

His Little Lambs Childcare Center

437 Border Road
Kearneysville, WV 25430
(304) 724-9335

Connie Popkins, Director

hislittlelambs@comcast.net



Parent Handbook

Policies & Procedures

6:30 a.m. to 5:00 p.m.
Ages 24 months to 12 years old

This parent handbook is presented for informational purposes only, and can be changed at any time by the Center with or without notice. This handbook will serve to notify you of all of our policies and procedures at the Center. Please feel free to discuss anything contained herein with the Center's Director.

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**MISSION STATEMENT OF
HIS LITTLE LAMBS CHILDCARE CENTER**

We care enough to make a difference!

His Little Lambs Childcare Center will be the leading provider of high quality care and education services for all children and their families.

His Little Lambs Childcare Center will show that we CARE enough to make a difference by demonstrating the following VALUES in all we do:

**Customer Service
All-Inclusive
Respect
Education
Safe and Secure**

Welcome to His Little Lambs Child Care Center!

PHILOSOPHY STATEMENT

His Little Lambs Childcare Center (HLLCC) is a non-profit Christian childcare center that has been in operation since 2004. HLLCC provides care for children ages 24 months to 12 years of age. The philosophy and mission of the Center is to provide the highest quality care available at an affordable cost. The center's staff believes that all children who are enrolled in a childcare program deserve the opportunity to develop to their fullest potential, both mentally and physically. The excellently trained staff has created an environment of trust and security, while providing intellectual and physically stimulating activities daily. Activities are provided at each stage of childhood development that promote social interaction, development of large/small motor skills, enhancement of cognitive skills, and establishing a strong sense of self.

HLLCC operates on a non-discriminatory basis in all Center functions. This is demonstrated through appreciation and respect for any cultural differences among staff, children, parents and guardians. Furthermore, HLLCC pledges equal treatment for everyone in regards to race, color, creed, religion, ability, sex, national origin, handicap, age and marital status of parents. Whether your child is new to the childcare or preschool experience or a seasoned veteran, HLLCC offers programs that are age and developmentally appropriate. All programs offered by HLLCC are designed to help children and families with transitions and growth by providing the children with entertaining and intellectually stimulating activities, we hope to inspire a life-long love of learning, while assisting the child to develop a positive self-esteem and the self confidence to meet life's future challenges.

HLLCC is a non-profit, state-licensed child development entity covered by liability insurance. Our Center has been serving the community for more than 8 years. We have an "open-door policy" in which parental visits, conferences, and observations are encouraged. HLLCC follows all rules and regulations of the West Virginia Department of Health, the West Virginia Department of Human Resources, the Office of the West Virginia Fire Marshall, and the West Virginia Department of Education. This center is fully licensed by the West Virginia Department of Health and Human Resources (WVDHHR). Parents have the right to report *any* complaints to this agency.

GOALS AND OBJECTIVES OF HIS LITTLE LAMBS

We believe that an early childhood program, at its best, is one in which **1)** children learn to develop the skills of socializing with others, and **2)** become a creative problem solver. We hope that all the children will develop the skills to become self-confident, self-motivated, and self-disciplined. We support our children to have the opportunity to grow at their own pace and develop a respect for others in a non-sexist environment. Since learning comes through activities that children enjoy, a positive attitude toward school will be established as a basis for future education.

His Little Lambs reserves the right to exclude a child from the Center when the emotional and physical well being of the staff and other children is in danger and all other positive methods and resources have been exhausted. This notice can come without warning if the situation warrants. Please feel free to discuss the contents of this booklet with me at any time.

Sincerely,
Connie Popkins, Director

Important Phone Contacts:

Loyette Mathias, WV DHHR Licensing Specialist: (304) 538-2391

Mountain Heart: (304) 262-1584

His Little Lambs Childcare Center

437 Border Rd
Kearneysville, WV. 25430
304-724-9335

Weekly Rates (Revised April, 2012)

Age	Weekly Rate
2 Years	\$160.00
3 & 4 Years	\$140.00
5 Years and up	\$120.00
School Age Children	
Before School Care	\$40.00
After School Care	\$40.00
Before & After School Care	\$75.00

There is a \$50.00 registration fee per child or \$90.00 per family that is non-refundable and is due before your child's first day at the Center.

A yearly Curriculum/Arts and Craft fee of \$50.00 per Child is due February of each year

Tuition Due Dates:

Private Pay Tuition is due on Monday of each new week of care.

Mountain Heart Tuition is due the first week of the month (13 days).

Mountain Heart Example: if your child is here for 15 days for January and you paid for 13, then in February you must pay for 15 days (13 regular plus 2 additional from the previous month).

SUPERVISION OF CHILDREN

Supervised rest and/or nap periods.

Teaching staff supervise toddlers/preschool children primarily by sight. Supervision for short intervals by sound is permissible, as long as teachers check frequently on children who are out of sight those who can use the toilet independently, who are in the common area or napping.

Kindergarten/school age children who are doing a task in a safe environment are allowed to be out of the teacher's sight and sound supervision for a short period of time (e.g., bathrooms, playing in common indoor area).

LEARNING AT HIS LITTLE LAMBS

Toddler Classroom (24 – 36 months of age)

Our focus for this age group is providing opportunities for children to explore and discover their surroundings through hands-on activities. They stay busy with activities that build on their social, emotional, cognitive, and physical development. Art projects, manipulative experiences, water play, dramatic play and object investigation are some of the activities that enrich their day. Outdoor play on age appropriate play equipment provides unlimited opportunities for gross motor development.

Preschool Classroom (4 – 5 years of age)

The preschool learning takes place through circle and table time activities. The children gather as a group to take part in activities such as music and story time, updating the calendar, reviewing colors, shapes, numbers, weather watching, learning the alphabet, days of the week, months of the year, coloring, crafts, writing, etc. The focus for these children is gross/fine motor skills, language, and social development.

