask parents/guardians to park in a designated parking spot. Please do not park in the fire lane. (Page 18 for more information)

What are your ratios?

We follow licensing and accreditation standards for teacher to child ratios, however we strive to provide higher levels of staffing when possible. (Page 5 for more information)

Do you give medicine at LCFC?

Yes, we give medication up to three times per day with completed paperwork. (Page 14 for more information)

What is your illness policy?

We follow the licensing and accreditation policies for childcare providers to help prevent the spread of illness within LCFC. The most common reasons children are sent home include diarrhea, vomiting, fever, or a rash of unknown origin. If your child displays any of these symptoms while in our care, we will notify you and your child must be picked up within one hour. Children must be symptom free for at least 24 hours without fever or pain reducing medications to return. (Page 13 for more information)

How do I apply for a scholarship?

LCFC provides a scholarship program to help reduce the cost of childcare for qualifying families. 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 8 for more information)

What are your policies about outside play?

Outside time is a regular part of the daily schedule for all classrooms. State guidelines require at least an hour of outside time daily; exceptions are made for extreme weather. (Pages 5-6 for more information)

What are your rest time policies?

We follow licensing policies as well as best practices for rest time. Infants are allowed to sleep according to their own individual needs/schedule. As children get older, they will transition to one rest time per day. Rest time is approximately from 12:30 p.m. to 2:30 p.m. in our two year old through prekindergarten age classrooms. (Pages 5-6 for more information)

Why is there so much paperwork?

Providing up-to-date and complete information helps us remain in compliance with Licensing, Accreditation, and our government funding sources. (Page 8 for more information)

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Welcome to Lemay Child and Family Center!

We are pleased that you have chosen Lemay Child and Family Center (LCFC) to partner with you in supporting your child's early learning and education. Since 1976, 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 LCFC's policies and procedures. 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, and participate in activities. 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. When parents/guardians work together with staff your child's education experience will be the best it can be.

Mission Statement:

Lemay Child and Family Center (LCFC) provides access to high quality early education and support for families in a diverse, nurturing environment regardless of a child's early experiences, developmental level, or a family's financial situation. LCFC partners with families to strengthen and promote children's healthy physical, cognitive, and social emotional development.

About Us

- LCFC is licensed by the Missouri Department of Health & Senior Services, Section for Child Care Regulations (MO DHSS SCCR). Our license is hung in the front office area, including the name/contact information of our assigned licensing specialist. Complete books of licensing and sanitation regulations are available for your review if you have any questions; they are accessible at the front office or online.
- 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. MO DHSS SCCR requires the current contact information for the Board President be posted. It is hung with our child care center license.
- 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.
- LCFC elects to maintain Missouri Accreditation to align with national standards for early childhood education. Our accreditation certificate is hung with our child care center license. More information about MO Accreditation is available at www.moaccreditation.org.
- LCFC is an Early Head Start and Head Start center under contract with Youth in Need.
- LCFC is a Trauma Smart center. All staff are Trauma Smart certified, helping to reduce the negative impact of trauma and violence on our children for a better tomorrow.

Hours of Operation

LCFC is open year-round from 7:00 a.m. to 5:00 p.m. Monday through Friday.

LCFC is closed on the following holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, President's Day, Juneteenth, the week of Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, and the week between Christmas and New Year's. If a holiday falls on a Saturday, the center will be closed Friday. Likewise, if a holiday falls on a Sunday, the center will be closed Monday.

LCFC will also close four times a year for staff training/development. Those days are communicated to families at least one month in advance and listed on our annual closure calendar. We may occasionally schedule an additional partial or full-day closing. If this occurs, we will provide as much notice as possible.

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/guardians.

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, two-year-old, early preschool, preschool, and school-age programs. Within these groups, we provide ratios of at least 1:4 for infants/toddlers, 1:4 for two-year-olds, 1:10 for early preschool, 1:10 for preschool and prekindergarten, and 1:16 for school-age. However, we strive to provide higher levels of staffing when possible.

