



Look at Me Learn Child Care, LLC

Parent Handbook

Revised July 2022

Welcome

Welcome to Look At Me Learn Childcare, LLC.

Look At Me Learn Childcare is here to provide the best possible care and early education for your child. Our program offers the opportunity for learning through play and planned activities each day.

This PARENT HANDBOOK is prepared to acquaint you with the Look At Me Learn Childcare program and your responsibilities. For the purpose of this handbook, parent is defined as any person living with a child who has responsibility for the care and welfare of the child. Please become familiar with this handbook and refer to it often. It will answer many questions you may have regarding our policies and daily procedures. I will make every effort to inform you of your child's activities and development while your child is in attending Look At Me Learn Childcare. The cooperation and communication between the home and school is important to your child's progress.

I look forward to having your family in my program.

Shannon Deeter Owner/Director

Mission Statement

The Look At Me Learn Childcare is here to provide quality early learning care and education to children ages one to six in a home environment; within the Canyon Lake Community.

**Eligible children are served without regard to sex, race, religion, ethnicity or physical handicap.
The program does not include religious instruction or worship.*

Philosophy

Look At Me Learn Childcare is dedicated to being a partner with parents for the personal growth and development of each child. It is a program that provides a balance of physical nurturance and exercise; emotional support and encouragement; and intellectual stimulation and growth. Young children develop rapidly. In fact, more development occurs during the first five years than at any other stage of life. A balance of physical, social, emotional and intellectual stimulation is essential for this development to be optimal. In our program we support or enrich this development:

**Physically, by providing a well-balanced diet and an outstanding playground;*

**Socially and Emotionally, by listening, encouraging self-care and independence, taking care of hurts, hugging and playing, as well as providing structure and consequences;*

**Intellectually, by talking, exposing the children to new experiences, explaining new ideas and generally preparing them for future life experiences.*

Goals for Children

**Children are personally and socially competent.*

**Children are effective learners.*

**Children show physical and motor competence.*

**Children are safe and healthy.*

Goals for Families

**Families support their children's learning and development.*

**Families achieve their goals.*

Annual Registration

A \$100.00 initial registration fee is charged at the time of your family's enrollment. An annual registration fee of \$75.00 will then be charged each year in September. There is no guarantee of re-enrollment if your child leaves the program during the year. A \$100 re-enrollment fee is also charged if your child re-enters the program. All registration fees and reenrollment fees are non-refundable.

Tuition

Tuition is the only source of income for Look At Me Learn Childcare and we rely on these fees to assure that we can continue to provide quality early education and care for your child at the most affordable rates possible. The cost of meals is included in your weekly fee. Please refer to the current tuition rate schedule, which is available at the home. Tuition fees are subject to change at any time with a 30-day written notice. Since full and timely payment of tuition is critical to our ability to maintain our operations, we would like to outline our policies and procedures regarding the payment of fees to Look At Me Learn Childcare, as follows:

*Tuition is due in advance on Monday morning of each week for the current week, or the first day of the week your child receives services. Tuition should be to the Director when your child is dropped off. Tuition may be sent to the home by mail, but must be received by the due date (Monday morning, or the first day of the week your child receives services).

*Tuition may be paid by cash, personal check, venmo, zelle, through ACH on Brightwheels billing app, or money order payable to Look At Me Learn Childcare. Credit cards are accepted through Brightwheel as well. Returned checks will be subject to a \$32.00 returned check fee. If a check is returned, you will be notified and will be expected to obtain a money order for the original check amount plus the returned check fee. Henceforth, you will be required to pay your weekly tuition with a money order or cash and checks will no longer be accepted as payment.

*Tuition may be paid up to one month in advance. Tuition may not be paid in installments or on later days of the week.

*Tuition is charged on a weekly basis, Monday through Friday, including Holidays and Staff Training days, or any other days when the home is closed. The home may also be closed up to 2 weeks each year which are also paid vacation weeks, and parents must pay to maintain their child's

spot in the program. . These weeks may be noted on the closure dates flyer which is given to all families at the beginning of each year or the program will notify families of the week closures at least 60 days in advance. Please speak with the Director if you need another copy of the closure dates.