ADMISSIONS PROCEDURE

HLLCC is open to the general public. Enrollment preferences are given first to siblings of children already enrolled in the program.

Prior to admission, parents and children must visit His Little Lambs in order to:

1. Emotionally prepare the child for the child-care experience.
2. Discuss the child's developmental history, personal characteristics, and special needs.
3. Relay pertinent information affecting the child's health, safety, and well being.
4. Agree in fees, expectations, programs, and policies.
5. Complete admission data forms
6. Sign an emergency medical release.

ADMISSION REQUIREMENTS

1. Children must be at least two (2) years old to attend our program.
2. Parents must agree to provide diapers, wet wipes, or any other needs of your child.
3. Children with communicable diseases, such as measles, will not be admitted.
4. Initial visits by children shall be accompanied by parent(s).
5. Prior to admission, a health and information form shall be completed.
6. Children on medication must have a written order from a physician or other licensed health care provider and written permission from the child's parent(s) for dispensation of medication by child-care personnel.

The registration packet must be filled out completely by the parent or legal guardian before a child can be enrolled at the center. These forms are required for licensing purposes and provide essential information that is required to ensure the proper health and safety of the child. It is crucial that the center maintain the most current information at all times. In the case of change of address, phone number, or employment, the center must be notified immediately so that the information can be updated in the child's record. ***There is a \$50.00 registration fee per child or \$90 per family that is non-refundable and is due before your child's first day at the Center.***

The Center cannot guarantee *any* child's enrollment according to the parent's need. Maintaining appropriate classroom enrollment according to age is the top priority to meet licensing standards and the Director has the sole authority in making decisions related to enrollment.

WITHDRAWAL POLICY

Parents are required to give the Center two weeks paid, written notice of withdrawal. Failure to do so will result in the loss of the deposit. When proper procedures are followed, the deposit will be returned within 30 days, by mail.

TRANSITION POLICY

We require that parents accompany their children to the center for at least one hour on a day prior to enrollment. This policy will make the transition to group care in a new situation easier for all concerned. This policy also affords the parents an opportunity to observe the center on a first hand basis.

On the first day of attendance, we suggest that the parents stay for a few minutes and talk with their children about when they will return for them. Then the parents should leave without further ado. Lingered farewells are not conducive to a happy environment.

PARENT INVOLVEMENT

Parents are encouraged to become as involved in the center's operation as their schedule will permit. Suggestions for involvement are:

- Taking time to discuss your child's day with their teacher
- Serving on the Board of Directors which meets at regular scheduled times
- Showing interest in your child's activities and carrying on related activities/conversations at home
- Attending special family functions (parties, picnics, etc)
- Helping with fund raisers
- Sharing costumes, hobbies, and careers with the children at the center
- Helping your child bring something from home for Show & Tell that relates to the weekly topic

If you are interested in sharing your talents, let the staff know. His Little Lambs maintains an open door policy for parents. You are welcome to visit and share time and talents at any time.

SICK POLICY

For comfort and protection of your child/children, no child is admitted to class if he/she shows definite signs of illness. Symptoms may include, but are not limited to: fever, rash, headache, sore throat, chronic croup cough, nausea, vomiting, diarrhea, eye or ear infection, and communicable diseases. Communicable diseases such as chicken pox, head lice, measles, etc. will require a doctor's note stating that the child has been examined and is free of symptoms, is no longer contagious, and may return to school.

If your child exhibits any of the above symptoms, please be responsible and find alternate care. Children cannot be left with a temperature above 100.5 and may not return to facility for 24 hours after fever breaks.

If your child becomes ill at school, you will be contacted and expected to make arrangements to have your child moved to a suitable environment for his/her care and comfort.

HLLCC provides space, supervision, and comfort for awaiting pick up because of illness.

The Center shall inform the parent and suggest that the parent consult a licensed health care provider for a child who has a fever (101 degrees or higher).

The center shall exclude a sick child from the center immediately when a child has a serious communicable illness; when an illness prevents a child from participating in routine activities; when a child's illness results in greater need for care than staff members can provide without compromising the health and safety of other children; when the child appears to have any one of the following symptoms, unless a licensed health care provider determines they do not indicate a communicable disease and provides this information to the center:

- Fever with stiff neck, lethargy, irritability, or persistent crying
- Diarrhea in addition to signs of dehydration, such as a decrease in urination as indicated by the reduction in the number of wet diapers no tears when crying or decrease in activity, or blood or mucus in the stool
- Vomiting three or more times, or with signs of dehydration
- Undiagnosed rash that is accompanied by a behavior change, difficulty breathing or joint pain, or that is characterized by open sores, blood red or purpling pin head spots, or bruises not associated with an injury or that last more than one day.
- Mouth sores with drooling
- Infestation, such as scabies or head lice
- Abdominal pain that is persistent or intermittent with other signs such as Fever.
- Difficulty breathing
- Lethargy such that the child does not play

And, when a child has any of the following diagnosed conditions:

- Diarrhea and blood or mucus in the stool
- Contagious signs of pertussis, measles, mumps, chicken pox, rubella or Diphtheria
- Streptococcal infection until treated with antibiotics for 24 hours
- Pinkeye with yellow or white discharge
- Untreated tuberculosis
- Other conditions as determined by a licensed health care provider

When excluding a child to prevent transmission of illness or readmitting a child who has been excluded, the center shall abide by the following guidelines:

When a licensed health care provider excludes a child because of a communicable illness, a center shall readmit the child only after the parent provides a signed statement from the licensed health care provider that the risk of transmission is no longer present and the child is well enough to participate in center activities; and

After receiving a signed statement from a licensed health care provider that the child poses no health risk to the children at the center, the center may permit the child to remain at the center.

