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| AgapeLand Learning Center  Parent Information Packet  Updated 02/14/2017  Children are special blessings |

We are pleased to welcome you and your child to our Child Care Program, one of which we feel is of the highest quality. The following information will briefly acquaint you with our program and answer some questions you may have. Entering Child Care is an exciting step in the development of your child. We look forward to the partnership we will share with you over the next few years.

**About us**

AgapeLand Learning Center provides care for children 6 weeks to 12 years of age. Each activity undertaken, and service offered by our center is directed towards fostering the intellectual, social and physical growth and development of each child in our care. Our staff is aware of the impact a learning center can have on a child’s life. They are committed to maintaining an atmosphere in which your children begin to explore the world around them through books, music, play, creative activities, visits into the community and experiments with nature and science. Their physical needs are met with nutritious diets, rest periods, physical and health supervision. We compliment our programs with fun activities, special parties and events. We maintain communication with parents through letters home, bulletin boards, parent conferences and open houses. Open communication between staff and parents is essential for maintaining quality care for each child in our care.

The goals of AgapeLand Learning Center are:

1. To provide a developmental program in which a child is allowed to mature at his/her own individual pace.
2. To provide a secure environment in which children are recognized as unique individuals.
3. To help the child develop cognitively, physically, emotionally and socially.

**Program**

Children have a very natural desire and ability to learn. Play is the child’s natural learning process. Young children learn best from direct sensory experiences and participation. Although it may appear that the children are “only playing”, the programs have been designed to help the children have opportunities to learn cognitively, physically, socially, and emotionally.

Our purpose at AgapeLand is to provide a developmental program which fosters the child’s competency in dealing with all aspects of life. We strive to help your child in gaining a better understanding of one’s self and world around him/her.

The children’s rooms are arranged into learning centers. The areas may vary but will include blocks, art, manipulative, socio-dramatic play, language arts, math and science.

All of the children’s rooms have a schedule of daily routines and weekly lesson plans. The children will have a variety of indoor and outdoor activities. They will participate in large group and small group activities. We offer each child an opportunity for gross and small motor development. You may consult your child’s teacher about your child’s program should you have any questions.

**Enrollment and Admission**

All children are accepted for admission without regard to race, color, sex, ancestry, national origin, or religion. Prior to your child’s attendance at the center it is necessary that the following information be provided:

* Child Information Card- This includes emergency information including the child’s doctor name, permission to transport (to and from school, field trips or in cases of emergency), along with any other information needed to care for your child. It is important that these cards be updated with any information changes by the parent.
* Admission Agreement- This is for you to initial as you go through the Parent Handbook to be sure you understand each point. Please ask question if you do not fully understand.
* Food Program- A food program application and enrollment form must be filled out for every child because we participate in the Federal Food Program. If you have questions or need help please ask assistance from the office.
* Check Writer Information- Tuition is only accepted in the form of cash or check. If you wish to write a check you will need to complete this form. We are unable to accept checks from any person that has not filled out this form.
* Picture Release Form- At times AgapeLand takes photos of your children to hang on walls, for picture books, etc. There is *NO* profit involved. You will also have the option to allow your child's photos be shared on AgapeLand's closed Facebook group or featured on our website.
* DHS Agreement- If you qualify for Day Care Assistance you must fill out this form
* Shot Record- It is required by the state of Oklahoma that all children in group care have current immunizations. You must provide a copy of the shot record upon enrollment. If your physician has your child on a different immunization schedule other than OKbyOne we must receive a doctors note that explain the schedule and timeframe they are to be given.

**Hours of Operation and Holidays**

AgapeLand is open from 6:00 a.m. to 6:00 p.m. Monday thru Friday. We will observe the following holidays:

* New Year’s Day
* Memorial Day
* Independence Day (4th of July)
* Labor Day
* Thanksgiving Day (both Thursday and the following Friday)
* Christmas Eve
* Christmas Day

On occasion AgapeLand may find it necessary to close for professional development or other occasions. An advance notice of 72 hours will be given when possible. In the event of an emergency (i.e. power outage or other event out of our control) you will be given as much notice as possible.

