

Heart & Soul Children's Christian Learning Center

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**Parent Handbook
March 2020**

A ministry of Lake Lotawana Community United Methodist Church

TBD, Director

**Hours for Childcare Center:
Open 6:30 a.m. to 6:00 p.m.**

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**Philosophy of *Heart & Soul* Children's
Christian Learning Center:**

The belief at *Heart & Soul* is that children are special miracles of God. The Center provides a safe, warm, and loving Christian environment for each child. The teachers care for each child so that they grow in a Christian atmosphere which helps them to develop self-esteem and self-worth.

At *Heart & Soul* our goals are reached through praise and encouragement. The teachers will make learning, playing, and growing during the first twelve years of the child's life a positive experience. Our activities are centered on emotional, social, physical, and intellectual needs of the individual child and at their level of development.

Heart & Soul is a Christian based program that develops around the monthly themed curriculum. The children are introduced to Bible verses and stories each month, and prayer is said /sang at each snack and meal time. Children in this program participate in Vacation Bible School and other church age appropriate activities during the year. The children perform a Christmas program for parents and friends. In May, the pre-kindergarteners have a formal graduation ceremony. Religious holidays are emphasized through songs and finger plays and in crafts for the classrooms.

Lake Lotawana Community UMC Mission:

To make new disciples of Jesus Christ for the transformation of the world.

Our vision is to be your church home where together we:

Connect the community through serving, sharing and loving;
Nourish relationships through prayer, friendships and celebration;
Grow in Christ's love through learning, understanding and applying the Bible.

Heart & Soul is a ministry of the LLCUMC, and is overseen by a Governing

Board.

Hours for Childcare Center:
Open 6:30 a.m. to 6:00 p.m.

Late Pick Up

Late pick up is after 6:00 p.m.

The Director asks the parents to respect the teachers, their own families and their evening time by being on time to pick up your child.

Children picked up after 6 p.m. will be assessed a late fee of \$5 for each five minutes per child until the child is picked up. This amount will be billed as a late charge.

We realize that there are times, in an emergency situation, when parents cannot arrive on time. However, we require that parents make an effort to arrive on time and respect our business operation hours. When the weather is impassable then you need to make an arrangement that you may leave work with adequate time allotted or please make arrangements with one of your listed emergency contacts for pick up and **notify the Director immediately by calling the Learning Center.**

If the late pick up is a reoccurring and continuous problem, the child can be dismissed from the program at the discretion of the Director.

Parent Involvement

We strongly encourage parent interactions at *Heart & Soul*. Our goal is to involve parents in all aspects of their child's daily activities. Our door is always open. Parents can drop in at any time to visit their children, talk with staff, or just simply observe. We want parents to feel very comfortable at our Center and familiar with their child's classroom.

Tuition

Enrollment fee PLUS first week of tuition is due at time of enrollment.

Enrollment Fee (non-refundable) each additional child)	\$ 50 per child (\$25
Infant (6 weeks to 12 months)	\$ 235.00
Toddler (1 year to 2 years)	\$ 235.00
Two's (2 years to 3 years)	\$ 195.00
Preschool	\$ 170.00
Pre-Kindergarten	\$ 170.00
Before and After School	\$ 80.00
Before or After School ONLY	\$ 55.00
All day no school is an additional	\$ 16.00
Half Day/Early Release an additional	\$ 8.00
School Age Summer Program	\$ 150.00

\$5.00 weekly rate discount for each additional child.

Payments are due in the mail box by the Director's office on Friday before the week of child care. Heart & Soul is not willing to carry any outstanding balances in order to operate efficiently on a day-to-day basis. This is why tuition needs to be paid on a timely basis.

There will be no tuition credit given for a child absent or on days *Heart & Soul* is closed due to holidays, weather conditions, or Teacher Workshop days.

Heart & Soul Children's Christian Learning Center does not currently accept Missouri State Assisted Kids, but with current and all appropriate documentation, as well as a background check, an enrollment application could be taken into consideration by the Director and Governing Board on a case-by-case basis.

Tuition Credit for Referral Enrollment

If you refer a parent or family to the Learning Center who enrolls their child or children in the program and they remain for 3 months, you will receive a \$50 one time tuition credit for each child who meets these

criteria.

Tuition Late Fee

Tuition should be paid at drop off on Friday morning for the following week of care. If tuition is not paid by Wednesday at noon, then there will be a \$20.00 late fee added to the account, and late fees will accrue at \$5 per day thereafter.

Past Due Accounts

If tuition is not paid in full by Wednesday of the week it is late, care will be refused until balance is at \$0. Late fees will still accrue during the time that your child is not at the program. If tuition and late fees go unpaid for 2 weeks, student will be dropped from the program.

The Director will notify the parents of past due accounts through a phone call and written statement.

Returned Check Policy

A \$ 25.00 returned check fee will be charged on each returned check.

First insufficient check ---warning notice & return check fee

Second insufficient check --- warning notice & future payments by cash or money order only.

Medical Leave

In the event of a medical emergency and the child will not be attending daily, the parents are still responsible for paying the tuition, in order to hold the child's spot in the program. In the case of a major medical condition, please see the Director for details when this situation occurs.

