



Parent Pamphlet

*Welcome to
Luv-N-Care Childcare Ministries
where we provide love and care
while you're not there.*

Director: Joshua Tate

Education Coordinator: Cassidy Campbell

CACFP Specialist: Derrick Leggin

Important Notice from the Director:

At Luv-N-Care, our priority is to ensure the safety and well-being of the children enrolled here and our staff members. To that end, we have a zero-tolerance policy against firearms, or weapons of any kind, being brought into our center. If you normally carry a weapon, please do not bring it to our center. If you forget and have it with you when you arrive, please leave it in your car, and lock your car, before entering our center. Furthermore, we also have a zero-tolerance policy against swearing, inappropriate language of any kind, aggressive behavior, arguing or speaking in loud, angry tones, and any other antagonistic manner when interacting with our staff, or any other person in our center. If you have a complaint, please bring it to the attention of the center director and it will be handled immediately and appropriately. Any violation of this policy will result in limiting and/or terminating your access to our center. We reserve the right to ask you to leave the center immediately if you display any form of aggressive or violent behavior. Additionally, we reserve the right to require you to wait in the lobby while your child is escorted to and/or from a classroom.

Luv-N-Care Childcare Ministries
1225 29th Street Southeast
Auburn, WA 98002

Phone Number: 253-833-5644
Fax #: 253-329-2662

email: daycare@aubnaz.org

Please Download



*Thank you for choosing
Luv-N-Care Childcare Ministries
We appreciate your business
and look forward to providing
high quality childcare services
for you and your family.*

OTHER FEES – NOT – COVERED BY YOUR TUITION MONTHLY RATE

Late Pick-up Fee: All children must be picked up BEFORE 6:00 PM. If a child is not picked up before 6:00 PM, we are required to have two qualified staff members remain after closing until the child is picked up. This creates overtime, which is not in our budget, therefore we are forced to pass this expense on to the parent/guardian of the child who is being picked up late, regardless of whether the child is picked up by the parent/guardian, or someone else on the authorized pick-up list. It is the parent/guardian's responsibility to ensure that all people on their pick-up list is aware of this policy and adheres strictly to it. The procedure for late pick-up is as follows: A staff member will contact the parent(s)/guardian, and, if unsuccessful, will call the contacts on the child's pick-up list. If, after one hour (7:00 PM), the child is still not picked up, a staff member will call the DSHS 24-hour Child Abuse Hotline at 1-866-ENDHARM (1-866-363-4276) to seek assistance. **Additionally, you will be charged a late fee of \$3 per minute, per child, for every minute past 6:00 PM that the child(ren) remains in our care.** This fee will be applied regardless of the reason for the late pick-up, and, even if someone calls to let us know the child will be picked up late. **Additionally, this fee cannot be waived under any circumstances, and, the child(ren) may not be re-admitted to the program if the late fee is not paid within one week. We may discontinue service if a child is picked up late more than four times, and/or if payment arrangements are not made. DSHS subsidy does not transfer to another childcare center until balance is paid in full.**

NSF (Non-Sufficient Funds): There is a \$25 fee added to your account for NSF checks. Uncollected NSF checks must be covered immediately by cash, money order, or, cashier's check. Then you may return to paying with a personal check. However, after a second NSF check is received, we require all bills to be paid by cash, money order, or, cashier's check. Uncollected NSF checks will be turned over to Renton Collection Agency to collect on our behalf.

Daycare Diapers/Pull-ups: You are required to provide diapers, pull-ups, and wipes for your child(ren). We **DO** have these items stocked in our classrooms to use in emergency situations when a child runs out of their own. Each daycare-provided diaper/pull-up, and/or, wipes used by your child must be replaced by the next day or there will be a charge of \$1 for diapers/pull-ups, and/or, 50¢ for each time LNC wipes are used due to the child's supply running out.