**Classroom Assignments**

The children are placed not only according to chronological age but also by developmental stages. If an opening becomes available during the school year for advancement, children who are currently enrolled in the program and are developmentally ready will be considered first for advancement.

**Infant Safe Sleep Environment**

The infant sleep schedule is in line with the infant's needs doing our best to stay as closely to the parental schedule established. As with all age groups, infants are not forced to stay awake when they are tired.

**Appropriate sleep environments** - are defined as a crib that meets the state and federal crib requirements with fully raised and secured sides. Infants will sleep directly on a tight-fitting sheet covering the mattress. Only pacifiers without attachments are allowed in the crib. Blankets will not be used, however a child 3 months of age or younger may be swaddled using a light weight infant sized fabric, i.e. receiving blanket. Sleep sacks are allowed. AgapeLand has a small supply of sleep sacks, you are welcome to bring your own should you choose to do so.

**Inappropriate sleep environments** - Infants are not allowed to sleep in other equipment than a crib. Infants who fall asleep in something other than a crib will be moved to a crib within 20 minutes. Infants who arrive asleep are promptly moved to safe sleep equipment. Soft products, blankets, bumpers, toys are not allowed in the crib with the exception of the swaddling children 3 months and under. Soft sleeping surfaces are prohibited. Elevated mattresses or sleep positioners are prohibited unless medically documented. Only a medical monitor is allowed to be attached to the crib.

**Sleep position**- Infants are placed on their back to sleep, unless there is a medical reason that is documented by a physician. Infants who are able to turn themselves are still placed on their back, but are allowed to turn over into a position they find comfortable.

**Teacher Communication**

Communication between home and Center is vital for the optimum progress of your child. Please notify the teacher of any changes at home that might affect your child’s mood, behavior or performance at school. It is very helpful to know about moves, travels of either parent, long term visitors to your home, marital discord, or the illness or death of a loved one, acquaintance or even a pet. At different developmental stages, any changes in the routine can be disruptive or fearful to a young child and assurances are needed from all adults in the child’s life.

We strive to keep you well informed of activities at the center. Children, infant to kindergarten, receive daily notes with pertinent information and special activities and accomplishments. Parents are encouraged to talk informally with all staff members on a frequent basis. Please call the teacher during nap time to arrange a conference if there are concerns about behavior.

General information is provided in letters as well as parent bulletin boards. We have Parent’s Night at Preschool, Fall Festival, a Christmas Program, and The End of Summer Program each year for all families.

**Birthdays**

You are welcome to bring “treats” in celebration of your child’s birthday, but please *keep it simple*. If you choose to provide “treats”, please check with your child’s teacher in advance to make the arrangements. Parents are welcome to attend the party during the afternoon snack time. The only time gum or candy is allowed at this center is during a planned activity.

**Parent Involvement**

You are encouraged to become involved in the center in a variety of ways. You may wish to assist with field trips, join the class for lunch or share a special talent, interest or family custom with us. We hope that you will participate in the family nights that are available throughout the year.

**Guidance**

During the early childhood years, children are learning to be in charge of themselves. We believe in setting consistent, understandable limits in teacher’s responding to inappropriate behavior with insight, sensitivity, and skill. We will work to prevent behavior problems by arranging the classrooms so that children work in small groups and have a choice of activities. This range of activities will give your child the freedom and ability to experience success and become self-directed. Teachers are also trained to skillfully direct behavior along appropriate channels. Staff members establish predictable limits and help children understand the consequences of their actions.

Children are encouraged to verbalize their feelings, thus learning to positively work through strong emotions. Older children are asked to communicate and solve situations with peers as they arise, teaching tolerance and compromise. When a child is unable to work through emotions it may be necessary to take time away from the class or activity. Teachers act as role models and encourage appropriate behavior.

Food is not used to obtain or reward a desired behavior. When a child has a non-typical behavioral issue or learning style an exception may be made as a last resort. A behavior modification plan with timeframes will be developed by relevant professionals, director and parents and include a plan to obtain desired behavior without reward of food.