MEDICATIONS & VACCINATIONS

If the child is currently on medication, the parent must sign a form requesting that this medicine be given and stating the times it should be administered each day. Center personnel will not be allowed to administer medication without this written permission. In addition to this requirement, the medication must also be for that child or it cannot be administered by Center personnel. If at all possible, the parent should administer medication at home. If scheduling dictates giving the medicine during center hours, the amount of times should be minimized AND **will only be given with a written order from a licensed health care provider.**

Medication is only administered when:

- (1) The prescriptive medicine bottle or package has the original pharmacy label showing the prescription number, name of the medication, date the prescription was filled, the physician's name, the child's first and last names, specific, legible directions for administration and storage, and the expiration date.
- (2) The original non prescriptive medicine bottle or package also has a label with the child's first and last names, specific, legible directions for administration and storage.
- (3) All medications are to be stored in a locked cabinet at all times.

*The child's vaccinations must be up-to-date upon enrollment at His Little Lambs Childcare Center.

BEHAVIOR GUIDANCE

The goal of discipline is to maintain a safe and fair environment that encourages growth and development of the child's self-esteem. That environment also encourages the building of interpersonal confidence and fosters self-discipline.

1. Classroom and center rules shall be clear, understandable to the child, explained before and at the time of disciplinary action, and consistently applied.
2. Discipline shall include positive guidance, redirection, modeling of constructive handling of feelings and the resolution of interpersonal conflict, setting of clear-cut limits, and use of logical non-punitive consequences.
3. Discipline may include non-punitive restraint to insure safety and to prevent destruction of property. It may include brief, supervised separation from the group and withdrawal of special privileges.
4. HLLCC will tolerate no corporal punishment of children on premises, even by parents or guardians.

Each staff person and child at HLLCC is special and will be treated with respect at all times. Any type of behavior intended to physically or emotionally hurt someone will not be tolerated at the Center. His Little Lambs uses positive guidance as a learning tool to provide children with the guidance and security necessary for emotional and social growth.

Positive guidance methods used in this learning process include the following: redirection, ignoring the behavior, positive reinforcement, alternatives and choices, problem solving techniques, modeling, limit setting, and as a last resort, time out away from the situation and group to calm down for a period of time geared to the age of the child. Parents will be notified if frequent "time out" is needed. (Individual behavior plans will be developed for children who have persistent behavior problems.) Each of the teachers at His Little Lambs is trained to implement each of these procedures.

All children are accepted at the Center on a trial basis. The Director, in consultation with the staff, reserves the right to withdraw any child who cannot adjust to the Center's environment.

HLLCC policy is a measure to ensure the safety of each child, as well as a means to help children develop self-control, social skills, and to become responsible for their own actions. Positive, non-punitive methods are used in pursuit of this goal. In most cases, the teacher may verbally warn the child, and if the child does not respond, then the child is removed from the activity for a short period of time and is redirected to a new activity. In some cases, the center may utilize an appropriate time-out period, only as necessary and not for over 1 minute for each year of the child's age up to a maximum of 5 minutes for the child under school age.

As per state regulation 11.3.e: During the time-out period, the child will remain within sight and hearing of a staff member in a safe, lighted and well ventilated area.

A child who displays aggression to other children or teachers is taught conflict resolution by learning how to use his words rather than his body to communicate his feelings. When a child is resistant to time-out, disrespectful of others, and does not modify his/her behavior, the Center reserves the right to phone the parent and request the child to be picked up immediately and the Director will notify the parents of the scheduled return date for the child. If this pattern of phoning parents to have the child removed occurs more than three times, the child may be asked to be withdrawn from the Center. In cases involving serious infractions, even a one time incident, (imposing potential danger to self or others), a conference with teachers, Director and parents may be scheduled to determine

the best course of action, which may include temporary or permanent removal from the Center. Parents will help to develop the plan of action for their children.

UNACCEPTABLE TREATMENT OR PUNISHMENTS

Staff and other adults at the Center shall not handle behavior problems by: subjecting a child to physical punishment of any kind, including but not limited to, shaking, striking, spanking, swatting, thumping, pinching, popping, shoving, spitting, biting, hair pulling, yanking, slamming, excess exercise or any cruel treatment that may cause pain, putting anything in or on a child's mouth as punishment, restraining a child by any means other than a firm grasp around a child's arm or legs and then only for as long as necessary for the child to regain control; Subjecting a child to psychological punishment of any kind, including but not limited to, ridicule, humiliation, or negative remarks about the child or the child's family, including remarks about race, gender, religion or cultural background; using harsh or profane language, or actual or implied threats of physical punishment; punishing or threatening a child in association with food, rest or toilet training; isolating a child without supervision or placing the child in a dark area such as a box, closet, or similar confined space; permitting a child to discipline other children; punishing an entire group for the actions of one child or a few children; or seeking or accepting parental permission to use physical punishment of other actions prohibited by this rule. HLLCC does not use corporal punishment in any form or manner.

ITEMS TO BRING TO THE CENTER

Each child should bring the following items to the Center:

A lightweight blanket and a small pillow with covering for rest times. ***(MUST have the child's name on them and Must take home weekly for cleaning)***

An extra set of clothing, including underpants, and socks. ***(These items MUST have the child's name on them and should be left at the Center).***

Diapers, wipes and/or pull-ups as required

Toothbrush. The Center will provide Toothpaste

Gloves and head wear during cold weather

Toys are not to be brought from the home into the Center except for Show & Tell days which are on Friday's.

TOILET TRAINING

HLLCC staff will work with the parent to facilitate toilet training for toddlers/preschoolers. Parents will provide the Center with an ample supply of training underpants or pull-ups and extra changes of clothing. Bathroom breaks and diaper changes are scheduled throughout the day. However, every child is granted privileges upon their request and diapers are changed more often if needed.