*There is no reduction in the weekly tuition amount if you do not bring your child to school for any reason including if your child is out sick, or on vacation. Payment of your tuition assures that your child's place in our program is maintained during his or her absence. For children who do not attend full time, and are absent, look at me learn does try to allow make up days if space is available. Please note that make up days are a courtesy to you and there is no guarantee day(s) will be available to make up. Make up days cannot be used as a financial credit to your account.

*Should the program close for an emergency, an unforeseen circumstance, a public health emergency, or for any reason for the safety of the children and families, tuition will still be required to maintain your child's spot in the program.

*If your child is ill or the family is going on vacation, Look At Me Learn should be notified so that your child's place in the program is maintained. An absence of more than five (5) consecutive days when the home has not been notified will result in termination of enrollment.

*Our hours of operation are Monday through Friday 8:00am-5:00pm. If your child is not picked up by the time of the home's closing at 5:00 p.m., a late fee of \$10.00 for each ten minute period (or portion thereof) will be charged. (i.e. picking up between 5:01-5:10 will be charged \$10.00, picking up between 5:11-5:20 will be charged \$20.00, and so forth). All parents are personally responsible to pay late fees by the Monday following the week in which the late fee is assessed.

*Parents are responsible for the weekly tuition until Look At Me Learn Childcare has been notified that you plan to discontinue enrollment. If you wish to withdraw your child from the program, you are required to notify Look At Me Learn Childcare by giving a written notice at least two (2) weeks in advance of your child's intended withdrawal from the home. If you decide to discontinue immediately, you will be required to continue to make payments for the two week period.

* Look At Me Learn Childcare reserves the right to discontinue services if tuition and any late fees are not paid in a timely manner as detailed above.

Refund Conditions

There are no refunds for the weekly tuition or registration fees (initial or annual). Please refer to the above stated policy, which requires at least two weeks written notice to discontinue your child's enrollment.

Enrollment Forms

The California Department of Social Services. licensing regulations stipulate that all children entering Look At Me Learn Childcare must have the following forms completed and signed before attendance:

- LIC 700 Identification and Emergency Information*
- LIC 9150 Parent Notification Additional Children In Care*
- LIC 995A Parents Rights*
- LIC 282 Liability Insurance*
- LIC 627B Consent for Emergency Medical Treatment*
- Food Program Application*

In addition to the forms above, Look At Me Learn requires the following information and/or forms completed and signed before attendance:

- *Copy of the child's current immunizations (must be up to date for enrollment)*
- * Admission Agreement (last page of Parent Handbook)*
- * Family Enrollment Information*
- *Forms related to Covid-19*
- *Copy of Parent's driver's license or Identification Card*
- Other required by the Program may include:*
- *Birth Certificate for verification of child's birth date*
- *Documentation of negative TB results for child within one year of entrance*

It is important that we maintain current and accurate records on each child so that parents can be contacted in case of an emergency. The above listed forms must be kept current at all times. This information includes address, home and work telephone numbers, work location and names of at least two authorized persons to pick up your child. Your child's current immunization record must be received prior to or at the time of enrollment and must be kept current at all times. It is your responsibility to notify the Director of any changes. Failure to do so may result in termination of services. It is the responsibility of the enrolling parent or legal guardian to accurately complete and

sign all enrollment forms and keep the information updated as needed. By signing the enrollment forms, the enrolling parent or legal guardian is also certifying that they have legal authority for the child. California law is clear that parents who have joint legal custody have equal access to all information regarding the child including enrolling the child and making changes to the enrollment information.

Court orders are required to prevent a parent or legal guardian from certain activities such as picking up the child or visiting the child at the home. We reserve the right, however, to prohibit individuals from being at the home if the health and safety of any child or staff is threatened or compromised. Our policies do not allow staff to make copies of forms and other documents or provide testimony, verbally or in writing, about any child, unless subpoenaed by court order.

