

# **PARENT HANDBOOK**

## **OUR MISSION STATEMENT:**

**Academic Development:** Alphabet Soup’s preschool program is distinct because it is centered on high moral standards seeking to encourage self worth and respectability. Special emphasis is placed upon building strong language skills, phonics-based reading readiness, meaningful and concrete math understandings, and fine motor skill development to facilitate real writing skills. Music, computer and library supplement the core curriculum.

**Physical Development:** Children enjoy regular opportunities for vigorous play and to develop gross motor skills during playground time and creative movement exercises. We will offer daily nutritious meals and snacks, included in the regular tuition, foster good eating habits as well as for growing bodies.

**Spiritual and social Development:** We want children to recognize that Christ is continually present with them. Correspondingly, classroom standards reflect acceptance, provide limits and encourage respect for one another.

Alphabet Soup Learning Center II would like to revolutionize the way we provide for our children. We view daycare as a chance for children to develop a sense of independence as well as build important relationship skills, but the benefits can be extended to parents as well. We would like our parents as well. We would like our parents to have a more active role in the daycare realm.

What better way for parents to be involved in their children’s activities than to be able to watch them play? To achieve this goal, we will provide the option of viewing your child live on the Internet through web cams. Parents can go to our daycare’s website ([www.abc-soup.com](http://www.abc-soup.com)) and watch their child at play. Don’t worry: Safety is not an issue. Only parents of children currently enrolled will have access to the visitor password that opens the web cam.

We will also post artwork and pictures so you can see what your child has been doing while you are away. We would like your child to always be just a mouse click away.

We would like for Alphabet Soup Learning Center II to be considered your children’s home away from home. Our goal is that your children will feel the same way with us as they do with you. We do not consider it a burden to watch your children, but feel it as an honor and a privilege to provide the best care possible in the safest environment possible for your children.

## **REGISTRATION:**

A registration fee of \$100.00 shall be charged for each child at the time of enrollment and each August of the coming school year to cover administration costs. There will be a \$50.00 book fee to cover the learning program/books and supply list will be given to you in July. Parents will be notified 1 month prior to the fee/supplies is due. If the child should leave the center for a period of three weeks and then wish to re-enter, the registration fee will be due again unless, time absent was pre-approved by director.

## **ENROLLMENT:**

We will have an interview process and upon enrollment the registration fee and first weeks tuition will be due, along with child’s master card, parent agreement, & immunization records.

## **TUITION:**

- Infants \$160.00 weekly
- Ones \$150.00 weekly
- 2’s \$145.00 weekly
- 3’s \$140.00 weekly
- 4’s \$135.00 weekly
- Before Care only \$45.00 weekly
- After Care only \$50.00 weekly
- Before & After \$85.00 weekly
- Summer Camp \$120.00 weekly
- **PLEASE UNDERSTAND THAT YOU WILL BE CHARGED TUITION REGARDLESS IF YOUR CHILD ATTENDS OR NOT AFTER ENROLLMENT**

## **CLOTHING:**

Each child should have a change of clothing that is left at the center to be used for emergencies. All clothing must be marked with the child's name.

## **SUPPLIES:**

All parents will be asked to bring 3 baby wipes refill packs every month for our infants, toddlers and two-year-olds. The three's and up will be asked to bring 1 pack every month. The supplies will be used only in their rooms. Please read your child's daily report, as that is where we will be requesting wipes, diapers extra clothes, etc.

## **FEE POLICIES:**

All Fees are payable in advance by check, money order, or cash and is due on Monday for the current week. A late fee of \$10.00 will be charge if not paid by 6:30pm Tuesday. Upon two weeks of non-payment your child/ren will not be allowed to attend the center without prior consent of the director only. There will be a \$35.00 charge for all NSF checks. Following the 2nd NSF money orders or cash only will be accepted. If you would like to pay tuition BI-weekly, semi-monthly, or monthly (there will be no discounts for monthly payments) this will need to be set up in advance with the director. There are no reductions for absences due to illness or closures for holidays. You are still responsible to pay tuition if your child does not attend with the exception of your free week after enrolled for a year (you are entitled to a free "vacation week" per family after 1 year of enrollment, at which your child is to not come to the center for that week). A late charge of \$5.00 per 5-minute increments will be charged for each child, not per family, that remains at the center after 6:30pm. This is to be paid that night upon pick-up directly to the staff that is closing the center or upon arrival the next morning. If not paid you will receive a notice of payment due and it will need to be paid to the director by Friday or you will be charged and additional \$10.00 and the entire late fee will be taken out of your next week's payment.

