

**ANNETTE'S DEVELOPMENT & LEARNING CENTER
400 N. ENTERPRISE BLVD.
LAKE CHARLES, LA 70601
OFFICE: (337) 437-8258/437-8188
FAX: (337) 437-8234**

WHERE WE DEVELOP THE WHOLE CHILD

Dear Parents(s)/ Guardian,

Welcome to ADLC! We are open Monday through Friday 6:30am to 5:30pm. Our business offers you and your child a safe, enjoyable developmental program. We value your trust as you place your child with us for care. We believe in providing an environment for the child:

- ❖ Where learning happens as a result of fun activities
- ❖ That helps the child learn how to successfully relate to others
- ❖ Where the child feels safe and happy
- ❖ In which parents & providers work as a team to enhance your child's development

Our childcare program:

- ❖ Encourages children in age appropriate developmental tasks
- ❖ Allows children to experience quality adult-child interactions
- ❖ Encourages children to grow in independence & autonomy
- ❖ Challenges children in intellectual, curiosity, reasoning, & creativity
- ❖ Models integrity & respect for others
- ❖ Ensure consistency & fairness in treatment

Thank you for choosing Annette's Developmental & Learning Center. Please support your child by becoming an active part of our program.

Sincerely,
Annette Victorian

**Annette's Developmental & Learning Center
2009-2010 Policies & Procedures handbook**

STATEMENT OF NON-DISCRIMINATION

Annette's Developmental & Learning Center does not discriminate against any person(s) because of race, color, national origin, gender, age, or disability. Any person(s) alleging discrimination has a right to file a complaint in writing 180 days of the alleged discriminatory action. All civil rights complaints, must be written and forwarded immediately to: USDA Director, Office of Civil Rights, Room 326-W; Whitten Bldg. 14th & Independence Ave, SW. Washington, D.C. 20250-9410.

REGISTRATION FEE

The registration fee is \$70.00 per child. This fee is due at the re-enrollment of each new-year and is non-refundable fee. The annual year for Annette's Developmental & Learning Center is September 1, 2009 - August 31, 2010. Registration fees are separate from tuition fees. Each Registration fee must be re-paid if the child stops attending ADLC and then is re-enrolled at a later date.

TUITION FEE

Annette's Developmental & Learning Center has two prices. **Infants, Toddlers and Two's** (4 weeks to 2 years old) are \$120.00 per week or \$480.00 per month. Children from ages **(Three to Twelve years old)** tuition is \$112.50 per week or \$450.00 per month. **School Age Part-time tuition** is \$60.00 per week or \$240.00 per month. There is no transportation fee. Transportation is on a first come first serve basis. Late payments fee will be 10% of the tuition balance.

If you receive Child Care Assistance:

Your portion of your childcare payments must be received by the 1st of every month by 5:30 pm. A 10% late fee will be added to accounts if full payments are not received by 5:30 pm on the 10th of the month. After the 10th of the month and your balance is not paid in full we will not be able to provide childcare services. There will be NO EXCEPTIONS. Although we agree to accept Child Care Assistance, services will be terminated if authorization letter is not received within 30 days of start date. Our contract is with our parents, and it is the parents' responsibility to make sure that the services that ADLC provide are paid for. Please note that Childcare Assistance does not pay the full tuition rate amount if your child is absent for more than 5 days a month. Therefore your tuition co-pay amount due will increase if your child is absent for over five days in a single month. This is a Childcare Assistance policy and it does not take into consideration whether child misses due to sickness, etc.

If you pay cash:

Your tuition payment is due every Monday by 5:30pm. If tuition is not paid for on Monday you will be charged a 10% late fee to the balance due on your account, and we will be unable to provide childcare services. All childcare services will be terminated for non-payment when it has been five days after payment was originally due. ADLC does

not except personal checks or credit cards. **NO EXCEPTIONS!** There is a **\$20.00 monthly** fee for Internet access.

WAITING LIST

Children will be placed on a waiting list for openings on a first come, first listed basis. Openings will be filled from that list. However, consideration will be given to parents with other siblings already enrolled here.

PRE-ADMISSION & ENROLLMENT REQUIREMENT

1. Potential customers can visit center 2 times before making a decision.
2. Parents need to interview with the Director or Supervisor to do an evaluation to determine if ADLC can meet all of your child's needs.
3. Parents need to provide center with child's updated immunization record and medical information.
4. Parents need to provide center with all necessary forms for enrollment.
5. Parents need to provide the child with a large towel, mat for naptime, change of clothes, diapers, infant formula, infant food, baby pack/diaper bag, and a box of Kleenex.

DISCHARGE

If the parent/guardian finds it necessary to withdraw a child from care, he/she must give a written 30 days notice prior to withdrawal. The parent/guardian will be charged for a months worth of tuition for each child enrolled in which they did not give at least a 30 days notice, and will be responsible for any and all legal fees.