LCFC uses a "constructivist" approach to early childhood education. Our MO Accreditation approved curriculum is Creative Curriculum. Creative Curriculum is a guide for classroom planning based on developmentally appropriate practice and child development stages. 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 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. Other developmentally appropriate tools may be utilized in younger and older age groups.

Children in the infant/toddler through 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-2 (Ages and Stages Social-Emotional) evaluations. We encourage parents/guardians 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. Generally, we refer to these opportunities as Family First events. We also ask families to participate in surveys to gather updated information to apply to program improvements.

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. LCFC promotes ongoing staff education to ensure that teachers have the knowledge and skills to provide the best environment and program for each child.

Your Child's Classroom

Each child has an individually assigned cubby for coats and other personal belongings. Your child also has a mailbox where the staff will leave notes, permission slips, artwork, 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 that includes 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 parents/guardians to develop eating and sleeping schedules for each child. A general classroom schedule is followed by all enrolled children in each of the additional classrooms.

Upon arriving at LCFC, parents/guardians should sign their child in at the front desk and walk their child to their classroom. All children should wash their hands upon entering the classroom after being dropped off. To benefit from the full scope of the curriculum, it is best practice for your child to arrive by 8:30am.

Breakfast is served between 7:00 a.m. and 8:30 a.m. (earlier for school-age children attending the before school program). Lunch is served between 11:00 a.m. and 12:30 p.m. Afternoon snack is served between 2:30 p.m. and 4:00 p.m.

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

Licensing regulations require at least one hour of outside time daily. Outdoor classroom play is provided every day, except in extreme weather conditions. We monitor temperature, heat index, wind chill, and air quality to determine how long the children are allowed to stay outside.

Parents/Guardians will receive an electronic daily note via the Tadpoles application. This gets automatically sent to the parents/guardians listed as a primary caregiver in the system as soon as the child is clocked out for the day.

What to Bring

- Diapers/Pull-Ups – If your child wears diapers/pull-ups, you must supply diapers/pull-ups. When your child is running low on diapers/pull-ups, the teachers will put a note on your child’s daily Tadpoles note.
- Socks and Shoes – We recommend that all children wear socks and shoes every day. Sandals, flip flops, and other shoes that expose the toes, ankles, or heels can cause children to trip. Children may not be allowed to participate in certain outdoor activities if they’re wearing inappropriate footwear. This includes infant/toddler age children.
- Extra Clothing – Each child should have at least one complete extra set of clothing (shirt, pants, underwear, socks, shoes) in their cubby. Children who are toilet training should have more than one extra set of clothing in their cubby. Please check periodically to make sure the clothing in your child’s cubby is appropriate for the current weather.
- Winter Clothing – During the winter, please make sure that your child has a coat, hat, and gloves/mittens.
- Sunscreen – Please provide sunscreen (non-aerosol) for infants/toddlers. LCFC provides sunscreen for all children 2 years of age and older. If your child is 2 or older and you would like to bring your own sunscreen, please let someone at the front desk know. You may bring protective clothing, such as a hat, for your child but it is not required.
- Sleep Items – LCFC provides a crib for infants to sleep in and cots for children 1 year of age and older to sleep on. We also provide a sheet for your child’s crib/cot. Children sleeping on cots may bring a small pillow and a light-weight blanket from home. Per the Safe Sleep national guidelines, pillows, blankets, stuffed animals, toys, mobiles, or any other item may not be used in a crib.
- Pictures from Home – It is helpful for children to have a picture of their parents/guardians, siblings, and/or pets in the cubbies.
- Please label all belongings with your child’s name or initials.

What to Leave at Home

- Toys – 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; the teachers will provide guidelines of acceptable items to bring.
- Food – Other than food needed for infants/toddlers (according to their individualized care plan), please do not bring other food from home into LCFC. This includes breakfast items. If your child is eating on the way to LCFC, please have your child finish the food before entering the building.