MEALS AND NUTRITION

HLLCC will provide nutritionally balanced meals and snacks, which are included in the weekly fee. Meals include breakfast, lunch, and an afternoon snack. The children will be encouraged to eat what is served, but will never be forced. The parent must note all allergies or special diet requirements on the medical sheet and complete a special dietary needs form from the Physician. HLLCC is a participant in the USDA Food Program. In accordance to our agreement, it is specified that we make parents aware of the following statement: "Child Nutrition Programs are available to all children. The US Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, age, and disability. To file a complaint of discrimination, write to: USDA: Director, Civil Rights: Room 325-W, Whitten Building: 14th and Independence Avenue, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer."

NAP TIME/QUIET TIME

At HLLCC, we believe that children will nap according to what his/her own individual physical requirement may be which can or may vary daily. According to WV state licensing policy, any child who is 24 months of age and under is able to nap according to his/her developmental needs; a child 25 months of age who is in care for more than 4 daytime hours includes a regular nap period of at least 1 hour each day for the child who sleeps, and opportunity for quiet time for the child who is unable to sleep during nap time. Due to limited space a child that does not sleep may just rest quietly.

SAFETY & PARKING

The front entrance is to be used by all staff, parents and children arriving or departing from the center. Exception: During an emergency evacuation, the side and rear entrances may be used.

When dropping off/picking up children, parents must turn engines off; remove the keys and all children from the vehicle.

Parents are asked to show extreme care when entering and exiting the parking area. They are asked to never allow their children to play in or near the parking area and to hold their child's hand to and from their car. No child shall be dropped off to enter the building unsupervised. Parents assume responsibility for their children immediately after signing them out. However, we ask parents to be sure their children follow center rules while still physically present. Example: running, using outside voice, opening exit doors, or playing around the doors is not permitted. Parents and staff are asked to watch carefully for children and vehicles and to drive slowly in the parking area. For the safety of students, staff & visitors, smoking is not permitted on school property.

TOBACCO/ALCOHOL/SUBSTANCE ABUSE POLICY

The use of tobacco, drugs or alcohol by staff, parents and/or visitors are strictly prohibited on School premises. This includes all property and parking lot. Individuals supervising students off school grounds are prohibited from distributing or using alcohol, tobacco products or illegal substances at any time while engaged in activities directly involving students. Staff members of child care centers shall not use tobacco in any form while engaged in any food service activities, feeding children or administering to the child's needs. Smoking is also prohibited in all children's areas. "Child care center" is defined as any child care facility providing non-residential child care for seven or more children for all or part of a day. The term "child care center" includes day care centers, family day care facilities, nursery schools and preschools. ***Violators are guilty of a misdemeanor punishable by a fine of not more than \$200, imprisonment for not more than 30 days or both the fine and imprisonment.***

EMERGENCY PLAN

As required by WV licensing regulations, HLLCC has developed an emergency plan. The objective of emergency preparedness is to identify proper procedures and responsibilities for staff personnel in case of natural or other disaster situations. Copies of the emergency plan are located in each of the classrooms and the office. Parents will be notified immediately should an evacuation be deemed necessary. This childcare has taken these steps to prepare the children, staff, and parents for disasters:

The childcare conducts fire drills on a monthly basis and records the dates as required by licensing.
The childcare checks its emergency kits and emergency medication expiration dates on a regular basis.
We have at least one corded phone to use if there is no electricity and we have located our nearest pay phone.

With any disaster or crisis, your cooperation is necessary for the following:
Encourage and explain to your child why the best place for them is at the childcare. Explain that if you are unable to pick them up quickly, we will care for them until you or your emergency contact comes to get them.

We will care for your child until you or your designee is able to reach them. Be sure to keep your child's emergency contact form updated. Children will only be released to those specified by you on their form. We will also utilize the phone numbers on the emergency contact card should we need to relocate to an alternate site.

INCLEMENT WEATHER POLICY

In case of foul weather, please arrange well in advance, for an alternative plan of care for your child. Should our center need to close, HLLCC follows the closings & delays procedures as set forth by Jefferson County Schools. Should Jefferson County Schools be closed or operating on a timed delay, our Center shall do the same. It is the parent's responsibility to listen to the local radio or television stations for updates on Jefferson County School closings & delays. During school hours, please remember to dress your child for the current weather. Regulations require the children to be outside for at least one hour per day when it is 40 degrees or above. ***Center staff does not apply sunscreen to the children. Parents are required to apply sunscreen to their child before bringing them to the Center each day. The Center claims no responsibility for children that obtain sunburn while outdoors as a result of no sunscreen being applied by the parent.***

HOLIDAYS

HLLCC is closed on the following holidays to allow our employees the opportunity to prepare for and celebrate with their families. Tuition is still paid during these days.

Good Friday	Columbus Day
Memorial Day	Veteran's Day
Independence Day	Thanksgiving Day & the day after
Labor Day	Christmas Eve through New Year's Day

BIRTHDAYS & SPECIAL OCCASIONS

HLLCC is committed to providing healthy food for our children. If parents wish to celebrate their child's birthday by bringing in a treat for class, they are welcome to do so but you are asked to notify the staff in advance. ***Treats must be store bought and not homemade.***

TUITION & LATE FEE'S

When a child is enrolled at HLLCC, they occupy space in a classroom. Payment is due regardless of whether a child attends daily, is absent due to illness, vacation, holidays, family events, and when the Center is closed due to inclement weather or other conditions which would prevent the center from opening.

Payment is due each Monday by 5:00 p.m. unless otherwise arranged with the Director.

If a personal check is returned to the Center due to insufficient funds, the center will charge the parent \$25 in addition to the original amount of the check. A second offense will mean that checks are no longer accepted and payment must be made via cashier's check, money order or cash. Payments of MountainHeart Students tuition is due the first week of each month.