Field Trip Fees: We occasionally arrange field trips for children in our care. You will be notified in advance, and, you will be given the opportunity to sign up for your child to participate, or, decline participation. You will be given notice of all costs involved. When your child participates in a field trip wherein additional costs are involved, you will be asked to pay the costs of the field trip ahead of time. Fees are based on the cost of the event, and, any transportation costs involved.

Non-Compliance Fee: On holidays that we are open, we often experience very low attendance and as a result have shorter business hours and fewer staff scheduled for work. For these days, we have a sign-up sheet posted and require that parents sign up their child for care on a specific day for specific hours. We will staff to cover your needs on these days. If you sign-up for service for these days, and do not show up, then a \$25 non-compliance fee will be added to your bill to pay the costs of staffing to cover the hours you requested.

Luv-N-Care Childcare Ministries Mission Statement

Our mission is to surround children with a caring, safe, and secure environment where mutual respect exists between teachers and students. We commit to providing age appropriate and creative curricula that will stimulate learning, development, and growth in all of the children in our care. Here, children will also learn about Jesus through bible stories, songs, and weekly chapel services. Our nurturing way will promote positive feedback and encourage high self-esteem. We are dedicated to delivering a quality childcare program that demonstrates love, trust, consistency, and, flexibility with children, parents, and, staff.

Auburn Church of the Nazarene

Luv-N-Care Childcare Center is a ministry of the Auburn Church of the Nazarene. For information regarding church activities, please contact Lynne Lande, the church secretary, at 253-833-5644, #1. During the Fall and Winter seasons, the church hosts "Soup and Bread Night" and during the summer they host a "Hotdog BBQ" and Vacation Bible School. These are open, free-of-charge, to the public, and, our childcare families are welcome to participate. Detail for these events, as well as all other church sponsored activities, will be posted in our lobby area.

EARLY ACHIEVERS

We participate in *Early Achievers*, Washington's quality rating and improvement system. This is a voluntary system, giving participating childcare professionals access to coaching, professional development and a tangible way to demonstrate their commitment to providing quality care and education for young children.

HOURS OF OPERATION

Monday through Friday: 6:00 AM to 6:00 PM. However, if the last child is picked up before 6:00 PM, then we close at the time the last child is picked up for the day.

SEASONAL AND HOLIDAY CLOSURES

We are closed for the following holidays:

- ♦ New Year's Eve ♦ New Year's Day ♦ Presidents' Day (staff training day)
- ♦ Memorial Day ♦ Independence Day ♦ Labor Day ♦ Veterans Day
- ♦ Thanksgiving Day ♦ Day After Thanksgiving ♦ Christmas Eve ♦ Christmas Day

When one of these holidays falls on a Saturday, we will be closed the Friday before, and, when one falls on a Sunday, we will be closed the Monday after. For closures and/or late openings due to inclement weather, we follow Auburn's School District ruling. In cases of extreme weather, or if Auburn schools are closed, please call ahead to see if we are open.

Monthly tuition rates will not be altered when the center is closed. Normal rates still apply for holiday/closure dates. To keep our rates as low as is possible, we incorporate an allowance for these dates into our monthly tuition rates.

DROP-OFF TIMES FOR TODDLERS AND PRESCHOOL CHILDREN

Toddlers and preschoolers ***must be dropped off BEFORE 9:00 AM -OR- AFTER 2 PM*** in order to allow the other children in these classrooms undisturbed rest and quiet.

PARKING, ENTERING AND EXITING THE BUILDING

Please park in parking spaces provided in front of the daycare entrance. **DO NOT** park up close to the door or in any other undesignated space in the parking lot. Doing so will obstruct the view of our security cameras and/or other children trying to enter or exit the building. Please enter and exit from the same door. **PLEASE DO NOT USE EMERGENCY EXITS TO LEAVE THE BUILDING.**