Confidentiality

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

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

Enrollment and Scheduling

Lemay Child and 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.

A parent/guardian is strongly encouraged to spend time in the classroom with their child prior to the first day of enrollment.

The infant/toddler program is a full-time program; children must be enrolled five days per week.

Children ages two and older can be enrolled for less than five days per week. If you enroll your child 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, you will be notified that he/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.

LCFC does not offer a half-day program. Children participating in other half-day programs (including Special School District) 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

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.

Decisions about the program will depend on demand and space availability. If the program is offered, LCFC will charge a seasonal registration fee and will establish minimum attendance requirements for participation.

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
- Income eligibility form for the CACFP food program
- Family demographic information sheet
- Child information sheet
- Child Health (physical/well-child) form signed by a doctor (infant/toddler and preschool children only)
- 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 medical insurance card and dental insurance card
- A copy of your child's birth certificate
- A copy of parent's/guardian's drivers licenses
- Specialized care plans and meal plans for infants
- A copy of your child's IEP, IFSP, or medical care plan (if applicable)
- A copy of your family's custody/parenting plan (if applicable)
- Physician documentation of allergies, special nutrition needs, food substitution form, medical needs, medication, and care plans for chronic medical conditions (if applicable)
- Deposit (equal to one week of tuition), registration fee, and first week's payment

If any element of the 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 specified deadline, we may be required to exclude your child from LCFC until requirements are met.

Tuition and Scholarships

LCFC bases weekly tuition fees on the cost of providing high-quality, early childhood education services. 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 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 you 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. The 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 the state subsidy (state pay childcare) assistance program, we will refer you to the Department of Social Services to apply for assistance. If the subsidy is approved, 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 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 full rate.

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. We also offer a 10% discount to military families.

Specific fees will be listed on your enrollment agreement, and 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.

Families can choose to set up automatic payments by completing a form authorizing LCFC to charge their credit card or debit card weekly. If families do not want to be enrolled in automatic payments, they will need to make their own payments online using LCFC's website, lemaychildandfamily.org.

LCFC recognizes that emergencies happen and sometimes it is hard to pay all of the bills. Please communicate with the office staff so that we can work together to develop a payment plan if needed. If a payment plan is developed but not followed, your child may be excluded from the program.

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

Other Fees

Late pick-up fees are charged if your child is not picked up by 5:00 p.m. These fees are \$1 per minute, per child, based on 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 LCFC to let us know your approximate arrival time. Starting at approximately 4:55 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 LCFC up to one hour after 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 (5:00 p.m.) may be excluded from LCFC.

There is a charge of \$1 per diaper or pull-up if your child runs out and needs to use diapers or pull-ups from our extra supply. You will receive a form letting you know the total amount that is being added to your account.

LCFC reserves the right to add or change fees as needed.

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 LCFC. For children in preschool, and for school-agers during the summer, arrival by 8:30 a.m. helps children to be full participants in the curriculum and activities. We expect all children to attend regularly and arrive daily by 10:00 a.m. If you or your child has an appointment and you're unable to arrive by 10:00 a.m., please call the office to discuss arrangements. It is also best for you to arrive by 4:50 p.m. to pick up your child and allow for a calm transition out of the building.

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. Vacation time does not accumulate from year to year. Vacation must be taken in a full-week (Monday through Friday) 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. If you choose to use vacation time, your child may not be in attendance for any part of that week.

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 LCFC programs to potential donors, community members, and families

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 upcoming transition, review the transition plan, and help make the transition go smoothly. Your child will visit the new classroom with a current teacher, as well as independently, for short periods of time until the transition is complete. Classroom placements are based on the child's age and the availability in the classroom.

Individual Plans and Inclusion

Lemay Child and Family Center welcomes children of all abilities. If your child has an IEP or IFSP, we require a copy of the most up-to-date version, and then will continue to require updates to that plan for as long as your child is enrolled. 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 six weeks through pre-kindergarten. 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 a variety of service providers, such as Missouri First Steps, the St. Louis County Special School District, etc. to help children reach their full potential. We are also 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 parents/guardians so that children with special needs can be fully included in all classroom activities.