It might be necessary for us to give notice to a parent/guardian to stop caring for a child. We will give the parent/guardian two weeks notice prior to ceasing care. In rare cases or severe problems, we may be forced to release the child from care without giving a two-week notice. Care may be terminated without notice for the following reasons:

- Child is increasingly unhappy and unable to become comfortable with the child care setting
- Child consistently physically or verbally harms other children
- Parent/guardian routinely abuses drop off and pick up times
- Parent/guardian doesn't pay child care fees on time
- Parent/guardian does not work with the child care providers as a team to provide consistent guidance and discipline

INCLEMENT WEATHER POLICY

We try to keep our center open on all scheduled days. However, in the case of inclement weather such as a hurricane, tornado, flooding, etc., we will announce our closing on the local television station KPLC TV. If major inclement weather occurs during working hours we will remain open until the last child has been picked up. However, we encourage you to please pick up your children as soon as possible to allow our staff, you and your child a safe passage home.

PHOTOGRAPHING CHILDREN

You will be notified in advance and asked to sign a permission form before any photographs of children will be taken. ADLC will have security cameras and children will be monitored.

HOLIDAYS

These are the holidays the facility will not be open:

- ✓ **Labor Day Monday 9/7/09**
- ✓ **Veteran's Day Tuesday 11/11/09**
- ✓ **Thanksgiving Wednesday 11/25/09 – Friday 11/27/09**
- ✓ **Christmas Monday 12/21/09– Friday 12/25/09**
- ✓ **New Year Day Friday 1/1/10**
- ✓ **Martin L. Kings Birthday Monday 1/19/10**
- ✓ **Mardi Gras Holiday Tuesday 2/16/10**
- ✓ **Good Friday and Easter Monday Friday 4/2/10– Monday 4/5/10**
- ✓ **Memorial Day Monday 5/25/10**

We close the 1st week of July for our staff vacation (July 5-9th 2010)

So that our staff have the same benefits as most of you, of paid holidays or vacations, full weekly fees are due for the weeks in which these holidays & vacations fall to hold your child's place in the program. During the holidays and vacations, after-school children will be full-time.

USE OF ALCOHOL AND POSSESSION OF ILLEGAL SUBSTANCES

Annette's Developmental and Learning Center prohibits the use of tobacco in any form or the use of alcohol. The use and possession of illegal substances or unauthorized potentially toxic substances, such as: firearms, pellet or BB guns (loaded or unloaded) in the center, on the playground and/or any center-sponsored field trips are also prohibited.

COMPLAINT PROCEDURES

We try to meet your needs at all times. However, it is not always possible for us to see your problems, or to prevent problems. If you have a concern about your child, please speak to the Director. I welcome any parent to speak with me. If I am away from the center, and you need to speak to me, please have my staff call me or give me a number in which I can call you back. However, if the parent has significant unresolved licensing complaints they may call or write to: Department of Social Services, Bureau of Licensing, P.O. Box 3078, Baton Rouge, La 70821, or call (225) 342-9905.

OPEN DOOR POLICY

Parents and teachers need to communicate! Please feel free to talk to your child's teacher, or to drop a note at the office requesting a call back. Please check your child's cubby and read daily reports. Parents are welcome to come and visit the daycare as long as their child is enrolled at Annette's Developmental and Learning Center. Parents are expected

to dress appropriately when they escort their child into the daycare, and to make sure that a staff member is aware of their arrival. This is a good time to share a comment, to have a few words with the teacher, or to arrange a later time to talk. Relatives are encouraged to visit the child/ren on our website with the permission from the parent's. Only the relatives that are listed will have permission to pick up the child/ren. Relatives are allowed to visit the child in the classroom setting only if they plan to leave with the child/ren.

SAMPLE DAILY SCHEDULE

6:00AM	8:15AM	Arrival time/greeting time
8:15AM	8:45AM	Breakfast time
8:45AM	9:00AM	Bathroom time
9:00AM	9:30AM	Circle time
10:30AM	11:00AM	Small group time
11:00AM	11:15AM	Bathroom time
11:15AM	12:15PM	Lunch time
12:15PM	2:15PM	Rest time
2:15PM	2:30PM	Bathroom time
2:30PM	3:00PM	Snack time
3:00PM	3:30PM	Table time
3:30PM	3:45PM	Bathroom time
3:45PM	4:45PM	Playtime indoors and outdoors
4:45PM	5:00PM	Bathroom time
5:00PM	5:30PM	Video Time/Quiet Play time

****Each classroom has a schedule posted****

CONFIDENTIALITY

We emphasize the importance of protecting the rights and privacy of our children, their families, and the staff. The practice of maintaining the confidentiality of verbal information and written records is a basis ethical policy at Annette's Developmental and Learning Center. ADLC shall obtain written, informed consent from the parent prior to releasing any information or photographs from which the child might be identified, except for authorized State and Federal Agencies. All children's records shall be the property of the center and the director will secure the records against loss, tempering, or unauthorized use. Employees shall not disclose or knowingly permit to or indirectly to any unauthorized person and will be maintained in the director's office in the file cabinets. Only the director, supervisor, and lead teachers have access to children's files.