It is our policy to resolve conflict without verbal or physical abuse. Similarly, we cannot condone others (including children or parents) to use verbal or physical abuse. We strive to maintain respectful interaction between teachers and children. For this reason, we also expect that interactions between parents and staff members remain on an equally respectful level. Should a parent display inability to control himself/herself, we reserve the right to dismiss that family from the program.

AgapeLand reserves the right to dismiss a child displaying a serious discipline problem. A serious discipline problem is defined as one in which a child is inflicting physical or emotional harm on other children, is physically or verbally abusive to staff, or whose behavior places himself/herself or the other children in danger. Please understand that we want the best for *all* children and will work with family members and child care professionals as long as possible. Unfortunately on rare occasions we are unable or unequipped to continue care for some. Expulsion is at the discretion of the Director and in some instances may take effect immediately.

**Arrival and Pick-up Procedure**

Please walk your child to his/her classroom and make sure the teacher is aware of his/her arrival. If you have business to conduct with the office or person in charge, please do so after situating your child in his/her classroom or prior to pick up.

Please do not leave the building without telling your child you are leaving. Although you may think it will be better for the child, it builds insecurity and feelings of mistrust. The teachers will help the child make the transition and the child will usually begin to interact with the class shortly after the parent leaves.

Problems with separation may repeat from “time to time” during the preschool years. The child may have greater problems when there are changes in the child’s family life. This is normal and to be expected. You are welcome to call back and check on the condition of your child. AgapeLand has an open door policy and welcomes communicaton, please feel free to talk to your child's teacher or administrators.

Children *must* be brought all the way into the building by an adult and signed in. The door code given to you should be protected and not given to the child. If someone you do not know comes to the door please do not let them in. You may kindly explain to them that it is AgapeLand policy to not let anyone in you do not know. Please come by the office to let us know someone is outside.

W**e cannot accept children after 9:00 a.m.** Many educational activities occur before lunch and nap and we want your child to be able to take full advantage of our program. If you need to arrive late due to a doctor appointment please bring a note when you arrive. A $20 fee may be assigned to late arrivals when not accompanied by a doctor's note.

**When you pick up your child to leave the center, make sure the teacher sees you and that you sign the child out.**

The child will only be released to the parent who enrolled the child or to the persons designated as specifically authorized to pick up the child on the child information card. If an alternate person needs to be assigned to pick up the child, the center must be notified in advance. If you unable to tell us in person you will need to contact us by phone. If we are unable to verify who you are over the phone we may need contact you by a phone number that is listed on the child information sheet. Please keep in mind that only persons listed as parent or guardian may arrange for an alternate pick up.

The staff will request identification when an unknown designated person or new person comes to pick up the child. Please prepare persons coming for your child to expect this. We do not want to offend them, but we do this for your child’s protection.

When picking up your child, it is important that you allow your child to bring closure to his/he work, take responsibility for putting it way, and otherwise make themselves ready to leave the center. Your cooperation in this process will make departure a pleasant transition for all. We ask that once you have your child; please keep them by you, especially if you have more than one child. Do not let the children (even the older children) go out the door without you.

**Transportation**

AgapeLand primarily transports children to and from school and on field trips. According to state law children under 7 must ride in a car seat or booster seat unless they are taller than 4'9". Booster seats will need to be provided by the parent or guardian.

Parents must notify the office with any changes to transportation to or from school. Van drivers are to assume if we do not take your child to school that we do not pick them up, unless notified and will not wait at the school for them. Also if we take them to school the van driver will wait until they are on the van or they have been confirmed as a car rider or walker. This can make the van driver late to the next school, so it is necessary to be notified of any change to the transportation. A fee of $15.00 may be charged for failure to notify which results in a van being late to the next school. If you have notified us not to pick up and the school places your child on our van we will give them time to find you in their other lines. If the driver feels too much time has gone by to make it to the next school on time, we will need to take your child to the center. You will be notified by the office immediately to pick up your child from AgapeLand. In our experience it is better for your child to be in safe hands than to be shuffled around.