Vacation

Tuition may be waived for one week per calendar year for vacation purposes; the time must be scheduled in weekly blocks. The child may not attend the Center when using vacation time. Any additional vacation time taken during the year will be billed at the normal tuition rate, and tuition must be paid to retain a child's space at *Heart & Soul*.

Children need to be enrolled 3 months in order to be eligible to waive tuition for vacation time and allowed time will be pro-rated if not enrolled for the full calendar year.

Holidays

Heart & Soul Children's Christian Learning Center will be closed:

Labor Day
Thanksgiving & Friday after
Christmas Eve or Day after Christmas
Christmas Day
New Year's Day
President's Day
Good Friday
Memorial Day
Observance of Fourth of July

Variations may occur based on when the holiday falls during the week.

Teacher Development Days

Heart & Soul is currently not scheduled to be closed for any teacher development days. However, teacher development days could be scheduled in the future.

Extended Break/Absence

In the event your child will be out of the program for longer than the total of time allowed through sick and vacation time, parents are required to pay fifty percent (50%) of their normal tuition in order to hold their child's spot in the program. These reasons could include, but are not limited to: extended absence due to illness, extended vacation time, summer break, temporary unemployment of a parent, etc. This fee will guarantee the child's spot in the program and can be maintained for up to three (3) calendar months. The Learning Center will only hold a child's spot for up to three (3) months before full tuition will be charged or the spot will be filled.

Discipline Procedures

Heart and Soul staff members are absolutely not permitted to use any form of physical punishment, including spanking. Staff members may not single out a child for ridicule, threaten harm to the child or the child's family, and may not specifically aim to degrade a child or a child's family. They may not use harsh, demeaning or abusive language in the presence of children. We use the following disciplinary techniques where they are age appropriate:

- Giving Choices
- Problem Solving
- Natural and Logical Consequences
- Ignoring
- Redirecting
- Time Out

Discipline does not mean punishment. Discipline is teaching a child how to be safe, how to behave on his/her own and how to know the difference between right and wrong. The staff will use praise and positive methods of discipline and guidance to encourage self-expression and self-direction of the children in the Center. The limits may be set at times to keep children from losing control or causing harm to themselves or others. A "Safe Spot" is used by the child to regain control of his/her actions and feelings.

Parent Behavior

Parents are expected to behave in a professional manner on the Learning Center premises. We expect parents to treat the teachers, Director, and other children with respect and courtesy. If behavior is not appropriate, the Director will ask the parent to leave the building.

Child Abuse and Neglect

All teachers, staff and volunteers at Heart & Soul are mandated reporters of suspected child abuse and neglect pursuant to the Missouri Revised Statutes 210.115.1. This means that "any person having reasonable cause to suspect that a vulnerable person presents a likelihood of suffering serious physical harm or is the victim of abuse or neglect **SHALL** report immediately such information to the Missouri Department of Social Services, Children's Division (1-800-392-3738)."

The Director of Heart & Soul will also be made aware of such reports or concerns and they should **NOT** be made to a fellow teacher or staff member.

WHAT is abuse? The Missouri Revised Statutes (RSMo 568.060.1) defines abuse as "the infliction of physical, sexual, or mental injury against a child by any person 18 years of age or older. Abuse shall NOT include injury inflicted on a child by accidental means by a person with care, custody, or control of the child, or discipline of a child by a person with care, custody, or control of the child."

What is Neglect? The Missouri Revised Statutes (RSMo 568.060.1) defines neglect as "the failure to provide by those responsible for the care, custody, and control of a child under the age of 18 years the care reasonable and necessary to maintain the physical and mental health of the child, when such failure presents a substantial probability that death or physical injury or sexual injury would result."

Weather Policy

In extreme weather conditions that occur during the day, we retain the right to close early. If we need to close early due to weather KMBC Channel 9 on regular TV will be notified and teachers will try to contact parents by phone.

If *Heart & Soul* should ever be closed due to bad weather, please watch KMBC Channel 9 for closings. The bottom of the screen will say ***Heart & Soul Children's Christian Learning Center***.

Notification will also be sent through the Brightwheel app and on our Facebook page.

Emergency Notification

Tornado...If tornado sirens sound, the children will be placed in classrooms on the lowest level. Teachers have been instructed to remain there until an "all clear" siren is given.

Fire...In the event of a fire, the children will be taken out the main doors of the building or out a clear exit to the outside of the building. The teachers have been instructed to meet in the playground.

Disaster...In the event of a disaster that we must leave our building beyond the playground, children will be taken to the Memorial Park just past the tennis courts. Parents may pick up their child(ren) there. Parents will be notified with a phone call.

Authorization to Pick Up Child/Children

No child/children will be released to a person not authorized by a parent for pick up. The *Heart & Soul* Director **must** have written or email authorization for changes in this information. Anyone not recognized will need to have picture identification in order to pick up the child and the parent may be contacted before releasing the child/children.