## **HOLIDAYS:**

We will observe the following holidays: New Year's Eve & Day, Fat Tuesday (Mardi Gras), Good Friday, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Weekend, Christmas Eve & Christmas Day. There will also be two other days that we are closed for in-house training. A schedule will be posted and given to all parents each year. We will also have 2 in service days for teacher training, one in the spring, and one in the fall. We will give ample notice to the parents for these days, as we will be closed for those two days.

## **ADMISSION/WITHDRAWAL/DISMISSAL:**

Children are accepted into the center to benefit from the group experiences in this setting. We may find sadly that one of our children is leaving and regret to have them go, by this time we will have fallen deeply in love with them and will miss them terribly. However, we know there will come a time that you may need to withdraw your child, we do require a two week notice prior to leaving, given to the director/assistant director. The last two weeks will need to be paid in advance when notice is given. We try to make any transition for a child a smooth and painless one however, if it should be determined that the child is not gaining the benefit from the child-care setting, other arrangements may need to be made. IE: If biting, kicking, hitting or anger.... if any of these issues cannot be controlled in an ongoing manner, we may need to dismiss the child from the center until the situation is controlled. This will not be a one-time thing. If any of the above actions is a reoccurring problem we will notify the parent and work with them to resolve it. We find that with work and extra effort on all parties we can resolve may situations however, if we unfortunately do come to that conclusion we will need to dismiss the child. If that time ever arises we will work with parents diligently to make this process as painless a possible.

Upon two weeks of non-payment your child/ren will not be allowed to attend the center without payment. Any child/ren that leave the center with any daycare fees in arrears could be subject to further collection, all collection costs and will have their debt listed on your credit report.

## **SIGN IN/OUT PROCEEDURE:**

Each parent must walk their child in each day to their class for the teacher to note the time the child arrived. We will not be responsible for any child that is allowed to walk in the facility alone. Upon pickup, you will sign the children out according to the clock posted on the wall; this is the time we will go by for late fees. Sign the time and your name **FIRST & LAST, NOT MOMMY**. No child can be picked up by anyone other than parents without written consent signed and dated, parents must give it to us themselves. If you have anyone else who may be picking up your child you may list his or her names on the master card provided along with the relationship to the child or you the parent/s.

## **FOOD:**

- **It is not permissible for children to bring food into the center** with the following exceptions:
  - Bottles and baby food for infants and food for children under the age of 2 unless child is on complete table food. All food must come in its original container with their first and last name on it, Parent should prepare bottles before bringing to center with child's initials on the cap, bottle and bag (if applicable). All bottles must come in bottle prepared for us to feed. We will not prepare bottles for any circumstances. **NO WATER BOTTLES WILL BE FED** with out a note written on a prescription pad signed by the doctor and given dates this is applicable or letterhead.
  - Children on therapeutic diets prescribed by a physician may bring their own food for meals and snacks if a note is written on the doctors' prescription pad with his signature or on letterhead.
  - Refreshments for special occasions such as birthday parties and holidays with prior approval from director.

## **INFANT FOOD/BOTTLES:**

The following guidelines are to be adhered to with **NO EXCEPTIONS:**

- Bottled formula/breastmilk shall have labeled bottles, caps/covers, Playtex liners with the child's name or initials and refrigerated upon arrival. (if staff is currently feeding another child please help the staff by putting your bottles in the fridge, thanks)
- Baby food shall be in the original unopened container and labeled with the child's name or initials.
- While a child requires a special diet, a written statement from a medical authority shall be on file.
- **Children with food allergies/intolerance shall have a written statement signed by the parent indicating the specific food allergy/intolerance (this includes, but is not limited to soy milk).**
- When a child requires a modified diet for **RELIGIOUS REASONS ONLY**, statement to that effect from the child's parent shall be on file.

## **MEDICATION:**

We will administer medication that you are not able to give while your child is home. This is for those medicines that are mandatory to be given four times a day. If your child requires medication 3 times a day, we will not be responsible for delivering any doses. There is no reason these doses cannot be given when your child wakes up, when your child comes home from our center, and right before your child goes to sleep. This does not include breathing treatments &/or inhalers. When requesting medication to be administered, allow yourself enough time to fill out the proper forms in full.