In very rare instances that a school cannot locate a child the parent will be contacted by AgapeLand immediately. A representative of AgapeLand will go to the school and wait for the parent to arrive, allowing the van to continue on with the route.

AgapeLand will also provide transportation to and from field trips. The same car seat rules apply to field trips. In the event of a missing child the parent will be notified immediately. If a child arrives late to a field trip he or she may not be able to attend due to transportation. If the child has to stay behind he or she will need to go to the next grade level down, assuming the correct ratio can be met. If the correct ratio is unable to be met your child will not be able to stay that day.

**Field Trips**

There will be a 24 hour notice given to all field trips. Some field trips will require longer notification, in such cases as needing a sack lunch. Summer schedules are often printed up one month in advance. Some changes may be made as necessary. As much advance notification will be given as possible, but some field trips may be changed in the morning. You will always be notified of changes before your child leaves the center. If we need to cancel a field trip and stay at the center you may be notified upon pick up. Children who arrive late for a field trip will be placed in the next closest age group that has enough room to meet child staff ratios, until their group returns from the field trip. Should there not be enough room in any of the classes your child will not be permitted to stay.

Parents volunteering as chaperones will provide their own transportation. You may elect to meet us at the field trip location or follow us from the center. If you take your child with you, you must bring your child back to the center and sign them in and out. One way trips on the van will not be permitted. You will be solely responsible for your child when on the field trip. Exceptions may be made by the director or assistant director only.

In cases of illness or injury on field trips the director may be called to pick up your child and bring him or her back to the center, in which case you will be promptly notified. If illness or injury is non-life threatening, and does not interfere with the activity or require the child to be seen by a physician he or she may be able to stay on the field trip. Parents will be notified on child's arrival to the facility or upon pick up in cases of minor injuries or illnesses. In severe cases 911 may need to be called in an effort to get them to a medical facility quickly. You will be immediately notified of any decision regarding severe cases.

**Clothing**

Play is an important part of the children’s day at the center. Children will be climbing, painting, using clay, and playing in the sand and water. Some of these activities can be messy. Be sure your child is dressed appropriately to be able to benefit from all of these developmental activities. Clothes that allow freedom of movement and are easily laundered are preferable. Children are asked to wear clothing that allows independence in dressing and the freedom to actively interact with the environment which includes numerous messy substances.

As children strive for independence in toileting and dressing, choose clothes that are easy for children to remove, replace, and fasten. Clothing that is soiled with body fluids while here at the center *will not be rinsed out or laundered* in order to lessen the contact and avoid spread of possible illness. We will enclose them in a plastic bag for you to launder at home. This includes cloth diapers. This policy is in accordance with the Department of Human Services standards.

Children should wear clothes that are appropriate to the season. When the seasons are changing it may be preferable to leave a jacket or sweater at the center. We will go outside every day except in the event of inclement weather. Hats, mittens, or gloves are necessary in the winter.

At least one change of clothes, including socks and underclothes is necessary for all children. Please mark your child’s clothing to be left at the center with a laundry marker. You should check your child’s cubby daily for soiled clothes and see that they are replaced when necessary. Be sure to change these clothes as the child grows and with the seasons.

**Supplies**

Items such as a small blanket, small throw pillow, and stuffed animals can provide the child with added security and are encouraged for use at *naptime*. We request that you bring a small family photo that can be displayed to provide a link between home and school. If your child is an infant or toddler, you will need to provide diapers, wipes, and extra clothing. Infant formula is provided by AgapeLand. If your child is unable to use the formula we purchase, you will need to provide his/her specific formula.

If your child is in the process of toilet learning, you will need to bring wet wipes, training pants, and plastic pants. We really need for you to provide a moisture barrier between the pants and chairs, carpeting, or cot.

All bags brought into AgapeLand Learning Center, including diaper bags, must have a zippered closure. Children age three and up will need a backpack that they will be able to manage. The backpack should be large enough to accommodate a change of clothes, coat or jacket, as well as completed class work that will be sent home. Backpacks will ensure that child's clothing is not touching another child's in the case of shared cubbies. Keeping items separated will help to stop the spread of illness.