The Board of Directors reviews potential tuition increases annually. Should an increase be necessary, you will be notified by the center in advance.

A late fee of \$20 for the first five minutes, and \$5.00 each additional minute is charged to the parents who pick their child up after 5:00 p.m. However, this does not permit parents to be habitually late. Consistent late pickup may result in a request for withdrawal.

TERMINATION POLICY

HLLCC reserves the right to terminate care of a child in any of the following instances:

- Consistent late payment of tuition or disregard of payment agreements
- Consistent late pickups after center closing time
- Any display of physical, verbal or psychological abuse by any persons associated with a child enrolled, towards children, parents staff or visitors
- Failure to keep all medical and personal information up to date
- Habitual disregard for center policies and procedures
- Child fails to adjust, abusive or uncooperative child or parent, repeated biting or fighting
- Any inappropriate behavior or condition deemed by the Board that could result in harm to the Center's children staff or parents when, in the view of the center administration, the relationship between the parents and any staff member or Director is such that it adversely impacts the provision of services for the child.
- Inappropriate use of language.
- Any violation of Mountain Heart policy if you are a Mountain Heart participant.

A parent may terminate care at any time; however you must give two weeks notice in writing. All outstanding balances will be due and no child's property will be returned until balance is paid in full. ***An early withdrawal fee equaling two weeks tuition will be applied in advance written notice is not provided to the Center.***

PARENT RESPONSIBILITIES

Establish a partnership with the Director and the staff in the best interest of the child.

Administration of medication should be considered primarily the function of the parent.

Maintain compliance with the required immunization schedule

Comply with all HLLCC rules regarding;

- Pick up and drop off arrangements, Change of clothing, pillow/sheet/blanket and supplies (take home to clean each Friday), Alternate contact, Provide a signed contract, registration fee, immunization record
- Sign in and sign out – signature verifies time shown and accurately reflects the child's attendance.

DROP-OFF & PICKUP POLICY

HLLCC opens daily at 6:30 a.m. and closes at 5:00 p.m., Monday through Friday. Children must be signed into the classroom each morning with the time of arrival and the parent or guardian's full signature. The procedure is the same for afternoon pickup. A late fee of \$20 for the first five minutes and \$5.00 for each additional minute is charged to the parents who pick their child up after 5:00 p.m. However, this does not permit parents to be habitually late. Consistent late pickup may result in a request for withdrawal. ***To receive breakfast, your child must be at the Center before 8:45am. To be admitted to class for the day, your child must arrive at the Center before 9:00 am. Students are expected to be at the Center on the days and times indicated by the Parent/Legal Guardian at the time of enrollment. Please contact the Center by 9:00am if your child will be absent.***

Should parents require someone from their list of Authorized Persons to pick up their child, they must inform the teacher or Director verbally or in writing the morning the child is dropped off. The person must then present a Photo ID before the child will be released into their care.

CONFIDENTIALITY POLICY

No staff member at HLLCC shall discuss a child or family with any person other than another staff member or the Director. No staff member shall share information about a child or family with another client. Any staff member found discussing children or family information outside of the center or to other clients will be automatically dismissed. If a staff member is having difficulty with a child or their family, then the staff member will discuss the issue with the Director and a course of action will be discussed and set into motion.

No persons other than the parent of the child, teacher and assistant teacher of the child and Director may review children's files. Teaching assistants, cooks, junior helpers and volunteers are not allowed to review any child's file. If a teaching assistant, cook, junior helper or volunteer have been found to violate this rule they will be automatically dismissed from their position and will not be considered for future employment at HLLCC. ***The Center is required to maintain a child's records for three (3) years after withdrawal. After three years, the child's records will be shredded.***

PEST CONTROL POLICY

This facility does not use any sprays or chemicals for pest control. Non Toxic Glue traps are utilized & set in place monthly by our licensed contractor, Terminix. Should pests require the use of chemicals; parents will be advised in advance and service will be performed during non-operating hours.

CLOTHING POLICY

Children will be actively involved in their day, meaning paint might be spilled or puddles might be splashed through. Durable, washable clothes are necessary as staff would rather see a child freely explore rather than worry about the child getting dirty. Comfortable tennis shoes are recommended. ***Avoid open toe shoes or shoes without ankle straps, flip flops and shoes that do not fit your child properly as those are not considered safe. Do not send your child to the Center in any clothing that contains drawstrings. The strings may get caught in play equipment and may cause strangulation or other injuries.***

Each child must have an extra change of clothing in case of an accident or spill. These clothes must be labeled and stored in the child's cubby. Soiled clothing will be bagged & given to the parent at the end of the day. Remember to bring an extra set back to the center the following day.

Part of every day is spent outside except in extreme conditions. Be sure to dress your child appropriately for the current weather so that they may stay warm or cool and enjoy being outside.

ROUTINE ORAL HYGIENE ACTIVITIES

The Center shall promote the habit of regular tooth brushing. All children with teeth shall brush or have their teeth brushed for them at least once daily during the hours that the child is in the care of the Center. Using a size appropriate brush and a small amount of fluoride toothpaste, the teacher shall either brush the child's teeth or supervise as the child brushes his/her own teeth. The teacher shall monitor the tooth brushing activity and thoroughly brush the child's teeth after the child has finished brushing. The cavity-causing effect of frequent exposure to food shall be reduced by offering the children rinsing water after snacks when brushing is not possible.

PROCESS FOR GRIEVANCE

We hope that you and your child or children will enjoy their experience at His Little Lambs Childcare Center and that no problems will emerge. However, if you should experience a negative situation for which you believe filing a grievance is the right step to take, the following procedure has been set up so your concern(s) may be properly addressed.