Hours of Operation and Holidays/Days Closed

8:00 A.M. to 5:00 P.M., Monday through Friday except the following:

New Years Day

Martin Luther King Jr. Day

Presidents Day

Easter (Friday Before or Monday following)

Memorial Day

Independence Day and the following Day or Day Prior

Labor Day

Columbus Day

Veterans Day

Thanksgiving Day and the following Friday

Up to 6 days the week of Christmas including Christmas Eve & Christmas Day (depending on what day the Holidays land on)

New Years Eve

3 Staff Training Days (To Be Announced)

Up to Two Vacation Weeks (To Be Announced)

If a Holiday falls on a weekend, we will be closed on the Friday before or the Monday after. At the beginning of each school year parents will be provided with a list of days and dates of closures for the

year. Due to Covid-19 or any other emergency, the program has the right to reduce hours, days, or close the childcare program with little or no notification.

Communication Systems

Open communication is vital to your child's successful experience at the home. We have an open door policy. Parents are welcome visitors at any time. We welcome your comments, suggestions and concerns. Several communication channels are established so we encourage you to take advantage of these or make additional suggestions. Parents are always welcome to call, text, or email the program about any concerns or comments, etc. Look at me Learn caregivers will continue to use Brightwheel as a form of communication to families as well. Parents are able to message through the app. Some days are busier than others, but we will always continue to try to keep parents informed as much as possible about each child's day through the Brightwheel app.

Face-to-Face Conversations

It is always helpful for staff to know when major changes happen in a child's life. These changes could include a family death, moving to a new residence, loss of a Parent's job, a parent away for business, someone from the immediate family moving out of the home, etc. Children often are worried about these incidents but do not know how to express their concerns. The child's behavior may be affected. We are better able to assist your child when we are aware of these changes in the home. Staff is available and open to your comments and suggestions. We are here for you and your child, so do not hesitate to communicate with them frequently. Please check with the Director as to the best times for extended conversations.

Health and Safety

Children are expected to be in good health and able to participate in the planned activities. Look At Me Learn has several policies and procedures that are strictly followed for the health and well being of each child in the program. Please read these carefully and talk to the Director if you have any questions.

Health Information Required

Current immunization, TB records, and a physical examination are required to be on file for each child.

Daily Health Check

Your child's health status will be checked each day. This health check may be informal; however, if your child appears to be showing signs of illness, s/he may not be admitted into the program. These daily health inspections allow Look At Me Learn staff an opportunity to check each child for any potential illness. It also allows time for communication between parents and staff to discuss how the child has been feeling and whether there has been an exposure to any contagious diseases. When doing the daily health check, we are looking for signs of illness such as, but not limited to, the following:

*Unusual behavior (Examples are crankiness, pain, discomfort, very sleepy, the child may not look or act like themselves., or doesn't appear well enough to participate in routine school activities)

*Fever over 101 degrees

*Skin that is flushed, pale or unusually warm to the touch

*Sores on any part of the body that are open, have fluid in them or appear infected

*Unexplained skin rash, especially when accompanied by fever or behavior changes

*Red eyes with white or yellow discharge and/or crusty eyes

*Sore throat with fever and swollen glands or mouth sores with drooling

*Head lice or nits

*Runny nose. A child with a runny nose (green, yellow or clear) should only be excluded if they also appear ill, are too sick to participate and/or have any other symptoms that they need to be excluded for.

Once at the center, if a child develops the following symptoms, the parent or other authorized persons will be called and may be required to pick up the child within a reasonable amount of time:

*Flu symptoms

*Cough. Severe or uncontrolled coughing, wheezing or difficulty breathing

*Diarrhea, runny or watery stools more than two times in an hour. Any bloody Diarrhea

*Vomiting, more than two times in 24 hours

*Stomach ache, pain lasting more than one hour

*Ear ache or foreign body/injury in the ear that causes pain or bleeding

*Head injury, if the child has associated symptoms

*Lacerations, a wound that will probably require sutures

*Unexplained skin rashes, especially accompanied by fever and/or behavior changes.

*Unusual behavior

Please remember that staff are making judgments regarding potential illnesses and they are not medical personnel. They look at each child's case individually and are sensitive to the fact that family members need to go to work and school. Exclusion from the home care is to protect your child as well as the others at Look At Me Learn Childcare.

Plan ahead:

- *Parents should keep emergency phone numbers current
- *Make plans for who will care for your child if they are too sick to attend Look At Me Learn or need to go home unexpectedly
- *When your child is sick, please be sure to promptly notify the Look At Me Learn Childcare of their diagnosis and treatment. Also notify them if your child has a contagious disease or has been exposed to one. Such reports are treated with confidentiality. When necessary, staff will need to notify families at the home care of a potential exposure to a contagious disease.