## **EMERGENCY CLOSURES:**

When the Ascension Parish School Board deems it necessary to cancel school for weather conditions or an emergency situation, our day care will follow the same procedure. If an emergency situation occurs during our opening hours, we will notify parents to pick up their children immediately (with in 30 minutes). If we are able to open back up with no harm to the children, and at full compliance with Dept of Licensing, we will re-open even if Ascension Parish schools still have to stay closed. We will do our best to stay in constant communication with our parents via facebook, instagram, and our answering machine to update them on our current opening/closing status. After a storm, Ascension Parish schools are sometimes used for shelters, where we are not. **If ASLCII has to close for 3 or more days due to a catastrophe, we will only charge you for a half week's tuition. There will not be any instance where we will not charge for the time closed. If we are only closed one or two days, a full weeks' tuition is due upon the day we re-open.**

## **ABUSE AND NEGLECT:**

Suspected abuse/neglect of a child will be reported according to LA Revised Statue 14:403.

## **REFERRALS:**

When you refer another child to the center and they enroll with us, you will receive 1 free week of daycare for your child (after the referred child has been enrolled for 90 days). This is not a one-time deal, so refer as many as you can and receive as much daycare free, as you want. We want to share our facility with all that come.

## **ILLNESS:**

CHILDREN WHO ARE ILL MUST NOT BE BROUGHT TO THE CENTER. If your child has a fever during the night or becomes ill, please see your child's physician before bringing him/her to the center. It is not good to expose other children even for a short period. Please be sure to get a note from the doctor stating the nature of the illness, if contagious and when the child may return to the center. If your child does not have anything contagious and no fever, a note must accompany the child upon returning to the center from the doctor stating as such. A child may not remain at the center if he/she is vomiting, has diarrhea or a temperature of at least 100 degrees under the arm (state requirement). The child must be picked up and may not return to the center the following day unless cleared by your doctor.

He/she must be free of all these symptoms for at least 24 hours. Children in the toddler room and older must be able to participate in all activities, **including outdoor** play before they return from an illness. **\*\*\*PLEASE NOTE, WE CANNOT EXCLUDE ANY CHILD FROM PLAYING OUTSIDE\*\*\*** We are mandated by Dept of Licensing to include **all** children in **all** activities. If your child is not feeling well enough to play outside, then please keep them home. I do not have the availability of another teacher to watch your child inside, and I cannot mix your child with another age group. All children exhibiting skin rashes or inflamed/runny eyes must have a physician's not stating they are not contagious before coming to the center. When your child goes to the doctor for regular immunizations, **WE MUST** have an updated copy of the card for the center's files. We have to report this to the DHH department annually. We do not call parents to pick up children unless we feel strongly that they are too sick to be at the center. We take into consideration the teething period of the younger children. We also observe the "allergy children" and those who have frequent ear infections. We do not consider a child with only an ear infection to be contagious and he/she may attend, with a physician's note, although he/she may have a fever. If your child has to be hospitalized, and is out for a week or better, we will hold his/her spot for a half week's tuition. This arrangement has to be brought to the director's attention, and backed up with a note from the hospital with the child's name, and date the stay in the hospital occurred.

## **Rest Period/Napping:**

Children five years and younger will have a rest period from 12:00 p.m. to 2:00 p.m. If they do not choose to sleep, they will be encouraged to lay quietly as to not disrupt their fellow sleeping classmates.

## **Infant Rest Period/Napping:**

Infants will be placed in their crib and only in their crib to sleep. While awake, no child will remain in a crib/baby bed, swing, highchair, carrier, playpen, etc. for more than 30 consecutive minutes.

## **PHOTOGRAPHING/WEB SITE:**

**Photo:** We will have pictures taken different times of the year, parents will have the choice to have them taken or not. You will be given a form each time and the pictures are always given directly to parents. Also, parents that have their child's birthdays at the center may also be taking pictures, so keep that in mind. It will not be for anyone else to see just for memories. **WEB:** We will take snapshots of the children from time to time to update our website. You **will** have the option for your child's still photo not to be placed on the site. We also have the IMS (Internet Monitoring System). You can access live video into our classrooms online to see what your child is doing that day. We need to make you aware that we do utilize recordings and/or taping of your children such as digital recordings, videotaping, audio recordings and web cam while in the center for observation/security purposes. This is secure and is added to our web site for you the parent's. Once enrolled you will be shown how to access the cameras and given a password verbally or by email quarterly. Each password will be all-lowercase with no spaces. First names or nicknames are used on the site to ensure privacy for parents.

## **BEHAVIOR ISSUES:**

Because we provide child-care and education in a group atmosphere, we will monitor the behavior of all children closely. If there comes a time where the safety of other children are involved we may ask a parent to remove the child from the center for a specific amount of time. This is to give the child a break to find out what issues the child is facing that may have prompted this behavior. If it continues, we may ask the parent to remove the child altogether.

Children are provided with toys at the center and should be discouraged from bringing toys from home. Should they get lost or broken this caused many tears. If, any child is actively being destructive with the supplies/toys the parent will be asked to replace what he/she has broken.