**Children’s Toys**

Children are asked not to bring toys to school except when requested by their teacher. Children do not understand when their things get lost or broken and it is nearly impossible to keep track of each child’s individual toy.

**Electronic Media**

Time spent on electronic media will be limited to 30 minutes a day with no exceptions. Should your child bring a gaming system or telephone they will need to understand this policy. If usage becomes a disturbance in the classroom they will be asked to leave their electronics at home. Children are *not* allowed to text, make phone calls or watch YouTube on their devices. If there is an emergency situation AgapeLand will make sure to contact a person designated on the emergency list. School age children may be allowed to use the office phone to contact parents when necessary. In an effort to minimize disturbances while you are at work, the staff person in charge will determine justifiable cause.

**Nutrition**

Menus are posted monthly. A nutritious breakfast, lunch and afternoon snack are provided by the center. We are on the Federally Funded Food Program; therefore, we request that no outside food be brought into the center unless arranged with the Director (for birthdays or party days). If your child cannot eat all the components outlined on our menus, please notify the teacher and the director. Please include a list of things your child is unable to eat. If your child is on a special diet you will be required to bring the alternatives from home and a doctor’s not if applicable. Additional servings are available and may not be the same as what is served during that mealtime. However the servings will still follow the Food Program guidelines. Children will eat in the classroom or cafeteria with their teacher.

AgapeLand will not personally purchase and serve drinks that are artificially sweetened, sweetened with sugar, caffeinated or carbonated beverages. These items may at times be provided during special events by parents at the discretion of the director. All fruit juice served will be 100% juice.

Water is encouraged throughout the day, especially before, during and after time spent outside. You child's teacher may ask that you provide a reusable water bottle so to keep hydration levels optimal. These bottles will be taken home nightly to be washed.

When children are required to bring a lunch for a field trip we ask that you try to keep it as nutritional as possible. You will not be required to follow the same guidelines as we do in the center. If you are unable to provide a lunch AgapeLand will provide one as long as a request is made to the office 24 hours in advance. This lunch will follow the guidelines set forth by the Federal Food Program.

This facility is operated in accordance with the U.S. Department of Agriculture policy which prohibits discrimination on the basis of race, color, sex, age, disability, or national origin. Any person who believes that he or she has been discriminated against in any USDA-related activity should write the Secretary of Agriculture, Washington, D.C. 20250.

**Exclusion of Sick Children**

The health of each child attending our center is a cooperative responsibility of the parents, staff and health professionals. Control of communicable illness in this center is a prime concern. Policies and guidelines related to outbreaks of communicable illness in this center have been developed with the Health Department and local pediatricians. In order to protect the entire group of children, as well as your own child, we ask that parents assist us by keeping sick children at home if they have experienced any symptoms discussed below within the past 24 hours.

When signs of illness appear in the center, we ask that the parents help exclude sick children from the center quickly to help break the cycle of illness. This will enable the center to provide a healthier environment for all children in the program. Repeated exposure to germs can cause re-infection and repeated absences for all family members.

The child will be considered ill, and will need to be picked from the center if he/she has any of the following conditions:

1. Fever- Temperature of 101 degrees or more. If the temperature is taken axillary the degree will be 100. Your child will need to be picked up within 1 hour.

The child may be readmitted if the temperature remains normal for 24 hours without other signs of illness and without the use of medication to lower the temperature.

1. Diarrhea or Vomiting- We will call you if your child has had diarrhea three times or if a change of clothes is required and not provided. We will call when your child has had 2 episodes of vomiting when no other signs of illness are exhibited in conjunction with the vomiting. Should your child show other signs of illness (lethargy or low grade fever for example) we may determine you need to be called to pick up your child immediately.

The child may be readmitted when all vomiting and diarrhea have been gone for at least 24 hours.

1. Conjunctivitis- Pink eye

The child may be readmitted when no drainage exists and when the doctor says it is no longer contagious.