Guidelines for Returning to School

Children may return to school as long as none of the aforementioned symptoms are present. Children who are prescribed antibiotics, in any form, are required to be on the medication for a period of 24 hours prior to returning to school. A permission to return to school note from the Physician is required for:

- *Pink eye or conjunctivitis
 - *Contagious looking rashes e.g., scabies, impetigo, scarlet fever
 - *Strep throat or mouth sores with drooling
 - *Hepatitis in family
 - *Meningitis in family
 - *Any child that has been sick and doesn't seem to be improving
 - *Any time a child is hospitalized or has a procedure done as an outpatient basis
- Look At Me Learn Childcare has the right to request a permission to return to school note at any time it is in the best interest of the in-home care. We also reserves the right to exclude a child with signs of illness even if a permission to return to school has been obtained. If you felt it was serious enough to seek medical assistance, please remember to ask for a permission to return to school note while still at the Physician's office.

Injuries

The staff work very hard to keep children safe and well, however, occasionally typical childhood accidents, such as bumps, scrapes and falls, occur while in care. Look At Me Learn Childcare will tend to minor injuries that can be adequately dealt with by using soap, water, antiseptic solution, ice and bandages.

Parents will be notified of accidents requiring more extensive intervention. If your child becomes injured while at Look At Me Learn, these steps will be followed:

1. The seriousness of the injury will be assessed.
2. First-aid will be administered.
3. If necessary, parents will be contacted.
4. Persons listed on your emergency form will be contacted if we are unable to contact you. It is essential that you notify Look At Me Learn Childcare if you are not going to be at your regularly scheduled work or training site, and leave an alternate phone number.
5. Arrangements will be made to have the child taken to an emergency room if necessary.
6. You or the person you designate (must be on emergency form authorizing them to pick up) must pick up your child as soon as possible if you are called.
7. After a medical evaluation and/or treatment is administered, please contact Little Learners to inform us of your child's status.

Medications

It is encouraged for parents to give medications to their children at home. However, if it is necessary for your child to receive medication while at Look At Me Learn Childcare, the following will apply:

Prescription Medication

*Container must have the original pharmacy label listing the child's name, Physician's name, name of medicine, issue date, dosage, expiration date, and directions for administration and storage.

*Container should be child resistant.

*Medication must be prescribed in the United States.

*Medication must be for the current illness.

Non-prescription Medication

*Must be in the original container which gives directions for safe use, expiration date, list of active ingredients, name and address of manufacturer, and be labeled with the child's name and date.

* Dosage instructions and reason for receiving medication from a Physician must accompany the medication. Physician's dosage must be in accordance with instructions on label.

*Medication must be for the current illness.

If your child needs to receive medication during the day, inform the Director and give the medication to them. Parents will need to complete a Medication Consent Form for all medications (prescription and non-prescription). Parent's instructions on the consent form must be in accordance with the instructions from the Physician. If the consent form is incomplete, medication will not be administered and parents may have to return during the day to give medication until the form is completed. A new form needs to be completed whenever there is a change, i.e., dosage. Medications can only be given to the child indicated on the label. Twins and siblings cannot share medications! Parents may ask their Pharmacist to dispense a second labeled medication container for school. Children may not bring self-administered medicines to the Nursery, i.e., aspirin, cough drops, eye drops.

Effective March 20, 2020 until further notice, We ask that the parents do not give their child any fever reducing medication or cough medication prior to bringing them. If they require medication, they must stay home. Failure to follow this policy will result in immediate termination of childcare services. At this time, we will not be administering any fever reducing medication.

Medical Treatments

If your child is required to have one of the specific allowable treatment procedures, such as a Nebulizer, Epi-pen, or blood glucose monitoring, while in care, you will be asked to complete additional permission requirements, plus demonstrate for staff the proper use of the treatment.

Sunscreen

It is strongly recommended that children wear sunscreen to prevent sunburn. Parents should apply sunscreen of SPF 15 or higher before children come to school. Staff will reapply sunscreen if the parent supplies a bottle labeled with the child's name.