Definition: A grievance is defined as a statement alleging a violation of your or your child's civil rights under law or under the published policies or principles of His Little Lambs. ***Neither His Little Lambs leadership nor staff will discriminate or retaliate against customers who file a grievance.***

Step 1 – Informal Resolution: An aggrieved person should first attempt to resolve the grievance in an informal manner by making a good faith effort to discuss the situation with his/her teacher or the Center Director.

Step 2 – Formal Resolution: If the informal process does not resolve the situation to the satisfaction of the complainant, the grievance must then be put into written form and submitted to the Center Director within five days of the disputed action. The Director will respond to the grievant in writing within five working days.

Step 3 – Action by Board of Directors: If the complainant is still not satisfied with the resolution of the grievance, within five working days from the receipt of the director's written response, he/she should submit a copy of the grievance and all correspondence to date to the Board of Directors. The Board of Directors will then investigate the grievance and respond in fifteen days to the complainant the final resolution of the complaint.

This facility is operated in accordance with the USDA policy, which does not permit discrimination because of race, color, sex, special needs, or national origin. Any person who believes that he or she has been discriminated against in any USDA activity should write immediately to the Secretary of Agriculture, Washington, DC. 20250. (202) 720-5964.

His Little Lambs shall have an environment free from intimidation and harassment because of their race, age, sex, religion, handicap, or ethnic origin. His Little Lambs prohibits any physical, verbal, or visual harassment by any employee toward any family or child. A family member is to report any complaints of this nature to the immediate supervisor or director. These complaints will be thoroughly investigated and should they be found to have any basis in fact, the person or persons involved will be appropriately disciplined, which may include immediate discharge.

THIS CENTER REPORTS SUSPECTED CHILD ABUSE AND NEGLECT TO CHILD PROTECTIVE SERVICES AS REQUIRED BY WEST VIRGINIA LAW. Child Abuse Hotline 1-800-352-6513

49-6A-2. Persons mandated to report suspected abuse and neglect.

When any medical, dental or mental health professional, Christian Science practitioner, religious healer, school teacher or other school personnel, social service worker, child care or foster care worker, emergency medical services personnel, peace officer or law enforcement official, member of the clergy, circuit court judge, family law master or magistrate has reasonable cause to suspect that a child is neglected or abused or observes the child being subjected to conditions that are likely to result in abuse or neglect, such person shall immediately, and not more than forty-eight hours after suspecting this abuse, report the circumstances or cause a report to be made to the state department of human services: Provided, That in any case where the reporter believes that the child suffered serious physical abuse or sexual abuse or sexual assault, the reporter shall also immediately report, or cause a report to be made to the division of public safety and any law-enforcement agency having jurisdiction to investigate the complaint: Provided, however, That any person required to report under this article who is a member of the staff of a public or private institution, school, facility or agency shall immediately notify the person in charge of such institution, school, facility or agency or a designated agent thereof, who shall report or cause a report to be made. However, nothing in this article is intended to prevent individuals from reporting on their own behalf.

In addition to those persons and officials specifically required to report situations involving suspected abuse or neglect of children, any other person may make a report if such person has reasonable cause to suspect that a child has been abused or neglected in a home or institution or observes the child being subjected to conditions or circumstances that would reasonably result in abuse or neglect.

TRANSPORTATION POLICY

His Little Lambs Childcare Centers transportation policy is to follow child care transportation licensing requirements for child care centers licensed in the state of West Virginia.

STATE OF WEST VIRGINIA TRANSPORTATION LICENSING REQUIREMENTS FOR CHILD CARE CENTERS

- The driver shall be accompanied by an attendant if there are children under two years of age.
- The driver shall be at least 18 years of age. (HLLCC policy is that all drivers must be a minimum of 21 years of age).
- All drivers shall hold appropriate licenses to drive vehicle.
- The driver shall not leave the vehicle unattended while children are onboard.
- Doors will remain locked and all children will remain seated at all times vehicle is underway.
- Good order will be maintained at all times to ensure the safety of the children.
- A responsible person will deliver the child or children to the vehicle and meet the child or children when returning. No child is to be left unattended.
- The driver shall have knowledge of first aid and CPR or shall have an aide trained in first aid. There shall be an equipped first aid kit on the vehicle.
- The driver shall maintain the vehicle in safe running condition at all times.
- The driver shall conform to state vehicular laws, rules and regulations.
- The driver shall operate a vehicle only if the vehicle used in transporting children is insured against liability.
- The driver shall insure that all children are protected by an age-appropriate safety apparatus.
- The driver shall follow the following evacuation plan if the need arises:
 - Stop in a safe place, off the roadway;
 - Calm the children;
 - Help the children exit the van in an orderly fashion to a safe area, taking with you the emergency file & first aid supplies;
 - Assess the situation: check for injuries and give necessary care;
 - Take roll; ensure that all children are present and accounted for;
 - Call the appropriate center and other emergency contacts listed as necessary; and
 - Document on log as soon as time permits.

LIABILITY INSURANCE

His Little Lambs maintains a liability insurance policy which covers both the children and the business.

CHILDCARE REGULATIONS

A copy of the current WV Childcare Regulations are posted in the Lobby by the Parent Mailboxes. You may also view them online at www.wvdhhr.org/bcf/ece/earlycare/regs.asp

PARENT HANDBOOK ACKNOWLEDGMENT

All parents are required to sign an acknowledgment form (located at that back of this handbook) certifying that you have received your copy of the His Little Lambs Childcare Center Parent Handbook. It is your responsibility to read and understand the matters set forth in this handbook. It is a guide to our firm policies and procedures. ***A copy of your signed acknowledgment form will be maintained in your child's records.***

PARENT HANDBOOK ACKNOWLEDGMENT

I have read the information and policies contained in the Parents Handbook. I understand the contents and agree to abide by the stated policies as long as my child or children are enrolled in His Little Lambs Childcare Center.