1. Head and Skin Disorders- (ringworm, impetigo, lice, scabies, undiagnosed rashes etc.) These skin disorders can be contagious and most times require medical advice to distinguish. Most will require prescription medication. In cases of head lice your child may be sent home for the day and return with proof of treatment. This may be a doctor note or receipt for medication purchased. The child may return as long as there are no live lice or nits.

The child may be readmitted with a doctor’s statement that the child is no longer contagious and may return to group care.

1. Throat that is red and/or swollen- This may be a sign of strep or other infection that is communicable and will need diagnosis from a doctor.

The child may be readmitted with a doctor’s statement that the child is no longer contagious and may return to group care.

There are a number of other infections and contagious diseases which include but are not limited to chicken pox, bronchitis, cold’s (with fever and/or thick nasal discharge), sinus infections, viruses, croup, thrush, hand foot and mouth disease, fifth disease, roseola, influenza, upper respiratory infections, pin worm, and pneumonia.

The treatment of these conditions vary and the length of time that the child needs to remain out of the center will also vary, but in all above cases, we need to have a written statement that the child is no longer contagious and can be readmitted to group care.

If an antibiotic is prescribed the child must have been on the antibiotic for at least 24 hours before the child can be readmitted.

**Medication**

Before AgapeLand teachers can administer any medication these conditions must be met:

1. All medication must be in the original bottle and labeled with your child’s name and dosage.
2. The parent must fill out a medication card. This card is available at the front desk. The teachers can not give any medication without this card.
3. All medications need to be placed in a Ziploc baggie, if you do not have one please let us know so we may help. If medication needs to be refrigerated please let us know; if not, it will be placed in the medicine cabinet in the office.

Please hand medication and medication card to your child’s teacher. Do not leave medicine in your child’s bag or cubby. Medication remaining after the dosage schedule will need to be picked up from the office. All medication left at the center will be discarded after 30 days.

As of January 1, 2016, the Department of Human Services no longer considers sunscreen and insect repellent a medication. AgapeLand will no longer require a medication card for either product and will use it to maintain the safety of the children, in a proper manner. Any objections to use of either should be formally written and given to the office. This includes any known allergies to either product. We ask that you bring sunscreen or insect repellant for your child labeled with their name. If we need to provide it for your child a $10 fee may be added to your account to cover costs as needed.

Medication that is given on an ongoing basis will need to be replaced before the expiration date. AgapeLand will not administer any expired medication. When a child is no long attending AgapeLand, ongoing medication left at the center will be discarded 30 days from the child's last day of attendance.

Medical waste such as medication, syringes, needles and lancets will be disposed of as per the manufacturer or physician instructions.

**Notification of Illness or Injury**

Immediately:

1. Administration of a life threatening condition medication that is only administered as needed.
2. An injury that may need evaluation by a physician
3. Poison exposure
4. An animal bite, when the skin is broken or when an evaluation by a physician may be needed.

Promptly: If your child is separated from the group due to an illness or infestation or when required by DHS guidelines.

Upon child pick up:

* 1. Known minor injuries. These may be in written form requiring a signature or verbal requiring initials. Each classroom will have a chart that lists minor injuries by date, time, location and brief description that will be initialed by the parent and staff member, unless given a written statement.
  2. Illness or infestation that has recently developed or changed.
  3. Exposure to a communicable disease or infestation with reason to believe your child may have been effected. This notice may go out in the form of a group message on Facebook. At no time will any AgapeLand personnel share a specific child's name.
  4. Administration of a non-life-threatening condition medication that is only administered as needed, such as diaper cream.
  5. An animal bite to a child when the skin is not broken.

**In Cases of Emergency**

Fire: In case of a fire each classroom will exit the nearest doorway and meet at the fence in the southeast parking lot. Teachers are instructed to dial 911 upon hearing the alarm, as long as they are able to do so and evacuate the children . The director and assistant director , as well as cook if necessary, are responsible for ensuring all children are evacuated, starting with the youngest classroom. Children 1 year or younger will be evacuated in evacuation safe cribs. As many personal belongings will be salvaged as safely possible. We will stay on site as long as possible and safety permits. If we must relocate you can expect a prompt phone call on where we have relocated. Please understand we will be calling many families and will do our best to contact you as quickly as possible.