Allergies

If your child has been diagnosed with allergies, you must notify the Director. We must have a statement in writing from your child's Doctor describing the specific allergy, any special precautions, emergency procedures, or medical treatment equipment your child may require. If your child has any food allergies for which substitute foods or beverages are required, you must provide a

statement from the child's Doctor stating the nature of the allergy and what substitutions are necessary.

Emergency Information

Your child will be instructed on emergency procedures in case of fire or an earthquake while at school. S/he will participate in regular fire drills and learn other rules of safety. In the event of an emergency or natural disaster, staff will continue to care for your child until such time as you or your authorized representative can pick up your child. Parents will supply an emergency kit with sufficient food and water or juice and other supplies to take care of their child for up to three days. Staff have disaster/emergency training and have been trained in Infant/Child CPR. In any kind of natural disaster, as long as the home has been determined to be safe, all children will remain on site unless an injury requires release to an emergency medical facility. In the event of an evacuation, signs will be clearly posted at the home giving destination of evacuated children. Only adults previously authorized on the emergency forms will be able to sign out children.

Emergency Home Closure

Look At Me Learn Childcare may close or delay opening if the following conditions are present:

- *Natural disaster which prevents use of the facility,
- *Room conditions prevent adequate ventilation and breathing,
- *Disruption of utilities which prevent meeting the nutritional needs of the children or natural light is diminished to be a risk to children and staff,
- *Presence of live wires,
- *Loss of water that disrupts appropriate diapering, hand washing, and toileting with clean running water.
- *Public Health Emergency
- *Any unforeseen circumstance that can affect the health or safety to children, families, or staff.

If possible, the outgoing message on the phone answering system or through email will give information regarding closure and signs will be posted outside of the facility

Parent Involvement

Look At Me Learn Childcare wants parents to feel involved and knowledgeable concerning their child's experience at the center. Parents are invited to visit their child whenever possible. You will be notified of events such as holiday parties, or special celebrations. Please plan to attend!

General Policies

Sign In and Out

*Parents are responsible to sign each child in and out on the tablet daily. Parents are also required to complete the medical information upon arrival. Children will be released only to those authorized persons (at least 18 years old) designated on the Emergency Form. Picture identification will be required. The name on the identification must match the name on the Emergency Form and the picture must match the person presenting it. A photocopy of the identification card will be taken. It is the parent's responsibility to notify Look At Me Learn of any changes on the Emergency Form. You may update this form at any time. We will ask you to update the form once a year. We do not accept any notes or phone calls from parents stating that someone not on your Emergency Form will be picking up your child; they must be listed on the Emergency Form. **NO EXCEPTIONS!** State law requires that all children must be secured in an appropriate child passenger restraint (safety seat or booster seat), until they are at least 6 years old OR at least 60 pounds. Never leave any child alone in the car no matter how short the time! It is not only unsafe, but also illegal.*

Confidentiality

The use or disclosure of all information pertaining to the child and his/her family shall be restricted to purposes directly connected with the administration of the program.

The California Department of Social Services has the authority to interview children or staff, and to inspect and audit child or child care center records, without prior consent. The Department also has the authority to observe the physical condition of the child(ren), including conditions that could indicate abuse, neglect or inappropriate placement.

Appropriate identification from the Department will be obtained prior to the interview.

Written consent is required if parents want the Look At Me Learn Childcare to share information regarding their child to another agency (school district, health provider).

Child Abuse Reporting

All Look At Me Learn staff are mandated by California law (California Penal Code 11165.7) to report cases of suspected child neglect and/or abuse (physical, emotional, and/or sexual) immediately to a child protection agency. Child Abuse law considers discipline that results in bruises and any other injuries caused by spanking to be a form of child abuse. If you need information about disciplining your children or help with other parenting issues, please see your Director or to get information, assistance and/or referrals to appropriate services.

Parent Responsibility

It is the goal of Look At Me Learn Childcare to maintain a safe, caring, respectful environment for children, staff and parents. Unacceptable behavior will not be tolerated. Unacceptable behavior includes, but is not limited to, the following:

*Use of abusive or offensive language including, but not limited to, harassment, threats, yelling, rudeness and profanity.

*Theft or damage to property.