## **DISCIPLINE POLICY:**

- If a child is misbehaving and has been corrected, they will be placed in "time out". They will be placed in there 1 minute for every year of their age: 2 years = 2 minutes.
- If a child becomes uncontrollable, hitting, scratching, kicking or biting the parents will be contacted and they child will have to be removed from school for at least an hour or until the child is in a controlled state.
- Cruel, severe, unusual or corporal punishment will never be used on a child –"Not even at the parents request": spanking, tapping of the hand, etc.
- No child or group of children will be allowed to discipline another child.
- When a child is removed from the group for disciplinary reasons, he/she will never be out of sight of a staff member.
- No child will be deprived of meal or snack for disciplinary reasons.
- No derogatory remarks shall be made about the child or the parent.

## **Confidentiality:**

No information can be taken, given or passed on be it by paper or word of mouth about one family to another nor any one else period. A Parent however may receive any info out of their child's file.

## **Water Activities:**

This is only in the Summer time and all parents must sign a permission form annually, which is given to the parents upon enrollment. All water activities we will be doing for the season will be given to you annually. We will do a variety of things from sprinklers, wading pools, water sports, etc.

## **Transportation / Field trips:**

At this time, we will not provide transportation for any reason. Field trips will be considered at a later time, but as of now, this is also not an activity we practice.

## **Community Resources Available to Parents**

**LaChip 1.877.252.2447 or [www. LaChip.org](http://www.LaChip.org)**

LaCHIP offers low cost or no cost health care plans for uninsured Louisiana children up to age 19. Eligibility is based on family size and income. A family of 4 can earn as much as \$53,000 and still qualify for LaCHIP coverage for kids.

**Medicaid 1.877.525.2447 or [www.dhh.louisiana.gov](http://www.dhh.louisiana.gov)**

Louisiana's Medicaid program provides medical coverage for needy Louisiana families that qualify.

**Child Care Assistance 225.342.0286 or [www.dss.state.la.us](http://www.dss.state.la.us)**

The Child Care Assistance program helps low-income families to pay for child care while working, looking for work, attending school or training. Monthly payments are based on the number of hours the parents work, look for work, attend school or training, as well as the amount charged by the child care provider, family size and household income. Parents can select any Class A

child care center, school-based before and after school program, registered family child day care home, or in-home provider.

**Food Stamp Program 1.888.524.3578**

The Food Stamp Program provides monthly benefits that help eligible low-income households buy the food they need for good health. For most households, food stamps account for only a portion of their food budgets; they must also use their own funds to buy enough food to last throughout the month. Eligible households can receive food assistance through the regular Food Stamp Program or through the Louisiana Combined Application Project (LaCAP).

**Housing Assistance 504.389.3039**

If you're a low-income Louisiana resident, you may qualify for Section 8 housing. Under this program, the government helps families find a home that is both safe and affordable

**Kinship Care Subsidy 1.888.524.3578.**

KCSP provides cash assistance of \$280 per month for each eligible child who resides with a qualified relative other than a parent.

**Louisiana Housing Finance Agency 225.763.8700**

Louisiana Housing Finance Agency offers a number of opportunities for low- and moderate-income Louisiana families to realize their dreams of owning a home through its First-Time Homebuyer Program.

**Non-Discrimination Policy:**

In accordance with Federal law and U.S. Department of Agriculture Policy, Alphabet Soup Learning Center II does not discriminate against any person(s) because of race, color, national origin, sex, age or disability. Any person(s) alleging discrimination has a right to file a complaint within 180 days of the alleged discriminatory action. All civil rights complaints should be forwarded immediately to:

USDA  
Director, Office of Civil Rights  
Room 326-W; Whitten Bldg.  
14<sup>th</sup> and Independence Avenue SW  
Washington DC 20250-9410  
Or call (202) 720-5964 (voice and TDD)

The complaint should contain the name, address, and telephone number of person filing complaint, the specific location and name of the entity for whom complaint is against, the nature of the incident or action that led the complainant to feel discrimination was a factor, the basis on which the complainant feels discrimination exists, and the date, names, titles, and business addresses of persons who may have knowledge of the discriminatory action.

“USDA is an equal opportunity provider and employer”

Alphabet Soup Learning Center II is an incredible facility for ages from 6 weeks to 4 years. We are a Class A Center and an accredited member of the NAEYC. In addition the Louisiana Department of Health and The Louisiana Office for State Fire Marshall have both approved our daycare facility. We are a non-discriminating center with regards to race, color, national origin, sex, religion, or breast feeding mothers.