Tornado: When a tornado looks likely all children will be gathered in the school age classroom. When the alarms sound we will load the shelters starting youngest to oldest. We encourage children to buddy up with one another. Once the shelter doors have been shut we will not release any children. It is always best policy to pick up your child to minimize long separation times after a storm. We will do our best to stay at AgapeLand as long as it is safe to do so. If you are unable to locate us please check the hospital, followed by the library, and lastly police station.

Intruder or Potential Kidnapping: If a situation escalates where the director is no longer able to control the situation a signal that the teachers can identify will be sent indicating anyone to pull the fire alarm, resulting in evacuation of the building. Upon this signal teachers will know that there is a no time to gather belongings and to evacuate as quickly as possible. All teachers with a phone will be asked to dial 911 immediately, while keeping child safety first priority. We will relocate the children as quickly as possible and notify you of pickup location immediately.

Power Outages: In the event of a power outage we will stay open as long as possible. This is means we have running water and the room temperature can stay between 65 and 80 degrees. If we are unable to stay open you will be notified to come and pick up your child within 1 hour.

Blizzards or Snow Storms: AgapeLand's policy is to close if Moore Schools are closed. We also reserve the right to close if we feel it is unsafe for travel. In rare instances, a storm has come in the middle of the day. Should this happen again we will notify you to pick up your child within 1 hour.

**Financial Policies**

**Enrollment Fee**

An enrollment deposit is required to secure placement for a child. If the position is accepted but the child does not enter, the fee will be forfeited. The enrollment fee is non-refundable. A full week deposit may be required when a classroom spot is held for a period of time greater than 2 weeks. This deposit will go towards the first week’s tuition. It is also non-refundable and forfeited if the child does not attend.

**Payments**

Parents may elect to make payments weekly, monthly, or twice a month. If parents elect to pay weekly, the tuition is due on Monday of each week. A late fee of $30 will be added on Wednesday at close of business (6:00 pm).

If a parent elects to pay twice a month, the first and second week are due on the 1st. Then the third and fourth week are due on the 16th.

Parents are charged for the space as opposed to attendance. After 6 months of attendance, you may have 1 week that the child will not be in attendance for half the tuition price at 12 months it will increase to 2 weeks. It may be used for whatever reason; illness, vacation, etc. Once those 2 weeks are used the full tuition rate will apply regardless of days in attendance. These weeks must be used and do not roll over, time starts over every September.

AgapeLand will not hesitate to turn balances of accounts over to a collection agency if you should choose to leave the center owing money, which may have adverse reactions on your credit.

**Returned Checks**

Returned checks will result in a $20.00 charge. We will not send the checks back to the bank for payment. After two returned checks, payment will be required to be in the form of cash or money order.

**Overtime Fee**

Parents of children who remain in the center after closing time of 6:00 pm will be assessed the following fees per child:

6:05- 6:15 $5.00

6:15-6:30 $10.00

6:30-6:45 $15.00

6:45-7:15 $20.00

**Department of Human Services Regulations**

**Child Abuse Reporting Mandate**

As per the Department of Human Services Licensing Requirement for Day Care Centers, we are to report all suspected child abuse or neglect that is related to any of the children enrolled. Staff is required to report incidents or suspicion of human trafficking as well.

**Compliance File**

AgapeLand’s compliance file is located just inside the front door in a hot pink binder with other parental information. This file contains summaries of visits from DHS and our Stars reviews.

**Supply Checklist**

**\_\_\_\_\_\_** Diapers and wipes

\_\_\_\_\_\_ Bottles or Sippy cup

\_\_\_\_\_\_ Diaper bag with zipper

\_\_\_\_\_\_ Change of clothes (All ages)

\_\_\_\_\_\_ Backpack (3 and up)

\_\_\_\_\_\_ Reusable water bottle