*Physical or verbal abuse of children, staff or other parents.

*Defiance of authority.

*Alcoholic beverages, illegal drugs and smoking are prohibited on the premises during operating hours. No child will be released to anyone who appears to be intoxicated or under the influence of drugs.

*Parents, children and staff are expected to maintain a respectful relationship with each other. Parents demonstrating any of the above unacceptable behaviors may be terminated from the program.

*It is not appropriate for parents to approach other parents or children to address an incident that happened at the home. Parents must deal with such concerns through the Director.

1. If an incident occurs, the parent will be asked to leave the premises.
2. The parent will be required to meet with the Director in order for the child to remain in the program.
3. Continuation in the program will be determined on a case-by-case basis depending on the severity of the incident.
4. If the family continues in care, another such incident will result in termination from the program.

Clothing

Active play is very important to your child's overall development. Your child will regularly participate in messy activities such as painting, cooking, sensory activities, etc. Sturdy and comfortable play clothes that are easy for little hands to manage are appropriate and helps children to become self-sufficient. Play shoes that are low-heeled, lace-up or have Velcro closure, and a rubber sole are recommended. All sandals must have a back strap. Mark all clothing with your child's name.

Staff will encourage children to take care of their belongings; however, we cannot be responsible for lost or damaged items including clothing, books, games or toys. There will be a Lost and Found Box.

Please help your child learn to take care of his/her belongings. We reserve the right to restrict a child's activities or offer them alternative clothing if it is determined that a child is inappropriately dressed. Parents must provide an extra set of seasonal clothing, including underwear and socks, in case of accidents or spills. An extra pair of shoes is optional.

Weather

Children are outside on a daily basis. Children should come to school wearing appropriate clothing for the season in order for them to be comfortable while outdoors. On days of extreme temperatures (cold or hot) the amount of time outside may be reduced, but nonetheless, children will still spend some time outdoors. Cold temperatures do not make children sick, germs do. On days of poor air quality, AQMD index of unhealthy or higher, children's active outdoor activities will be restricted.

Toys

Please help your child keep toys at home. Security objects such as a favorite stuffed animal are an exception and are welcome. Books and items related to the current unit of study are encouraged at any time; just check with your child's teacher before bringing them in. Please mark these items with your child's name. Toy guns and other weapons are not allowed.

Birthdays

A child's birthday is a day of celebration for some families and we will be happy to help make this a special occasion at Look At Me Learn. If you want your child to share his or her birthday, you must make arrangements one week ahead of time. You may bring one cupcake per child or one or two cookies per child. We are required to serve our regular snack first.

Termination Policy

Child care services may be terminated for the following reasons:

- *Failure to keep contract hours and follow policies as outlined in the parent handbook.*
 - *Failure to provide necessary documentation and paperwork within requested time. If paperwork is incomplete, written notification will be given. Forms must be provided or a plan must be established with the Director.*
 - *Failure to pay fees.*
 - *Inappropriate behavior as outlined under General Policies – Adult/ Parent Responsibility of this handbook.*
 - *Pick-ups after the contract time, excessive tardiness or excessive unexcused absences.*
 - *A child is having emotional or behavioral problems that harm themselves or other children or interfere with others being able to participate in the program.*
 - *Failure to contact the center for absences of three (3) consecutive days.*
 - *Failure to bring a doctor's note for five consecutive days due to illness or when requested by the Director.*
 - *Failure to pick up child from the center when called in an emergency. If child gets ill at the center and our staff notifies parent to come and pick up child due to illness, parents have one hour to pick up the child or must arrange for someone who is on their emergency list to pick up their child.*
- In most of the above cases parent will receive a verbal warning, followed by a written reminder from staff (communication notice). When termination is imminent, parent will receive a written notice from the Director. In most cases parent will have two weeks to correct or appeal the action before formal termination. However, administration has the right to impose immediate termination if the health or safety of any child or adult in the program is compromised.*

Amendments: At any time, we reserve the right to make any permanent or temporary changes to this contact. Changes will be notified in writing or revisions will be made and the parent handbook will be revised.

All info in RED are temporary changes to the policies due to COVID-19 Public Health Emergency. These changes are for the health and safety of the children, families, and staff.