CURRICULUM PHILOSOPHY

Our curriculum is based off Vygotsky's scaffolding theory. Scaffolding consists of the activities provided by the educator, or more competent peer, to support the student as he or she is led through the zone of proximal development. Support is tapered off as it becomes unnecessary, much as a scaffold is removed from a building during construction. The student will then be able to complete the task again on his/ her own. A lot of people think about discovery learning when thinking about scaffolding, but discovery learning is an activity that is done by the child's self. We set our classrooms up in a discovery learning environment, so the children have plenty to interact with and it helps the teacher create curricula that interest the children. The zone of proximal development is the difference between what a child can do on their own and what the child cannot do with help. The zone of proximal development is the skills that child hasn't quite mastered yet but is very close. The exact definition of ZPD is the distance between the actual developmental level as determined by independent problem solving and the level of potential development as determined through problem-solving under adult guidance, or in collaboration with more capable peers.

OUTDOOR PLAY

We take all children, in our care, outside to play twice a day, rain or shine! Please bring a few spare sets of clothes and shoes/boots to keep in your child's cubby in case their clothes and/or shoes get wet or dirty while playing outside. In accordance with state laws, we do not wash, rinse or otherwise attempt to clean the children's personal clothing. Soiled clothes and shoes will be wrapped in a plastic bag and placed in each child's cubby to be taken home and cleaned by the child's parents. LNC is NOT responsible for personal clothing and/or shoes that might get dirty or damaged while in our care. Our center has clean clothing that can, and will, be put on children who don't have extras in their cubby. Please return these items the next day wrapped in a plastic bag. There is no need to launder them as we are required by law to launder all center clothing when it is returned.

FREE FRIDAYS

Every Friday your child is welcome to bring a toy, book, DVD, game, or other show-and-tell type item from home. To aide in preventing missing items, please write your child's name on all personal items brought into our center. **Please do not allow your child to bring personal items on any other day of the week. If your child brings in personal items during the week, you will be asked to take them with you when you leave, instead of leaving them with your child or in your child's cubby.** Our center has a "G-rating" and "no weapons" policy for all toys, movies and/or computer games, DS systems, Wii systems, and hand-held computer devices. Please do not bring items with any type of weapon representation. Movies (provided by LNC) are also, occasionally, allowed on Free Fridays. **IMPORTANT NOTE:** Luv-N-Care Childcare Ministries is NOT RESPONSIBLE for any lost, broken, or stolen personal items brought into our center. **BRING PERSONAL ITEMS AT YOUR OWN RISK. Please do not bring any item that is a family heirloom, considered precious to your child, or, valuable in any other way that might cause upset to your child if it gets broken, lost, or stolen.**

SIBLING DISCOUNT

If you enroll two or more children, a sibling discount will be applied to your bill ONCE A MONTH at the first billing cycle, which is due on the first day of each month. The sibling discount equals 10% off of your total monthly tuition for all children combined. **Most subsidized accounts do not qualify for the sibling discount.**

DISCIPLINE

Luv-N-Care Childcare Ministries uses love and logic for disciplinary purposes. If a child is exhibiting poor choices regarding their actions, the following alternatives will be given to the child: correct their behavior immediately, or, take time to think about their actions. If the first choice is not effective, the child will then be able to use the second choice. We have a quiet "*Chill Out*" space in each classroom where children can go to calm down, express their emotions through drawing out their feelings, or to reflect on their behavior and how they might improve it. The average time for a child to "*Chill Out*" is approximately one minute for every year of age.; e.g. for a five-year-old, that would be five minutes. If the behavior continues, a report will be made and given to you to sign in lifecubby. Repeated instances will require a parent/teacher meeting with the center director and a behavioral plan will be developed with your direction. The behavioral plan will have milestones, and a specific time frame attached to it. If the behavior does not show improvement and is not corrected by the end of the time frame, we reserve the right to withdraw any child who is chronically disruptive to the classroom. These guidelines are pursuant to WAC 170-295-2040.

IMMEDIATE WITHDRAWAL

We have an immediate withdrawal policy for weapons, illegal substances, physical harm, and/or, verbal abuse. If at any time your child has in his/her possession, any type of object that could be used as a weapon, or, any type of illegal substance, or, has injured another person physically, or has been verbally abusive, to ensure the safety of our students and staff, he/she will be withdrawn immediately and you will be called to immediately pick up your child.