I have met with the Director or designated staff member and discussed the Center's Statement of Purpose as well as the Center's policies including but not limited to the following:

- | | | | |
|---------------------|----------------------|----------------------|----------------------------|
| ____ Attendance | ____ Operating Hours | ____ Late Pickup | ____ Inclement Weather |
| ____ Payments | ____ Shot Records | ____ Physical Exam | ____ Health & Medications |
| ____ Potty Training | ____ Emergency Care | ____ Personal Items | ____ Meals |
| ____ Field Trips | ____ Transportation | ____ Emergency Plans | ____ Behavior & Discipline |
| ____ Harassment | ____ Greivances | ____ Discharge | ____ Child Abuse & Neglect |

I have received a copy of the Parent Handbook on policies & procedures. I am aware of my right to grieve without retaliation against my child or myself. I have been informed of my right to make a complaint to the State related to the Center's compliance with the provisions of the WV Code 49-2B-1 et.seq. and the requirements of the Child Care Center's Licensing Regulations.

I have been provided a copy of the rates and fees and agree to the amounts being charged. I further understand that thirty (30) days notice will be given in the event that rates are changed.

Student(s)
Name _____

Date Mother/Guardian Printed Name and Signature

Date Father/Guardian Printed Name and Signature

Date of Enrollment Director or staff member signature

This statement shall be retained in the child's record.

His Little Lambs Child Care Center
437 Border Rd. Kearneysville, WV 25430
304-724-9335

Student Enrollment Application
(Please complete all blanks in full)

OFFICE USE ONLY

Date of Enrollment: _____	Private Pay or Mountain Heart
Date of Termination or Withdrawal: _____	Non-Refundable Registration Fee: _____

Child's Information

Child's First Name: _____ MI ___ Last Name: _____

Name Child wishes to be called: _____ Gender: Male _____ Female _____

Birth Date: ___/___/___ Age: _____

Child's Physical Address:

Child's Mailing Address: _____

Family Information

Mother/Guardian First Name: _____ Last Name: _____

Home Phone: _____ Cell Phone: _____ Email: _____

Mother's Physical Address:

Mother's Mailing Address: _____

Employer/School Name: _____ Work/School Phone: _____

Employer Address: _____ Email: _____

Father/Guardian First Name: _____ Last Name: _____

Home Phone: _____ Cell Phone: _____ Email: _____

Father's Physical Address:

Father's Mailing Address: _____

Employer/School Name: _____ Work/School Phone: _____

Employer Address: _____ Email: _____

Who is primarily responsible for the child's enrollment? _____

Emergency Contact Information: Names, complete physical address (Not PO Box), and telephone numbers of individuals to contact in case parents cannot be reached in an emergency:

Full Name	Physical Address (Not PO Box)	Telephone
1. _____	_____	_____
2. _____	_____	_____

Child Pick-Up Information: Names, complete physical address (Not PO Box), and telephone numbers of individuals allowed to pick child up from center (Persons not listed cannot pick up child without written or verbal permission from parent)

Full Name	Physical Address (Not PO Box)	Telephone
1. _____	_____	_____
2. _____	_____	_____

Special Instructions: Biological/Custodial parents must be given access to their children unless there is a Court Order preventing contact. Individuals with court orders against them preventing child pick up:

Name: _____ Relationship to Child: _____

Name: _____ Relationship to Child: _____

Other restrictions on child pick up: _____

His Little Lambs Child Care Center Days and Hours of Care Needed

Please mark the necessary days and hours you will need care for your child. It is understood that days and times may vary if there is an emergency.

Full Days M T W T F Arrival Time: _____ Pickup Time: _____

Before School M T W T F Arrival Time: _____ Pickup Time: _____

After School M T W T F Arrival Time: _____ Pickup Time: _____

Before & After School M T W T F Arrival Time: _____ Pickup Time: _____

Summer M T W T F Arrival Time: _____ Pickup Time: _____

Getting To Know Your Child

Does your child attend Public School? Yes or No

Grade Level Attending: _____

If yes, name of School _____

School Phone Number: _____

Health Information

Does your child have any allergies, illnesses, regular medications? Yes or No

If yes, please explain:

What are your child's likes and dislikes?

How does your child interact with family, other children, pets, etc.?

Are there concerns about your child's development? Yes or No

If yes, please explain

Is your child potty trained?

Yes or No

Are there concerns? Yes or No

If yes, please explain

Has your child been to a dentist? Yes or No

Has your child been to an eye doctor? Yes or No

What form of discipline is used at home?

Please describe the specific needs, characteristics and personality factors that may influence the child's behavior and well-being at the center or any special family considerations that are relevant to child care.

HHLCCC staff agrees to notify the parent/guardian whenever the student becomes sick or injured and the parent/guardian agrees to pick the student up at the Center within one (1) hour of notification.

Parent/Guardian Signature: _____

His Little Lambs Child Care Center

Medical Authorization Form

Medical Authorization for: _____
(Name of Child)

The undersigned, who are the parent(s) or guardian(s) having legal custody of the above-named minor, hereby authorize the above-named child development care center, into whose care the above-named minor has been entrusted, to consent for transport to and from a medical care facility, to any X-ray examination, anesthetic, medical or surgical diagnosis or treatment, and hospital care to be rendered to said minor under the general or special supervision and upon the advice of a physician and surgeon licensed under the provision of the Medical Practice Act, or to consent for transport to and from a dental facility, to any X-ray examination, anesthetic, dental or surgical diagnosis or treatment, and dental or hospital care to be rendered to said minor under the provisions of the Dental Practice Act.