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, LCFC 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 the parent/guardian, perhaps with the child too, 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/Al's Place 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 a member of the management team and/or the Family Resource Specialist, the parent/guardian, and a classroom teacher. At times, other resources such as a behavioral therapist or other professional therapists may be consulted as part of the conference. A behavior plan includes strategies to try at home and at 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 "meltdown" every day at 4:15 p.m., perhaps the parent/guardian could pick up by 4:00 p.m.), using different calming techniques, or having the child earn a special reward.

If the parent/guardian does not actively participate in problem solving, the child may be removed from the program. If the child's behavior threatens his/her own safety, or the safety of other children or staff, the 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 will be required to meet with the staff for a conference, and weekly tuition 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. 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-age children are here all day, they will be seated at tables or in their library area for 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 of age and older will rest on cots. LCFC provides crib sheets and cot sheets that 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 follows the required procedures. If there are special medical reasons that require a child to be placed on their stomach or side, rather than on their backs, we will require a doctor's note and specific instructions.

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

Cribs are not allowed to have any items other than a pacifier. No blankets, pillows, wedges, crib bumpers, etc. 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 classrooms. Parents/Guardians must supply diapers and/or pull-ups.

We are required to use wipes with every diaper change and to check diapers every two hours.

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 and 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.

We recognize that 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 get dressed, but this is with supervision and assistance when necessary.

We encourage children to use the toilet 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 a 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 LCFC the following day. Parents/Guardians will receive written notice of this condition the prior day. A parent/guardian may also be required to bring a 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. Soiled clothing must be taken home each day.

Meals and Food

LCFC participates in the USDA Child and Adult Care Food Program (CACFP) which provides free/reduced meals for children based on federal income guidelines.

Our contract with the USDA CACFP 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 arrives after 8:30 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 classrooms are served by 11:15 a.m.
- 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, or throw it away, before leaving rather than leaving LCFC with the food.

LCFC follows developmentally appropriate practice during meal and snack times. All meals/snacks are served family-style, where children and teaching staff are sitting together at the meal tables. Teachers encourage self-help skills such as passing, pouring, serving, setting the table, cleaning up, etc. Meals and snacks are to be a positive social experience.

We provide alternate meal choice for children only when we have a doctor's note stating the medical reason for the need of alternative 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 alternative food. If your child has a special diet need or restriction, please ask for a form at the front desk 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 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 LCFC or if you will provide the food. If you are breastfeeding, you are encouraged to breastfeed at LCFC, either in the classroom or in a more private area located near the front desk. Breastmilk may be brought into LCFC for your baby to consume as long as it is labeled with your baby's first and last name and the date it was expressed.

Bottles and any food you provide need to be labeled with your baby'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 old.

Additional information for children 12-24 months old:

After children turn one, LCFC will provide whole milk. In addition, parents/guardians will sign permission for LCFC to start providing all food from our program. A doctor's note will be required for any diet restrictions based on medical or health needs, or for any food that is needed to substitute for LCFC-provided food.

Birthdays

Birthdays will be celebrated as follows:

- Once a month, classrooms will celebrate all children with a birthday in that month
- The Center will purchase a special snack for the classrooms celebrating
- The classroom's Lead Teacher, along with the Contracts Administrator, will decide on the special snack, as well as a special activity for the class
- Parents/Guardians of children celebrating their birthday that month may send in party hats, or other celebratory items which are non-food, for each child in the class
- There will be no food items brought in to the classroom by parents/guardians with the intent to be served during the school day
- Parents/Guardians of children celebrating their birthday that month may send in a goody/favor bag for each child in the class to take home
- All contents of the goody/favor bag will remain in each child's cubby until each child is picked up for the day; the goody/favor bag must then be taken home and consumption of any food items in the bag will be left to the discretion of each child's parent

Other Holidays will be celebrated as follows:

- Children are allowed to bring in individually wrapped, pre-packaged food items with the intent to distribute those items to each child in the class to take home
- Any items, food or non-food, distributed for a holiday will remain in the child's cubby until each child is picked up for the day; these items must then be taken home and consumption of any food items will be left to the discretion of each child's parent

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 are required to wash their hands when they enter a classroom. Teaching staff regularly check a child's health at the start of the day, or when following up when a child appears to feel unwell.

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:

- One or more loose stool or diarrhea
- One or more episode of vomiting
- Making "croupy" or "whooping" sounds when coughing

- Red, irritated eyes with discharge
- Severe itching of body or scalp
- Unusual spots/rashes, open sores, or patches of skin that look like they might be infected
- A temperature of 99°F or higher under the arm or 100°F or higher on the 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 at least 24 hours without fever and/or pain reducing medication. LCFC reserves the right to require a doctor's note to ensure a non-contagious illness.

When symptoms of illness present, you must pick up your children within one hour of notification. LCFC must remain compliant with state and local regulations. If an acceptable plan for pick-up is not in place after one 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 after a confirmed case, children may be checked for head lice. Children having lice/nits will be sent home and may return when they are free of all lice and nits. Allow for extra time during drop off on the first day back as a head check will be 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 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/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/she requires specialized medical care.

Children will not be excluded from 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/she is unable to eat or play comfortably.

Accidents and Injuries

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

LCFC requires all employees to be certified in pediatric and adult first aid and CPR. If your child is involved in an accident at 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 the nearest hospital. Parents/guardians are responsible for all medical bills generated by emergency treatment. A LCFC staff member will accompany the child to the hospital and the parent/guardian will be notified immediately.

If an accident/injury does not warrant a 911 call but LCFC staff thinks that the child should be checked by a doctor, the 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), Missouri Accreditation, and the St. Louis County Department of Health.

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 medicated sunscreen.

Parents/Guardians must complete a medication form for all medications. Prescription medications must be in the original container showing the child's name and appropriate dosage. We will give medication only in accordance with the instructions from the doctor or pharmacy as it appears on the label.

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

LCFC will not administer expired medications.

We administer medications up to three times per day:

- Between 7:00 a.m. and 8:00 a.m.
- Between 11:00 a.m. and 12:00 p.m.
- Between 3:00 p.m. and 4:00 p.m.

You will be asked to select the appropriate time for medication administration on the medication authorization form. If your child needs medicine at the time you are dropping off or picking up, it is most helpful for you to administer the medication.

All medicines, creams, ointments, and sunscreen products must be given to the office staff so that they can be properly dispensed, stored, and/or secured. Medications 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 the parent/guardian bringing it in and staff receiving it.

If your child needs medication on an "as needed" basis (PRN), we will provide a form for your doctor 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 doctor's 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 office staff, inhalers, EpiPens, and other emergency medications will be stored in a safe location in the child's 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 Medicated Sunscreen

We require written parent/guardian permission and a doctor's note for diaper cream for children over two years of age. Lip balm and medicated sunscreen also require a medication authorization 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 first and last 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, as well as their 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.

LCFC 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 therapy or occupational therapy) at LCFC, we will ask you to sign a release of information form which will grant us permission to share information with your child's therapist.

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

If you believe your child has been abused or neglected at LCFC, we encourage you to talk with us about the situation. We want to ensure the safety of your child, and all children in our care. We have internal policies regarding child abuse and neglect investigations.

We understand that stress can put any parent/guardian at risk for using inappropriate techniques, possibly leading to an abuse or neglect situation. LCFC staff can help you find assistance if you are feeling overwhelmed. As a licensed center, childcare providers/staff members are mandated reporters. This means that each employee is required by law to report suspicions of 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/keeping-kids-safe/can.htm>.

Dropping Off, Picking Up, and Visiting

Parents/Guardians are encouraged to observe their child's classroom, visit, and to participate in activities. Please note that prior to 8:00 a.m. and after 4:00 p.m. classrooms are often combined. We appreciate your help with the following when you are in the building:

- To participate in activities in 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 and picking up your child.
- Please be cautious of visiting when you might have a cold or other illness.
- Adults are to remove their street shoes, or wear the provided shoe covers/booties, when entering the infant/toddler classrooms. Older children not enrolled in the infant/toddler classrooms may not enter those classrooms.
- You may interact with other children in the classrooms but please ask the teachers before picking up or holding other children, taking pictures of other children, or making any comments about information shared by a child.
- LCFC 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 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 pickup 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 calendar. We also provide copies of the monthly breakfast, lunch, and snack menus.

- Keep your child with you, rather than allowing him/her to go into other classrooms or the front office area. Parents/Guardians are responsible for their own child before placement in a classroom at drop off and after they have been signed out/picked up from the classroom by their parent/guardian. Children should not leave the building without an adult.
- Pets may only be brought into 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 and fears. Reptiles and other animals specifically listed by health and sanitation are not permitted into LCFC because of additional risks. All pet visits are subject to approval by the office staff.

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. These people must be 16 years of age and older. If a person has not picked up before, or 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/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 would like to take someone off the approved pick up list, please fill out a new Child Information Update form and give it to the office staff. In cases where parents/legal guardians disagree with each other regarding who may pick up their child, we will require legal documentation to take someone off, if the other parent/guardian has added them to the list.

We cannot prevent a parent/guardian from picking up his/her child unless you provide us with a court registered document listing restrictions and/or guidelines. Child custody agreements/parenting plans must be provided for us to follow them.

Permission for someone else to pick up your child may not be given over the phone. In emergency situations, please email or 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 backup plan so that anyone picking up your child is on your written, authorized pickup list.

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 call the Mandated Reporter Hotline for assistance.

Severe Weather and Emergency Closings

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

- KSDK TV (NBC) and www.ksdk.com
- KMOV TV and www.kmov.com
- KTVI Fox 2 TV and www.fox2now.com

An email and/or text message will also be sent to all enrolled families through Tadpoles.

LCFC regularly conducts required fire and severe weather/tornado drills. The record of these drills is available for inspection. If you are at LCFC during a drill, or during an emergency, you are expected to participate and follow staff instructions. 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, LCFC may need to close early. Examples include, but are not limited to, a water main break, utility problems, severe weather, or staffing issues. In such a situation, parents/guardians will be contacted to pick up their children within one hour.

Weapons and Threats

Any adult (parent/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, and/or their children, may be suspended or excluded from the program and property. Parents/guardians and staff are expected to speak to each other with respect. Inappropriate language such as profanity, racial slurs, etc. will not be tolerated and may result in your child being excluded from the program. Parents/guardians and staff should work together to model appropriate problem-solving skills for children.

No guns or other weapons may be brought into 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 who bring weapons into LCFC or make threats to harm staff or other children will be suspended and may be expelled from the program.

Smoking

Lemay Child and Family Center is a smoke-free facility, including our parking lots and outside space. Please do not drop cigarette butts on LCFC’s parking lot, front porch, or in our grass areas. Smoking is not allowed 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 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.

Missouri law requires children under age four to be in car seats, and children under age eight, or 80 pounds, to 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 children unattended in your vehicle. Do not leave your car running in the parking lot, even in extreme weather. LCFC is not responsible for damage to, or theft of, vehicles in the parking lot.

Opportunities for Involvement

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

As part of our Families First program, LCFC frequently offers activities for parents/guardians 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 LCFC.

Parents/guardians 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, family resource support, computer access, and our parents/guardian resource library.
- 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 by providing resources and 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.

Withdrawing From The Program

We require a one week written notice for withdrawing from LCFC. Verbally communicating your withdrawal 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 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 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.