UNIFORMS

All full time children starting from 1 years old need to wear uniforms. The uniform consist of khaki pants/shorts along with green shirts. On Fridays children can wear their Annette's T-shirt with blue jean pants or shorts.

TREASURES AND POSESSIONS

Toys from home are the child's link between home and school. Children may want and need the security of something of their own in a school situation. Please use good judgment on what you allow your child to bring. Guns, gum, candy, money, make-up, and violent toys should be left at home. Please label all these treasures from home, and limit the number of items brought. We have found from past experiences that lots of toys from home can create problems. Do not let a child bring an item that you may be upset with if it breaks or is lost. Annette's Developmental and Learning Center is not responsible for any items brought from home that may be lost, stolen, or broken.

MEDICATION

Because of new state guidelines regarding medicine, Annette's Developmental and Learning Center is unable to distribute medicine. Parents can give their child his/her medicine at home or they can come into our center and administer the medicine to their child themselves. If parents administer the medicine they must complete a form with the following:

1. Date
2. Child's Name
3. Time medicine administered
4. Medication name
5. Dosage given
6. Signature of parent

CHILD VACATION CREDIT POLICY

A child must be enrolled at the center for a minimum of six months before they can receive the vacation credit. The child vacation credit will allow your child to miss two weeks of childcare without having to pay for the time that they will be on vacation. In order to receive this credit, you must give at least a one-week prior written notification. You will be unable to receive this credit without at least a written one-week prior notification. **NO EXCEPTIONS.** You may ask the Receptionist for this form.

THIRD PARTY RELEASE

Normally, only these persons listed on the child's application are authorized to pick up the child. The only exceptions will be when we are notified in writing if someone other than those listed will be picking up the child. Anyone with whom the staff is not familiar with, will be asked to show picture identification before the child will be released. It is imperative that the Director be made aware of any legal custody disputes. However, without appropriate documentation (e.g. copy of custody papers, court order, restraining order, etc.) we will not be able to prohibit a parent from removing his/her child from the center.

SICK CHILDREN

Health Department regulations prohibit a contagious child to be in childcare. If a child becomes sick during the day, he/she will be isolated to prevent spreading germs. You will be notified and expected to pick up the child immediately.

If a child exhibits symptoms, which indicate a contagious condition, the parent will be expected to keep the child out of childcare until 24 hours after the symptoms cease, and to also get a doctor's statement stating that the child is not contagious. Then, the child can return back to childcare.

Because of new State guidelines Annette's Developmental and Learning Center does not give out any medications. Please give medicine before and after childcare.

Do not send your child to the center if any of these symptoms are present:

- Diarrhea
- Severe coughing
- Headache and stiff neck
- Unusual spots or rashes
- Infected areas of skin with pus-like discharge
- Sore throat with difficulty swallowing
- Red and watery eyes
- Earaches
- Chills
- Heavy nasal congestion
- Fever
- Severe itching to body or scalp (ex: head lice)
- Runny nose accompanied by yellowish-green nasal mucous
- Ringworm

HAND WASHING POLICY

Hand washing, diapering, sanitizing, and laundry policy:

- Children will be encouraged to wash hands upon arrival & throughout the childcare day
- Childcare providers will wash hands before & after diapering, toileting, eating, handling & preparing food, and handling contaminated materials
- Diapers will be changed regularly and immediately after a bowel movement
- The diapering area will be sanitized after each use & contaminated utensils/toys will be sanitized
- Infant bedding will be laundered as needed or once a week
- Bottles & nipples will be washed and rinsed with water before re-filled

WATER ACTIVITIES

We will not participate in water activities.

LATE CHARGES, ARRIVALS, AND DEPARTURE SCHEDULES

Children should arrive at the center no earlier than 6:30am and no later than 9:00am. After 9:00am, your child will not be accepted. All children must be picked up within 9 hours. Parents who bring their children into daycare after doctor appointments must bring child in prior to 11:00am. No child will be accepted after 11:00am regardless

of doctor excuse. No child will be accepted after 9:00 am unless you have notified the center in advance of child's doctor's appointment, and you must also bring the doctors excuse.

Children who are picked up after 9 hours will be charged a \$5.00 per hour late charge until that child is picked up.

FOOD SERVICES AND NUTRITION

Children shall not be allowed to bring food into the center. The following exceptions are allowed:

- Bottled formula for infants supplied by the parent shall have caps and shall be labeled with the child's first and last name. Bottles should also be refrigerated upon arrival
- Baby food supplied by the parent shall be in the original unopened container and labeled with the child's first and last name
- When a child requires a special diet a written statement from a medical authority shall be on file
- Children with food allergies and intolerances shall have a written statement signed by the child's parent indicating the specific food allergies and intolerances
- Refreshments for special occasions such as birthday parties and holidays with prior approval from the Director are allowed

Extra food and candy should not be sent to school. The teacher of the class should be informed of the date special snacks would be sent. The parent must send enough food for the entire class.

SPECIAL TREATS FOR PARTIES OR SNACKS SENT TO SCHOOL FOR THE CHILDREN MUST BE EITHER PREPARED IN A LICENSED FOOD ESTABLISHMENT OR PRE-PACKAGED. THIS IS IN ACCOURDANCE WITH THE HEALTH DEPARTMENT GUIDELINES.

OBLIGATIONS OF PARENTS OR GUARDIANS

- To sign child in upon arrival and out upon departure each day.
- To provide center with child's updated immunization record and medical information
- To provide center with all necessary forms for enrollment.
- To provide the child with one mat and large towel for naptime. All items brought to center must have child's first and last name permanently marked.
- To notify the childcare when the child is absent at least an hour prior to 9:00am.
- To pay tuition on time.

OBLIGATIONS OF THE CHILD DEVELOPMENT CENTER

- To provide a safe environment for kids.
- To care for the child during the time he/she is in the center or on center sponsored activities.

- To administer and/or secure medical treatment.
- To release the child to any person(s) listed by the parent including the non-custodial parent(s) or any other childcare facilities, transportation services or contact person.
- To provide parents(s) with the center's written programs and policies.
- To secure necessary information about the child to include the following: child's immunization record and child's information form.
- To provide well-balanced and nourishing meals and snacks.
- To secure and maintain confidentiality of child's files.
- To report any suspected abuse and/or neglect of a child in accordance with R.S. 14:403 to the local Child Protection Agency.
- To provide parents with the licensing authority of the Bureau, telephone number and address should they have unresolved licensing complaints.
- To advise parents they are welcome to visit the center anytime during regular hours of operations as long as their child is enrolled.

DISCIPLINE PLAN

The developmental approach ADLC takes toward children's activities should minimize the need for serious disciplinary intervention. When disciplinary intervention is needed, parents & provider will work together to find a solution. ADLC disciplinary policy is as follows:

****We believe in respectful treatments of people and property**

****Children have freedom of choice within boundaries of respect for people & property**

****ADLC disciplinary methods are:**

1. Our discipline measure will be to have a child sit in a TIME OUT chair for one minute for each year of his/her age.
2. He/she will only be put in TIME OUT according to the severity of his/her misbehavior.
3. Severe misbehavior will be reported to parents and may be cause for termination of contract.
4. Biting will not be tolerated. Parents will get three warnings if their child bites and on the third warning a child will not be permitted to return for 24 hours. The fourth warning the child will be terminated from childcare.
5. No child shall be deprived of meals or snacks or any party thereof for disciplinary reasons.
6. No child shall be subject to physical punishment, corporal punishment, verbal abuse, or threats. Cruel, severe, unusual, or unnecessary punishments shall not be inflicted upon children. Derogatory remarks shall not be made in the presence of children about family members, about the children themselves, or of the other children in care.
7. No child or group of children shall be allowed to discipline another child.
8. When a child is removed from the group for disciplinary reasons, he/she shall never be out of the sight of a staff member.

NEW ENROLLMENT SUPPLIES

Registration Fees
Tuition Fees
Supply fees
Admissions Agreement
Immunization Card
Copy of Birth Certificate
Copy of Social Security Card

Infant to 1 year

- Diapers (approx 80 a month)
- Baby wipes (approx 3 packs of 80 wipes a month)
- Kleenex (1 box a month)
- Formula or milk
- Baby food
- A Change of clothes

1 year

- Mat
- Diapers (approx 80 a month)
- Baby wipes (approx 3 packs of 80 wipes a month)
- Kleenex
- Several change of clothes put into a zip lock bag with Childs name on bag
- Blanket or large towel

You must provide these items on or before your child's first day

2 to 3 years

- Mat
- Diaper wipes
- 3 pair of underwear or training pants
- Kleenex
- Change of clothes (at least to sets include socks) put change of clothes in a zip lock bag with Childs name on bag
- Labeled blanket or large towel
- Change or underwear

4 to 12 years

- Mat
- Kleenex
- Labeled blanket or large towel
- A Change or clothes
- Diaper wipes