The undersigned further authorize the above-named child care center to have the above-named minor released into the custody of its representative should hospital care no longer be required. This form is to be used ONLY in an extreme EMERGENCY, when said parent(s) or guardian(s) cannot be or are unavailable to be contacted.

_____	_____
Mother's/Guardian's Printed Name & Signature	Date
_____	_____
Father's/Guardian's Printed Name & Signature	Date

I, _____, give my permission to His Little Lambs Child Care Center to consent for _____ to receive emergency medical, dental or surgical treatment if I cannot be reached.

Parent/Guardian Signature: _____ **Date** ____/____/____

Child's Doctor: _____ **Doctor's Phone:** _____

Doctor's Physical Address: _____

Child's Dentist: _____ **Dentist's Phone:** _____

Dentist's Physical Address: _____

Insurance Company: _____ **Policy Number:** _____

Insurance Address: _____

Preferred Hospital for Emergency Care: _____

His Little Lambs Child Care Center

Video, Audio, and Photo Permission Form

During special occasions (field trips, parties, holidays, etc.) and to also include daily videotape surveillance and security, your child may be videotaped, audio taped, or photographed. These videos/audio tapes, photographs may be used for meetings with parents, arts and crafts projects, presents, bulletin board displays, examples of daily activities during parties or graduation ceremonies.

_____I give my permission for my child to be videotaped, audio taped or photographed for the above stated purposes.

_____I **do not** give my permission for my child to be videotaped, audio taped or photographed for the above stated purposes.

Type I Water Play

_____I give my permission for my child to participate in water play consisting of 18" of water or less. (Water pool or sand/water table).

_____I **do not** give my permission for my child to participate in water play consisting of 18" of water or less. (Water pool or sand/water table).

His Little Lambs Child Care Center

Emergency Transportation Permission Form

Please read and mark the appropriate selection:

_____I give the above-named child center permission to transport my child by emergency services, such as ambulance, police, or school bus for medical or other emergency situations such as fire, flood, bomb threat, earthquake, tornado, or any other condition, which the staff deems as an emergency.

_____I **do not** give the above-named child center permission to transport my child by emergency services, such as ambulance, police, or school bus for medical or other emergency situations such as fire, flood, bomb threat, earthquake, tornado, or any other condition, which the staff deems as an emergency.

Child's Name (Please Print): _____

Child's Name (Please Print): _____

Mother's/Guardian Printed Name & Signature

Date

Father's/Guardian Printed Name & Signature

Date

Dear Parent or Guardian:

This center participates in the U.S. Department of Agriculture's Child and Adult Care Food Program (CACFP). Please help us comply with the requirements of the CACFP by completing, signing, and returning the attached statement as soon as possible. The statement will be filed as confidential information. The names of the participants for which free or reduced price meals may be claimed shall not be published, posted or announced in any manner; this information is necessary to determine the amount of federal funding received by your center for the meals served to children. Higher reimbursement will contribute to the overall quality of care your provider maintains.

If you receive Food Stamps or benefits under the West Virginia Temporary Assistance to Needy Families (TANF) on behalf of your child, then please list either your 10 digit Food Stamp case number or your TANF case number in Section 2 and sign and date the statement in Section 5. This means that your child is "categorically eligible" and will automatically qualify for reimbursement.

If a Food Stamp or TANF case number is not reported, Section 4 must be completed. You must include your total current household income by source and the names of all household members. CACFP defines a household as a group of related or unrelated individuals who are living as once economic unit (i.e. sharing living expenses). The reported income should be what each member received last month. If last month's income does not accurately reflect your circumstances, provide a projection of your income using last year's income as a basis. Please remember to put the name and social security number of the primary wage earner underneath the chart. You must also sign and date Section 5.

If this application is for a foster child, please read carefully the directions found on the "Instructions for Applying" sheet. If you have a foster child and have further questions, please contact our office for additional information before completing the application.

In accordance with Federal law and U.S. Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint alleging discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call, toll free, (866) 632-9992 (Voice). Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay at (800) 877-8339 or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

Thank you for your cooperation.

Connie Popkins, Center Director

Enclosure: Reduced/Free Lunch Application

His Little Lambs Child Care Center
437 Border Road
Kearneysville WV 25430
304-724-9335
hislittlelambs@comcast.net
EMERGENCY EVACUATION ACKNOWLEDGEMENT

Student Name: _____

HLLCCC will take my child to the following locations in case of an emergency or in case of an Emergency Evacuation:

SITE #1

Sheila Rayne & David Rhoades

17 Southard Lane
Kearneysville WV. 25430
301-821-7153

Exit from the HLLCCC from the front of the building and go left.
Go across the gravel lane and first house on the left.

SITE #2

Covenant Baptist Church

Box 1674
Flowing Springs Rd.
Shepherdstown WV. 25443
304-876-2212

Directions to the facility:

From HLLCCC make a right onto Border Rd. Make right onto Leetown Rd. this turns into 480 North about 6 miles. Turn right at W. Washington St. that turns slightly right and becomes West Virginia 230 Shepherdstown Pike. Go about 1 mile and make right at Covenant Baptist Church.

EMERGENCY MEDICAL:

Jefferson Memorial Hospital
300 South Preston Street
Ranson, WV 25438
304-728-5015

City Hospital
2500 Hospital Dr.
Martinsburg, WV 25401
304-264-1000

Your child will be transported to the preferred Emergency Room that you indicated at the time of enrollment. You will be notified immediately as to which location to pick your child up from.

A copy of your child's emergency contact form is kept with your child's teacher at all times. You will be notified as instructed by you on this form, in case of an emergency or evacuation.

I understand the policy & procedures as outlined above. I also understand that I may request a copy of the Center's Emergency Plan for my review from the Director at any time.

Parent/Legal Guardian Signature

Date

Director Signature

Date

Copy provided to Parent? Yes No