What to bring to child care the first day

Infants:

- Diapers
- Bottles for Infants/ formula
- Pacifiers
- Naptime blanket
- Crib toy for naptime
- Change of clothing/ socks

Toddler/ Preschool/Pre-K:

- Nap Mat or Crib-sheet and small blanket
- Change of clothing/ underpants/ socks
- All Pre-K must have a Backpack

Rest Time

The State of Missouri requires that children who attend preschool for a full-day must lie down and rest for at least 30 minutes. Our staff works hard to make rest time a very safe and calm time for our kiddos (story first; music played; backs, feet or foreheads rubbed). Many children fall asleep during this time and continue to sleep for 60 - 90 minutes depending on their age. Children who do not fall asleep after the 30-minute requirement move from their cots to a quiet table activity. If a child struggles with rest time, we will do all we can to help them achieve the goal of resting quietly for 30 minutes; however, leaving the room and not resting is not an option. The preschool will supply a resting cot for each child. Please send a crib sheet and a blanket for your child to cover with (label these). You may also send a small pillow or stuffed animal for your child to cuddle. These items will be stored in their cubby and sent home to be washed and returned to school every week.

Birthdays

We celebrate birthdays during afternoon snack period. A child may bring simple edible treats (homemade or store bought) or small toys in place of treats. Please talk to the classroom teacher in advance for planning.

Toys from Home

Each classroom has a supply of puzzles, games, books, and toys for the children to play with. The Director would like for all toys from home to please stay at home.

Outdoor Play

Children play outdoors for a minimum of 1 hour each day unless prevented by weather conditions or special medical reasons. Weather conditions where the heat index is at a dangerous level or the wind chill is below freezing will prohibit children from outdoor play.

Staff will make sure each child is dressed appropriately before going outside. Parents are responsible for providing appropriate clothing for outdoor play such as: hats, coats, gloves, sunblock, etc.

Toilet Training

Toilet training is an individual child's readiness skill. When the child is ready, they show clear signs that they are ready to achieve success. A few of the signs are being dry for several hours, talking clearly, and expressing an urgency to go. This is a decision between the parent and the classroom teacher.

This Center does not train a child under the age of 2 years. Parents should be successfully working on this skill at home while the teachers are working on this skill at school.

When the teacher and parent are ready, then the teacher will ask parents to dress the child in clothing that is easy for getting up and down.

The child must be in diapers/pull-ups until the child has been accident free for one full week. Soiled clothing will be sent home in a bag. The teachers do not rinse out clothing at the Center to reduce the spread of germs. Extra clothing that is labeled needs to be supplied by the parent during this time. Accidents are common.

Parental Rights

If there is a court order whereas a non-custodial parent does not have the authority to pick up a child from our Center, a copy of the decree must be in the child's confidential file. Any court orders, restraining orders or judgments dealing with the custody of the child must also be in the child's file.

The parents of the child may enter the facility at any time. Just because a custodial parent does not list the non-custodial parent on the enrollment paperwork does not mean that the non-custodial parent cannot come into the facility.

In the event of an emergency and the custodial parent cannot be contacted, the non-custodial parent may be notified if the child's well-being is at risk.

Withdrawal

If for some reason a child needs to withdraw from the program, a **Two Week** written notice needs to be submitted. You will be billed for the two week period for which notice should be provided.

HEALTH AND WELLNESS POLICIES:

Immunizations

All children must have a medical examination form and copy of immunizations on file at the preschool. If a family has opted to not receive immunizations, an exemption form must be signed annually. These forms must be obtained at the Jackson County Health Department. An appointment can be made with the department by calling 816-404-6416. Parents have the right to inquire about whether there are unimmunized children in their child's classroom at Heart & Soul.

Illness

Children should not be brought to Heart & Soul if any of the following symptoms are seen:

- fever of 100 degrees or above
- vomiting (including the night before)
- diarrhea
- contagious skin irritations (chicken pox, poison ivy etc.)
- ear infection
- sore throat or swollen glands
- excessive coughing
- head lice
- pink eye

Children may return to school 24 hours after symptoms disappear (or 24 hours after antibiotic treatment begins for ear infections). If a child develops any of the above symptoms while at school, parents (or emergency contacts) will be called to immediately pick the child up. If your child will not be attending school due to illness, please email (info@theheartandsoul.org) the school, inform child's classroom teachers through Brightwheel, or call 816-578-4660 and leave a message and the director will relay the information to the classroom teachers.

Medication

If medication is required during the school day, a medication authorization form must be filled out and signed by the parent. All medication, over-the-counter or prescribed, must be in the original container. Anytime the medication is given, it will be documented.

Allergies

If your child has any allergies, it is imperative that the directors and teachers at Heart & Soul are informed. Teachers must be made aware of the child's reactions if exposed to such allergen. They must be educated on what actions to take.

Acknowledgment

I acknowledge that I have received a copy of the Parent Handbook dated March 2020 outlining *Heart & Soul Children's Christian Learning Center's* policies and expectations. I have read the Parent Handbook in its entirety and agree to the guidelines as set forth within.

Parent's Signature: _____

Parent's Signature: _____

Date: _____