FRATERNIZING BETWEEN STAFF AND PARENTS/GUARDIANS

Our goal at LNC is always to maintain the highest level of professionalism, with our attention focused on the care of the children enrolled in our center. Any time spent focusing on any other thing is not providing the care these little ones deserve and their parents/guardians expect. Therefore, we enforce a strict policy regarding fraternizing between our staff and our parents/guardians. During drop-off and pick-up, parents may take a few moments to discuss specific issues regarding their own children, and staff may use this time to answer parent/guardians' questions and discuss any need to replenish supplies. All other questions and concerns should be brought to the center director's attention. Parents/Guardians are welcome to call anytime to check on their children. The correct procedure for this is to call the center and ask the office to check on the child. Office personnel will then check with both the child's teacher and the center director and relay the update to the parent/guardian. If there is a particular issue with a specific child, the center director will contact the parent to discuss the issue appropriately. While on company property which includes the outside parking lot and surrounding areas, and, any area inside the building (including hallways and bathrooms) the following interactions by staff and/or parent/guardians are strongly prohibited:

- Gossip of Any Kind;
 - Exchange of Phone Numbers or Any Other Personal Information;
 - Requests for Babysitting Outside the Center;
 - Texting For Any Reason Between Staff and Parents/Guardians.
- Violations of this policy will result in disciplinary action for the staff member, not excluding termination of employment; and the center director will discuss the violation with the parent/guardian to determine next steps, not excluding withdrawing enrollment.

MILITARY DISCOUNT

To recognize parents/guardians serving in our country's armed forces, and to thank them for their service, a military discount will be applied to their bill once a month at the first billing cycle, which is due on the first day of each month. It is the parent's responsibility to sign up with CCAoA (Child Care Aware of America) to receive this benefit.

WITHDRAWING

So that we are able to avoid lost revenue, Luv-N-Care Childcare Ministries requires a two-week advanced written notice of your intent to withdraw your child(ren) from our center. Please fill out a withdrawal form and submit it to our office two weeks before your child's last day of attendance. These forms are available at our office window. This notice is required so we can open your position(s) and credit any prorated funds to your final bill. Your account balance must be paid in full prior to your child's last day of attendance, or a *Payment Agreement* must be on file in the finance director's office. Any unpaid balances will be turned over to Renton Collection Agency for collection on our behalf. Additionally, if you have a subsidized account, the subsidy will be notified, and their coverage will be halted and unavailable at any other childcare facility until your balance at our center is paid in full.

If you withdraw your child(ren) and later, at a future date, wish to return and re-enroll them, the registration fee will be charged again for each child enrolling, and, all policies and procedures begin anew with the new enrollment date. If you do not give a two-week written notice of your intent to withdraw, then you are contractually obligated to pay your tuition for the two-week period from your child's last day of attendance.

Please keep the center director apprised, immediately, as soon as you are aware that you will be withdrawing your child(ren) from our center. This will ensure a smooth transition and will avoid any unnecessary fees and/or tuitions charges.

ENROLLMENT PROCESS

To enroll your child(ren), please completely fill out all forms in our enrollment packet. These packets may be acquired at our front office window. Included is an "All About Me" form for you to fill out to let us know a bit more about your child(ren) so we can prepare for their first day. Please specify if you wish to enroll more than one child because some forms are specific to the individual child and you'll need extras for each child.

Once you have filled out our enrollment packet, make an appointment with our center director to complete the enrollment process. Please allow at least 15 minutes to review the packet to ensure everything is in order to begin your childcare service. Please note that the immunization records must be filled out on the form provided in our packet before a child is allowed to enter childcare. Additionally, a tuition contract must be filled out, signed, dated, and on file in the finance director's office before the first day of attendance.

If you have a subsidy, all approvals must be received in our office prior to your child(ren) beginning childcare. Our DSHS provider number is 188254.

LOST AND FOUND ITEMS

To help prevent lost items, please label all personal items with your child's name. This includes all items brought in for *Free Fridays*, as well as all items left in your child's cubby during the week, such as blankets, sleeping buddy (stuffed toy), etc. Often multiple children will have similar items that end up going home with the wrong child. We have systems in place to aide in personal items remaining with the rightful owner, however, no system is infallible. **Luv-N-Care Childcare Ministries cannot accept responsibility for items that are lost, broken or stolen.** When items are found that we are not able to associate with a child, we place it in our lost and found basket located in the office. If you are missing an item, please check with the office as soon as possible to see if your item is in our lost and found spaces. Items that are not claimed, within an eight-week (two months) period, will be donated.

CHILD CAR SEATS

We have limited space to store car seats. Please bring car seats only if the person picking up does not have a car seat available. We cannot accept responsibility for any damage, loss, or theft of car seats. After taking the child to class, the car seats are stored in the hallway closet in the main lobby area. **Please ensure that the car seat is labeled with the child's name. Please do not leave** in the lobby area unattended.

MEALS AND SNACKS

Meals and snacks are provided throughout the day. The costs of meals and snacks are included in monthly tuitions. Time frames for meals and snacks are as follows:

- ♦ Breakfast: 7:00 AM-8:00AM
- ♦ Morning Snack: 9:00 AM-9:30AM
- ♦ Lunch 11 AM- 12 noon
- ♦ Late Snack: Begins as children wake from naps ~ 2:00 PM through 3:45PM to accommodate School-Age late bus arrivals. If your child arrives after a meal period and is hungry at arrival, please let the teacher know and we will have a meal/snack brought into the classroom for them.

Infants are fed on an at-will basis which means they are fed when they show signs of being hungry, and/or at proper intervals to ensure appropriate nutrition; or, according to the parents' set schedule as long as the schedule meets our nurses' requirements for adequate nutrition for proper infant development.

Our center does not charge separately for meals because we participate in the US Department of Agriculture (USDA) sponsored *Child and Adult Care Food Program* (CACFP). This program pays the center for nutritious meals served to all children while in our care. Please help us get the fullest refund possible by **filling out the CACFP application for your family**. For more information, please refer to the CACFP/USDA information included in your enrollment packet.

Please be aware that our center has a "NO NUTS POLICY." **However, traces of nuts might be found in some foods processed in equipment that also processes nuts. Therefore, we cannot guarantee that all packaged foods served in our center are completely nut-free. Children with severe peanut allergies must bring an EpiPen® or other epinephrine auto-injector, to be kept on-hand in case of exposure.** Please refrain from allowing children to bring food and/or drinks from home into our center. We have created specific menus in accordance with USDA health standards and we encourage the children to eat the healthy food which we provide. Our menus are posted outside each classroom. If your child has a food item with him/her upon arrival, please stay with them in the lobby until they finish eating it, or, either take it with you or throw it away prior to signing your child into our care. This will prevent other children in our care seeing, wanting, and/or sharing foods brought in from an outside source. **We do not allow packed lunches nor other snacks to be brought into our center.** To ensure that your child is getting enough to accommodate his/her appetite, seconds (or more) will be served upon request. The only exception to our food policy is in a case where a child is on a specific, doctor ordered, diet which is in place for a specific medical condition. Under that specification, you may provide your child's meals/snacks for the duration a special diet is medically required.

Please make the center director aware of any food allergies your child has to ensure these food items are not served to your child. For milk allergies, please provide only soy milk from home. In accordance with state laws, almond milk, or any other alternative, is not permitted unless specifically prescribed by your child's doctor. A copy of the prescription must be on file in our center.

FOOD BROUGHT FROM HOME (EXCEPTIONS ARE MADE FOR OUR INFANT ROOM)

On special occasions, like your child's birthday, you may bring cookies, or cupcakes, **FOR THEIR ENTIRE CLASS**, provided they are store-bought, and, completely free of nuts or any nut byproduct. **No home-made food is allowed to be served to children in our care.**

REGISTRATION FEE

There is a one-time, **non-refundable**, registration fee per child to cover the costs of enrollment. Once this payment is made, a spot in our classroom will be held for up to two weeks, and your child(ren) may start at any time during that two-week time frame, upon completion of our enrollment process. If you are not able to begin your contract by the end of this two-week period, please contact the office immediately to arrange another start date, or to forfeit your spot in the classroom. **We are not able to hold a spot for more than two weeks.** If you do not contact us, your spot will be automatically reopened to the general public, and the registration fee will be forfeited. Once you are enrolled, and decide to withdraw, and then later re-enroll, the registration fee will be charged, again, for each child enrolling, and, all policies and procedures begin anew with the new enrollment date. This is not an annual fee, it is a one-time, non-refundable fee, per child, at the time of enrollment, and/or re-enrollment.

absences and Important notice regarding attendance

Tuition rates are not altered when a child does not attend, whether for illness, or any other reason, except our vacation policy. The parent/guardian is fully responsible for and expected to pay the full tuition, regardless of attendance. The reason for this is that the tuition is holding a space in a classroom and prevents it from being filled by another paying client. We are a small, non-profit center, and in order to keep our rates as low as possible, we rely on the tuition costs outlined in the contract. We appreciate a courtesy call on days that your child(ren) will be absent, so we can staff accordingly. If there is no communication for more than two weeks, then we will withdraw the child(ren) and open the space up to the general public (children with subsidy are required to attend a minimum of 10 days a month.). The last day of your contractual obligation will be two weeks after we attempt to contact you regarding your enrollment, not the last day your child attends. The reason for this is that we require a two-week notice to withdraw to give us time to fill your spot and avoid loss of revenue. In the event of an extended illness, and/or other circumstances requiring your child to be absent for extended periods of time, please contact our center director to reach a mutually satisfactory arrangement. The same policy is in effect for all copays due from subsidized accounts. All copays are the same each month, regardless of attendance. The subsidy organization determines the amount of the co-pay. In some cases, when the subsidy is not enough to cover the costs of the tuition, the **parent/guardian is responsible for the variance in the tuition rate and what the subsidy pays.**

IMMUNIZATION RECORDS

It is Luv-N-Care's policy that all children enrolled must have immunization records on file **BEFORE** their first day of attendance. If a parent/guardian has chosen to **NOT** immunize their child(ren), then an exemption form may be signed and put on file in place of the immunization records. However, if there are no immunization records on file, and/or, if the exemption form has been submitted in place of the immunization records, then, when Luv-N-Care Childcare Ministries receives reports of cases of contagious diseases, the child(ren) without immunization records or with an exemption form in place of immunization records, may not attend our center and **MUST BE EXCLUDED FROM CARE** at our center until all cases of said disease(s) are cleared.

CONTINUED: ILLNESS POLICY AND MEDICATION FORMS

However, in accordance with state regulations, if your child becomes ill, while at our center, with any symptoms listed below, he/she will be removed from the classroom and taken to the office. And, you will be called to come and pick up your child. If you are not able to come immediately to pick up your child, then arrangements for pick-up must be made with someone else on your pick-up list. **Additionally, the child is not allowed to return to the center for 24 hours after symptoms cease.**

- Diarrhea: More Than Two Runny Stools Within a One-hour Time Frame
- Fever of 100 Degrees or Greater
- Lice/Scabies: Children may not return to childcare until they are completely free of lice and nits (eggs). Children with scabies may return after treatment for 24 hours.
- Signs of Any Communicable Diseases*
- Vomiting Two or More Times in a 24-hour Time Frame
- Eyes: Thick Mucus or Pus Draining from the Eye(s), or Pinkeye (Conjunctivitis)
- Rash: Body Rash NOT Associated with Diapering, Heat, or Allergic Reactions, Especially with Fever or Itching.
- Feeling of Fatigue, Pale Coloring, Loss of Appetite, Difficult to Wake, