

LITTLE LOG CABIN PARENT'S HANDBOOK

LITTLE LOG CABIN MISSION STATEMENT:

The mission of our center is to create a “home away from home” environment filled with the potential to encourage active learning in student’s play through a “hands on” process. Play is considered a natural springboard for learning, for creative development, and for social development. As children play, they develop friendships and learn to value one another. They use language to communicate ideas and critical thinking to test out ideas. They cooperate to complete projects and to gain friendships. Most importantly, when children feel a sense of control over their play world, they develop a sense of mastery and pride. They begin to believe in themselves and in others. As children begin to master their world, they develop competencies and habits that will prepare them for life-long learning. With each new experience they are building on a base of knowledge that began in their early years. Our teachers accomplish this goal by providing thematic experiences and learning centers that suit the children’s level of development so that they can feel a sense of mastery. Each child has the opportunity to make choices, solve problems, communicate, understand and express feelings in appropriate ways, develop self-control, value others’ rights and differences, and work towards building a positive self-image. Our goals also consist of providing a daily schedule with a nutritious breakfast, lunch and snacks, and a proper rest period as well as a balance of active indoor and outdoor group activities. Another major goal is to be supportive to the families of our students. When you join our school, you become a member of THE LITTLE LOG CABIN family.

STATEMENT OF SERVICES:

LITTLE LOG CABIN is a year-round program that offers all day and before and after school care for children ages 2 ½ to 12 years. Our daily activities and program consist of a flexible schedule that has been created to provide diversity and challenge for children in all age groups. We offer structured programs for children of all ages that includes a year round curriculum. Our activities include school readiness skills, arts and crafts, games, music, outdoor play, and story time.

HOURS AND DAYS:

LITTLE LOG CABIN is open from 6:15am to 6:00pm, Monday through Friday. We are closed New Year’s Day, Memorial Day, the Fourth of July, the Friday before Labor Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day. If holidays fall on a weekend day, the holiday will be observed on Friday or Monday. Holidays will be decided in January of each year and will be posted for your convenience. **All holidays will be charged at the regular rate.**

BAD WEATHER CLOSINGS:

On the first day each time York County schools are closed due to hurricane, flooding, ice and/or snowy weather or other dangerous conditions, LITTLE LOG CABIN will observe a delayed opening at 9:00am. If York County Schools have a delayed opening, LLC will open at it’s regular time, if possible. If hazardous weather conditions come up during the day, please make arrangements to have your child picked-up at the center as soon as possible. For the most current information, call our school at (757) 890-3002 at any time to listen to our recorded message with any change in our stated policy of closing or late openings.

STATE LICENSING:

We understand the importance of keeping strict compliance with the state licensing regulations in order to ensure a quality environment for your children. LITTLE LOG CABIN complies with the applicable state licensing regulations and policies. These requirements cover staff qualifications, facility, playground, health and safety guidelines, and child/staff ratios.

ADMISSION REQUIREMENTS:

Enrollment in our program is open to all families of our community. We operate on a non-discriminatory basis. No one shall be excluded from any of our programs because of race, color, religion, disability, sex or national origin. Only the child's parent or legal guardian may enroll a child (proof of custody may be required). All forms provided to you upon enrollment must be completed before your child may attend LITTLE LOG CABIN. All requested personal information is kept confidential. Parent's are required to update all emergency data as needed, including address, home, cell, work numbers, and individuals authorized to pick up your child. Current immunization information must be submitted to the center upon enrollment, and all immunizations must be current. LITTLE LOG CABIN must be informed of any custody situation in advance and will request that the proper paperwork be in the child's file. Parents will be required to comply with all state regulations and center rules as set forth in this Parent's Handbook.

ADMISSION AND WITHDRAWAL:

Parents wishing to enroll their children in the center are encouraged to come and tour the center and meet the administrative staff and their children's teachers. The purpose of the informal tour is to answer any questions you might have concerning our policies and procedures and make you aware of the flexible schedule of your child's average day. At this time we will give you any forms necessary to enroll your child in the center. All children shall be considered continuously enrolled from the time of enrollment until they are formally withdrawn according to the procedure outlined in the section "VACATIONS, ABSENCES, AND WITHDRAWAL FROM THE CENTER" on page 16.

WAITING LIST/ START DATE:

LITTLE LOG CABIN works on a "Waiting List". Upon deciding that LITTLE LOG CABIN is the place for your child, you will be asked to fill out a "Pre-Registration Form". You will be contacted when space is available for your child. This deposit consists of the registration fee and the first week's fees (fees through Friday of the first week in attendance). At this time, you and the center will agree, upon the date your child will start. Prior to your first day, you must bring your child's enrollment packet (one for each child) along with the following for verification: Birth certificate, social security card, and shot records. Parents are required to notify the center 2 weeks prior to their child withdrawing. For more information, see the "VACATIONS, ABSENCES, AND WITHDRAWAL FROM THE CENTER" section on page 16 for more details.

PAPERWORK, FORMS, and ANNUAL RENEWAL:

We are required by the state to have current and updated information on each child in our center. This is also for your safety. As mentioned above, we require all forms to be filled out on each child prior to their initial attendance at LITTLE LOG CABIN. Also, each year in January/February we will have you renew and refresh all your paper work and all forms. There will be a deadline given for compliance to this requirement. Annual registration fees will also be added each year at this same time. Failure to update/renew this information due to a parent's neglect, may cause you to forfeit your child's spot in our program.

DROP-OFF:

Parents must accompany their child into LITTLE LOG CABIN every morning and sign their child in immediately after dropping their child off in the appropriate room. Children will not be permitted in the building prior to opening hours. New families will be given a code to use to sign each child in. The sign in/out system is located at the front desk. The children are not allowed to come into the LITTLE LOG CABIN area alone or to sign themselves in unless prior permission has been given by the parent and approved by the Director. This is for their protection in case of a fire or other emergency. We require that all children have direct contact with a person upon arrival for early detection of apparent illness, communicable disease, or unusual condition, or behavior which may adversely affect the child or the group. If any of these things are determined, the child must go home immediately.

PICK-UP:

All children must be picked up and signed out by an adult and/or person approved by the parent and the center. All children must be signed out before or after being picked up from their classroom. Anyone, including all parents who are to be allowed to pick the child up, must be listed on the Registration form or be approved in writing (see COMMUNICATION NOTEBOOK section) by a parent. In an emergency, parents may call the center and give verbal approval of an alternate individual. The center reserves the right to not allow any individual onto LITTLE LOG CABIN property for drop-off or pick-up if they have created a problem. Anyone not recognized by sight will be asked for a picture ID. In the event anyone out of the ordinary is to pick-up the child, please alert administration prior to that time. This is in addition to them being on the registration form or approved as stated above. It is the parent's responsibility to notify the center and make changes on this form whenever necessary.

PARKING POLICY:

LITTLE LOG CABIN has a few parking spaces in front of the building. Due to the limited number of vehicles that may be in this area, please park in one of the other parking spaces away from the front if you anticipate you will be in the building longer than 5-10 minutes. We strongly urge you to turn your car off and lock it when you come in to drop-off or pick-up your child. LITTLE LOG CABIN is not responsible for items lost or stolen from cars or from the parking lot or facility.

COMMUNICATION NOTEBOOK:

All persons authorized to pick a child up from the center must be listed on the "Authorized to pick-up" portion of your child's registration form. To avoid confusion, it is the responsibility of the parent signing the child into our center to place in writing in our Communication Notebook located at the front desk, any changes in routine. In a custody situation, the parent signing the child into our center takes full responsibility to ensure that this is in accordance with their specific court agreement, which must be attached to the enrollment forms if any limitation of rights is suggested. If a parent who is not listed, or who believes the information given to us was inaccurate, and contests the authorization details - they must first offer proof that they are indeed the legal parent or guardian and have legal rights to pick the child up. We then will require lawyers for both sides to be contacted and both attorneys will be requested to give us documentation as to the individuals approved for pick-up. The center reserves the right to not allow any individual onto our property for drop-off or pick-up if they have created a problem.

EMERGENCY MEDICAL CONSENT FORM:

This form will give us your consent to call an ambulance or your child's doctor or dentist if he/she needs emergency care. Please list your child's doctor, dentist, and the hospital you would prefer. Also, please list phone numbers, addresses, and additional emergency numbers of contacts. It is strongly suggested that all emergency contacts be listed on your registration form. If your child has any allergies or is on any medications, please include this information on the form as well. Immunization records need to be presented on or before the first day the child attends the center. A photo copy of these will be kept on file. When your child receives additional immunizations, you are required to bring your immunization record back in for us to take a current photo copy of it so that we can up-date your file. Whenever any information on this record changes – it is your responsibility to notify us and up-date this information.

INFORMATION CHANGE:

Parents are to notify the center of any change in home or work phone numbers and addresses. This is for your safety so that we may reach you in an emergency. The center requires that someone listed on the registration form of each child be available within thirty (30) minutes notice to come and pick up a sick child or a child that LITTLE LOG CABIN has determined needs to go home. It is required that all changes of phone numbers, places of employment, residence changes, or changes in pick-up information be turned into the center immediately. Please give the administrative staff written notice of the change as soon as possible.

IMMUNIZATION REQUIREMENTS:

All children enrolled must have their immunization records up-to-date or provide an exemption affidavit. The child's immunization record must be provided by the parent and all information must be current. The parent shall also provide proof of this with a form signed by a health care provider. This form will state that the child has received all current age-appropriate immunizations.

MEDICATION:

All medication to be given to children must be in the original bottle with the instructions clearly printed on it as provided by the doctor's prescription or by the pharmaceutical company. All medicine including scripted and un-scripted medications must be in an up-to-date bottle and not be out-dated or past-dated. All prescription medication must have that child's name on the script. All non-prescription medicine must have a permanent sticker with the child's name and the date the medication was left at the center. A "Permission to give Medication" form needs to be filled out prior to the administration of any medication. All medicines must be personally handed to the administrator in charge at the time of arrival along with the "Permission to give Medication" form (filled out). Parents must sign the medication In/Out book each time medication is dropped off or picked up. LITTLE LOG CABIN reserves the right not to give medicines if the dosage is questionable or not according to the label. LITTLE LOG CABIN reserves the right to request a doctor's consent via hand written prescription for any non-prescription medications. Please see page 23 for more details.

ALLERGIES:

We must be aware of any food or other known allergies that affect your child. We also need to be aware of any Non-Food allergies that can affect your child. You will also need to fill out an "Authorization to give Medication" form and a Doctor's authorization (that can be kept on file for 6 months) if your child requires an Epi-pen or other emergency treatment.

ILLNESS AND CONTINUED HEALTH:

These guidelines are for the welfare of all of our children. In order to provide a safe and healthy environment, we rely on our parents to monitor their children with these guidelines in mind. Outdoor play is essential to your child's development. We feel that if your child is too sick to play outdoors then they are too sick for group care. A child that is ill or has a temperature of 100 degrees or above should be kept at home. All children shall have direct contact with a staff member upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior. A child that is too ill to remain in the center shall be supervised and cared for until the child can be cared for elsewhere. The child will be sent home if he/she is running a temperature of over 100 degrees, if he/she is vomiting or has diarrhea, or if it is suspected that he/she has a contagious disease. In the event you are called to come pick up an ill child, you must pick your child up within 30 minutes. If a child needs to be sent home and their parents are unreachable, we will call the emergency contacts listed on the Registration form. The center reserves the right to request the child to see a physician or have a physician's note prior to returning. For further clarification, refer to the "First Aid/Medication Policy" section of this manual and our "Guidelines: When A Child Can Return." If your child is out for more than 2 days, and you provide a doctor's note stating the dates needed for recovery, you are NOT required to pay for care beyond the initial 2 days absent.

ACCIDENT REPORTS:

Safety is a top priority of LITTLE LOG CABIN. Yet, there are times when a child will have an accident/incident between your child and another child. If the accident/incident requires "more than a hug and a kiss", our teachers will complete a report for you detailing what happened and the nature of the injuries. If any first aid is administered, the treatment will be described to you. A copy of this accident report, signed by the teacher in charge at the time of the accident, will be provided to you and a copy filed at our facility. We ask that you sign the copy provided to you and return it to the center to confirm that you were notified of your child's injury. This system is aimed at ensuring communication at all levels and can be a very good way to be certain little things are not forgotten in a hasty departure. If your child happens to be injured by another child, we ask you to please respect the child's privacy by not asking us to reveal the name of the child. It not only puts our staff in an awkward situation but could cause a confrontation between our families. We will handle any and all behavior problems in a professional and appropriate way.

CHILDREN REQUIRING SPECIAL ACCOMMODATIONS:

LITTLE LOG CABIN complies with the Americans with Disabilities Act (ADA) and other applicable regulations pertaining to providing services to individuals with disabilities. We desire to make special accommodations for children who require such accommodations, provided it is within our power and authority to do so. Accommodation can be a specific treatment prescribed by a professional or a parent, or a modification of equipment or removal of physical barriers. The accommodation shall be recorded in the child's file. Whenever we deem it appropriate to the needs of the child to have a child with special needs in our center, the entire staff must follow the reasonable accommodations we have made for that child. Any questions about the accommodations of the child should be referred to the Director.

DISCIPLINE:

At LITTLE LOG CABIN, the staff is trained in using positive reinforcement as a means of discipline. Our goal is to find solutions and to provide the very best environment for your child. We have a detailed discipline policy including an early intervention system which we call our Behavior Intervention Policy. These policies begin on page 18.

TOILET TRAINING:

Toilet training is best accomplished with the cooperation of teachers, parents, and children. Children learn toileting skills through consistent positive encouragement from adults at home and at the center. Toilet Training usually begins around 2 years of age. When a child shows an interest in toilet training, the parents and teachers will cooperate to encourage toilet training. Our teachers are committed to working with the child in a consistent manner.

Each child will begin at a different time and progress at a different rate. The director and staff are available as a resource to answer any questions about your child's toilet training progress at LITTLE LOG CABIN. Several complete changes of clothes should be provided during this process.

TOYS:

LITTLE LOG CABIN has a wide variety of toys, games, and other resources to offer children during center time. Preschool classes will sometimes have show-and-tell related to their lesson. Personal toys are not permitted in the center, as they can cause disputes and can be broken or lost. The exception to this is show-and-tell or sleep-toys which should be labeled with the child's name. LITTLE LOG CABIN is not responsible for stolen, lost or broken toys, or clothing.

Do not bring toy guns, war toys, or other toys of destruction.

CLOTHING:

We encourage the children to dress for play and comfort as the seasons change. Because our program is based on play and exploration, your child WILL get dirty!! Children will have opportunities for outdoor play twice a day, weather permitting. Children will go outside if the temperature is above 32 degrees or below 100 degrees with the wind chill, heat, and air quality index taken in to consideration. It is required that you bring at least one set of extra clothes for your child in case of a spill or accident and that you replace them immediately when used. We have some extra clothes available, but we may not have the item your child needs in his/her size. **It is strongly suggested that all clothing brought or worn to the center have the child's name on it.**

DIAPERS:

Please provide diapers for your non-potty-trained child. All items must be labeled with the child's first and last name. You can bring a package of diapers to leave at the center. You will be notified when your child is running low on diapers.

SUPPLIES:

Each child will be provided with all the instructional supplies necessary here at LITTLE LOG CABIN. A bi-annual curriculum fee will be added each October and February in all of our classes. (A current listing of supply fees is always available in our brochure). The Curriculum fee is non-refundable.

There is no curriculum fee for before-and-after school students or summer only children.

Additional personal items which are needed include:

- 1) A small blanket for rest time.
- 2) For your child's added comfort, a small pillow with a washable cover and/or a stuffed animal/doll could be provided for resting only. Please be sure to provide these items daily, or leave in your child's cubby at school weekly. These items should be taken home on the weekend, laundered, and returned to his/her cubby at the start of their week.

Please mark all items clearly with your child's name!

CURRICULUM:

Children learn by doing. They learn through play, experimentation, exploration, and testing. Learning should be a joyful, natural experience. We have chosen each curriculum based on the developmental needs of the children in each of the classes and to foster individual growth through opportunities for exploration. 90% of brain growth occurs from zero to 5 years old! Each class's calendar and your child's class flexible schedule are posted on the parent's board in your child's room. We incorporate current trends in Early Childhood and School Age Education and then structure this curriculum to meet the needs of the majority of the children in the group. Our curriculum, although it will vary depending on age, is guided by the following underlying principals:

- Children learn through dynamic investigation
- Children instigate their own learning
- Learning comes from open-ended experiences
- Adults are facilitators of children's learning

PRESCHOOL CURRICULUM:

The preschool curriculum will cover the following areas:

Movement and Coordination

- Physical attention and relaxation
- Gross motor skills
- Eye-hand, and eye-foot coordination
- Group games
- Creative movement

Autonomy and Social Skills

- Sense of self and personal responsibility
- Working in group setting

Work Habits

- Memory Skills
- Following directions
- Task persistence and completion

Language

- Oral language
- Nursery rhymes, poems, finger plays/songs
- Emerging literacy skills

Mathematics

- Patterns and classifications
- Geometry
- Measurement
- Numbers and numbers sense

- Basic Addition and subtraction
- Money

Orientation in Time and Space

- Vocabulary
- Measure of time
- Passage of time (past, present, future)
- Actual and represented space
- Simple maps
- Basic geographical concepts

Science

- Human, animal, and plant characteristics
- Physical elements (water, air, and light)
- Tools

Music

- Attend to different sounds
- Imitate and produce sounds
- Listen and sing
- Listen and move

Visual Arts

- Attend to visual detail
- Creating art
- Looking at and talking about art

DAILY SCHEDULE:

Although your child's schedule varies somewhat day to day, a typical flow of a day's activities is below.

Activity Time: Activities specific to the weekly theme are presented along with basic activities such as puzzles, table manipulatives, dramatic play, blocks, etc.

Group Time: Group times are child-centered participative sessions. The planned group activities include reading, music, movement, finger plays, discussions, dramatization, games, and experience stories.

Outdoor time: The playground is an extension of the classroom. Children can participate in an activity of their own choosing. Inclement weather, special events, or celebrations will occasionally affect the scheduling of outdoor time.

Snacks and Meal Time: Staff members are always available while they are eating, encouraging and participating in quiet conversation.

Rest Time: Children are given the opportunity to nap or rest each day.

Specific activities vary based on age, and all are posted monthly in each room.

CLASS DIVISIONS AND CLASS SIZE:

We endeavor to have a challenging and appropriate atmosphere for children of all ages. Preschool and LLC Kindergarten class divisions are based upon three issues. These are: the individual developmental needs of each child, state set student to teacher ratios, and the overall enrollment management plan of the center. Children not yet in school are generally divided into classes by age since this usually keeps them with children in their own developmental level and keeps our age-based student to teacher ratios easy to calculate. In most cases it is our target to have children together with the children with whom they will be attending Kindergarten.

STUDENT TO TEACHER RATIOS:

Student to teacher ratios are based upon guidelines set by STATE law. The following chart shows the maximum ratios that we observe.

Age of children	Number of Students	Per teacher
2 ½ Year-Olds	8	1
3-Year-Olds	10	1
4-Year-Olds	10	1
5-Year-Olds (K's)	18	1
School-Age Children	18	1

In addition to the teacher to child ratios, each group also has a group maximum. We meet or beat these ratios and minimums at all times.

MIXED-AGE GROUPING:

Our afternoon program encourages times for mixed-age grouping of children to provide a rich learning environment that recognizes that all children are unique and develop at their own pace and according to their individual interests and abilities. In times of the day where mixed-age grouping is implemented, children who are at least one year apart in age are sometimes placed in the same classroom. Our teachers and staff are educated in mixed-age grouping to help ensure it is implemented with the utmost focus on the child's development and safety. Mixed-age grouping is an effective tool in child development providing many benefits including:

- Older children learn to be helpful, patient and tolerant, while developing increased confidence in their own skills and abilities.
- Younger children have the opportunity to learn more advanced cognitive and socialization skills from the older children.
- Individual differences in development are better accommodated.
- Children are challenged to think about problems in a more creative and flexible way as they observe children of different ages approaching problems differently than they do.

TRANSITION PLAN:

LITTLE LOG CABIN may create an individualized TRANSITION PLAN to help children who are about to transition from one class to the next. This is to help the children become familiar with the new program, teachers, and children. It also allows the new teachers to get to know the individual needs of each child prior to the transition of an entire class group or several children together. The plan allows flexibility in order for us to best meet the needs of each child. Each child's individual need is different; therefore, the TRANSITION PLAN may vary quite a bit from child to child. Your child's teacher or the director will provide more details about transitioning when your child will move to another classroom.

SUMMER CAMP:

A summer camp program is offered during the summer months for children 2 ½ years to 12 years. The camp is built around weekly themes. Activities include various art projects, music, water fun, sports, stories, cooking, theatre, and field trips (for children 5 and older). Additional field trip fees are generally charged for admittance and to help cover transportation costs.

OUR STAFF:

At LITTLE LOG CABIN, we strive to provide nurturing, quality care in a highly interactive learning environment. Our friendly qualified staff is an integral part of providing this environment. Our current staff has had:

- A detailed interview and screening process.
- A background check that cross references state and federal criminal records as well as child abuse reporting records to insure that each employee has a background that is clear.
- State specified annual training requirements fulfilled.

We believe firmly in training and continued education for all our employees and staff. Each has qualified themselves to work with your children by attending specific training classes and often college level courses to learn about early education and the needs of children. We emphasize training and encourage all of our employees to exceed the annual state minimum number of clock hours of training required to be qualified to continue to work in an early education setting.

WRITTEN COMMUNICATION:

The success of our program is based on establishing a partnership between our parents and our staff. Open and frequent communication will help your child have a positive early learning experience. We will endeavor to keep you informed concerning your child's day and overall development through several written means.

- Monthly calendars to keep you informed as to the overall program.
- Written communication in the form of "Incident/accident" reports, and classroom memos will be placed in the child's "cubby" from time to time.
- Parent/Teacher meetings are offered twice each year.
- Parents always have the option of requesting specific parent/teacher interaction to aid in the child's development.

VERBAL COMMUNICATION:

We will endeavor to be communicative during drop-off and pick-up times. However, this is not a good time for extended conversations since the staff members/teachers have responsibilities for all of the children in the group. Furthermore, the person caring for your child at the pick-up time may not be the individual who has spent the majority of the day with your child. This is due to the fact that many children spend 10 hours a day at the center and most of our employees only work 4, 6, or 8 hours. Since children learn best in the morning, we schedule the teachers who are responsible for the majority of the class room development for the earlier hours and the majority of the day. We suggest that you go to your child's "lead" or "primary" teacher to obtain detailed information on your child's general growth and development. You can call to see how your child's day is going or to speak to your child's teacher for more detailed conversation. The best time to call and speak to your child's teacher is during naptime. There is always a member of management available for you to talk to in person or on the phone.

PARENTAL INVOLVEMENT:

We encourage all parents and or guardians to be involved in the activities. We believe that parental participation is key to any successful child care program. Children should be raised by parents. At LITTLE LOG CABIN, we strive to fill the gap with educational opportunities when parents are not available. We welcome parental visits. We have an open door policy that allows parents access to the center during operating hours. We have enclosed a sample list of some of the opportunities for involvement in our center. Parents are in no way limited to the involvement listed below. Any parent wishing to be involved in another area is strongly encouraged to contact the LITTLE LOG CABIN center with their suggestion.

1. Fall Open House (Pre-K and Kindergarten only)
2. 2 individual conferences offered per year
3. Programs and Special activities, such as the Christmas Program and Summer Picnic
4. Special parent's involvement activities such as THANKSGIVING FEAST or MOTHER'S DAY TEA
5. Party Day Volunteer
6. Come and eat lunch with your child
7. Send special treats for snack or meals (please notify the teacher a day or two in advance)
8. Help with center Fund Raisers
9. Reverse Field trips (When we bring a "field trip" type activity to our property)
10. Job Sharing (Telling about what you do to the class)

We also expect parental involvement in discipline and behavior intervention as outlined in these policies.

POLICY FOR PARENTS WHO CANNOT PARTICIPATE IN SPECIAL EVENTS:

In the event that a parent feels like they would like to be more involved in the center but cannot due to their work schedule, or due to other conflicts, we will help them find a project or area which they can do on their own time. For example, if the parent likes to sew, we may offer to have them make doll clothes or repair mat sheets.

CHILDREN'S BIRTHDAYS:

Birthdays are special days for children. If you wish to celebrate your child's birthday at LITTLE LOG CABIN, please make early arrangements with your child's teacher. Hard or chewy candy is not permitted because they pose a choking risk. Please select goodies appropriate for each age group. (See "Bringing Food From Home" on the following page for more specifics concerning food snacks brought for parties or to celebrate a child's birthday.)

VISITING THE CENTER:

You are welcome to visit your child at the center at any time. We do ask that you check in with the front desk before going to your child's room. It is the responsibility of each employee to make sure any visitor for a child or employee has checked in with administration. If you are coming to eat lunch with your child, please let us know in advance. Persons not listed on the registration form, will not be allowed to visit your child. In a custody situation, please note that the same procedure will be followed as listed in the Pick-Up section. Parents are encouraged to pre-arrange opportunities to share lunch with their child or visit the class. Extended family members such as grandparents and aunts are also welcome to visit in certain pre-arranged situations. The custody challenges of our current society demand that we follow strict guidelines in this regard. Feel free to contact a member of the administrative team if you wish to set up a "visit" from an extended family member.

CLASSIFICATIONS:

Due to strict licensing guidelines and safety issues we require that all individuals on our property be categorized as one of the following:

- 1) A scheduled employee during the regular course of their work day
- 2) A child who is in our care (all paperwork has been filled-out)
- 3) Parents or others during the course of regular drop-off or pick-up (this to be approximately fifteen (15) minutes)
- 4) Delivery personnel – From a regular or expected company delivering items to the center (should be in eye sight of an employee at all times and arriving at an expected time)
- 5) Visitor's – Must be approved by administration and should be accompanied by an employee at all times.
- 6) Volunteers – Anyone who is helping with a class party or in any other capacity
- 7) Authorized maintenance personnel
- 8) An Intruder – Action will be taken by the staff to notify the proper authorities

VOLUNTEERS:

Volunteers are welcome in our center. Anyone visiting or volunteering please must see an administrator.

INTRUDERS:

The safety of the children is our first concern. Although we have an open door policy and welcome parents to visit their children we also have a commitment to the parents of the other children in the program. Since we cannot attest to the background of anyone that has not gone through our screening process we also cannot allow parents to spend extended periods of time in our facility without requiring them to fulfill certain screening and training requirements. These are set by state law and our policies.

MEALS AND SNACKS:

Our meal and snack service consists of a breakfast, morning snack, lunch, and a PM snack. All food served will be nutritious and healthy. Each child will be encouraged to eat what is prepared and to try new items as introduced. Please alert our staff of any food allergies or food restrictions as we want to accommodate and respect individual preferences.

PORTRAITS AND PICTURES:

We offer school pictures three times a year, in January, July, and November. November pictures should be delivered in time for use as holiday gifts. In addition, we may take pictures of the children playing, or for use on their cubby's, or for use with a project, or we may need pictures of children for promotional use. There is a "Photo Release Form" with your paperwork giving us permission to take your child's picture or include them in short video footage.

REGISTRATION AND SUPPLY/BOOK FEES:

As previously stated, there is a registration fee due prior to the child's first day at LITTLE LOG CABIN. These fees are due upon initial enrollment then annually each February. This fee shall suffice for one full year. Children who pull out of the program for a specified or un-specified length of time will be required to pay a re-registration fee upon returning. The exception to this will be children who physically pull out of the program but whose parent's continue to pay their full weekly fees in order to retain the spot in our program. Supply/Book Fees are always listed in our brochure.

WEEKLY TUITION FEES:

It is our philosophy that clients are paying for the spot their child will take in our center. This is not based upon attendance but rather on a set weekly fee that is due regardless of the attendance habits of the child who has the spot. Our fee structure is based upon a weekly fee that is set by the contract which is signed by the parents upon enrolling the child in the program. These contracts may be adjusted from time to time as needed with a two weeks notice of intent to change services. This is to be allowed at the discretion of the management based on space availability. **Contracts are re-done annually prior to the first of June.** Since the weekly set fees remain the same, no bill will be given to remind you of these fees. A statement of activity may be sent out if requested or if an account becomes delinquent. Add on fees may occur such as field trip fees and in the case of School Aged Children who are in need of additional services due to an irregularity in the school schedule such as an early dismissal, schools out day or school break. In the case of summer break, a new contract will be entered into by the parent's specifying the charges for this period.

PAYMENT POLICIES AND PROCEDURES:

Weekly fees are due in advance on Monday. After 2 weeks, there will be a \$10.00 late payment fee added to the account. An additional \$10 fee will be added weekly until the balance is paid. Failure to pay on time may result in termination of services. No account will ever be allowed to carry a balance beyond 4 weeks unless arrangements have been approved by the Director. There will be a \$12.00 fee added on all returned checks plus an additional \$40 fee charged to you by our bank's electronic check recovery company. After three Non-Sufficient-Funds checks are received by the center, payment will be required by cash, cashiers check or money order. Fees for two weeks will be added if a two week written notice is not given prior to your child leaving the center. Clients may pay by cash, check, cashiers check, credit card, or money order. All payments will be **payable to: LITTLE LOG CABIN or LLC.**

Payments may be given directly to any of our administrative staff or may be placed in the payment box located beside the check-out computer. Cash payments are accepted. Please be sure to get a receipt for any cash submitted. All tuition is non-refundable except for prepaid tuition that is over-and-above any additional charges, including the two weeks notice. See the REFUNDS policy. Registration fees are non-refundable. LITTLE LOG CABIN may seek collection of fees due and clients may be required to pay a two week termination fee, and any collection costs and attorney's fees incurred by LITTLE LOG CABIN to collect this amount.

DEPARTMENT OF SOCIAL SERVICES/ STATE PAID TUITION CLIENTS:

LITTLE LOG CABIN is authorized to receive payments from DSS and other Federal/State daycare assistance programs. Our participation in this program in no way limits our freedom or right to set and enforce the policies listed in this handbook. Clients wishing to use DSS assistance must make these arrangements on their own. LITTLE LOG CABIN will charge a minimal fee per family per month in addition to your family co-pay. Please see an administrator for details.

DISCOUNTS:

LITTLE LOG CABIN is pleased to offer the following discount: 1) \$5.00 per week discount for one additional sibling currently enrolled full time in the program and being charged weekly fees. 2) **Summer only**, half price discount for a third sibling currently enrolled full time in the program and being charged weekly fees. (All three students **MUST** be enrolled full time.) The student receiving the discount must be a school ager.

REFUNDS:

We do not issue refunds. In the event you have over-paid, the credit will be applied to your next week's tuition. The only exception being that in the event you have a balance after your child's last day, all applicable fees including the two weeks notice required will be subtracted from any balance prior to a final refund being issued. Checks for this are cut monthly and will be mailed.

RECEIPTS AND STATEMENTS:

Receipts are available upon request. Annual statements for tax and accounting purposes are available upon request for all accounts with a zero balance.

LATE PICK-UP FEE:

There may be a \$5.00 fee added for every 10 minutes if pick-up takes place after closing. This fee is non-negotiable and is the responsibility of all clients. Parents, or those picking the children up, are required to call ahead if they feel they are going to be late. An attempt will be made to contact individuals on the emergency contact list after children have been left 15 minutes past closing. Children left at the center later than 60 minutes past closing will be considered abandoned and Child Protective Services will be informed.

VACATIONS, ABSENCES AND LEAVING THE CENTER:

Every family will receive 1 week of vacation time per calendar year (January-December) to use as needed. If your child is enrolled in the summer program only, 2 vacation days are applied. Please fill out the **Request for Vacation Days Form** when using these days so that you will not be charged.

We request that all absences be reported to the LITTLE LOG CABIN office prior to or the day of the absence.

We require a two week written notice prior to your child withdrawing from the center or if you wish to make a change in your child's contracted schedule. Forms used when giving a two week written notice of withdrawing from the center, and forms for changing schedules, are available at the front desk. These forms are required to be filled out and submitted two weeks prior. If a two week written notice is not given prior to withdrawing your child or requesting a schedule change, those tuition fees for two weeks will be added to your account.

The center reserves the right to require the immediate withdrawal of a child according to our "Discipline Policy" (page 18) and/or the "Behavior Intervention Policy" (page 20). The center also reserves the right to require the withdrawal of any child whose parent and or guardian has become a problem at the center or who has developed an un-cooperative, aggressive, dissatisfied, or angry demeanor towards the center, its policies or its staff.

QUIET TIME:

It is our philosophy that children under 5 years of age need adequate quiet time and or rest, as a part of their daily routine. Since all the children are constantly engaged in stimulating activity, we require that preschool students rest on mats after lunch. Realizing each child's rest needs are different, we try to offer alternative ways of resting by providing soft music, stories, etc. for those who choose not to sleep. The following chart is a guideline as to the sleep needs of children under 15 years of age:

Age	Suggested Hours of Sleep	Number of Naps Suggested
Two Years	13.00 hours	1
Three Years	12.00 hours	1
Four Years	11.50 hours	0-1
Five to Nine Years	10-11 hours	0
Ten to Fifteen Years	9-10 hours	0

We believe that children need a balance of activities that include large motor and active play as well as structured quiet time. Our program includes a quiet time for all children Kindergarten and younger. All children from 2 years of age through pre-K will receive a quiet time each day for a specified length of time. This will be established by their flexible schedule posted in that respective classroom.

CHILD ABUSE REPORTING POLICY:

The State of Virginia requires that LITTLE LOG CABIN and all members of child care institutions be on the lookout for, and report to the State and appropriate authorities, any and all suspected cases of abuse to a child.

At LITTLE LOG CABIN, our center and staff are mandatory reporters of Child Abuse. All incidents or suspected incidents will be turned over directly to the Child Protective Services for investigation. We are not allowed to do our own investigation and are required by law to report anything of a suspicious nature. It is advised that clients make the staff aware of any lingering bruising or other visible injury to minimize suspicion of possible child abuse or endangerment. (See also Mandatory Reporting of Child Abuse on page 26)

The following steps are to be taken if a staff member is suspected of child abuse:

- A staff member who has a situation or investigation pending should immediately notify the Director or most senior leadership staff member in the building.
- Any person who suspects abuse should bring it to the attention of the Director or most senior leadership staff member in the building. A picture may be taken if there are any suspicious physical marks or lingering bruising which is sufficiently documented with the child's name, date and time of picture.
- The supervisor will check on the complaint and if they agree that there may be abuse, the supervisor will report the incident to Child Protective Services and our State licensing authority and proceed as they advise.

If a staff member is under investigation in a case of child abuse, we will take the following steps:

- We understand the staff member has a right to appeal the decision.
- The Director or an appointed member of the leadership staff will meet with the individual to go over the incident.
- We will act based on the advice of our licensing agent and law enforcement authorities.

TRANSPORTATION POLICY:

Parents are responsible for their child's transportation to the center and for arranging their own car pools. LITTLE LOG CABIN will provide transportation for school aged children to and from school at the locations that this service is offered. LITTLE LOG CABIN will provide transportation for field trips as the opportunities arise. Parents will be notified about field trips in advance and written permission will be obtained. The center complies with all State laws that pertain to motor vehicles as well as transporting children who are enrolled in a licensed child care center.

INSURANCE REQUIREMENTS:

LITTLE LOG CABIN complies with the insurance coverage requirements as suggested by our independent agent. For more information concerning policies and liability see management.

ADDITIONS AND CHANGES:

LITTLE LOG CABIN reserves the right to edit or adapt the policies in this handbook as the needs arise. The center will make all changes and additions available at the time these changes are made. Clients and customers will be notified of these changes through the normal written communication system of the center at the time they are made effective.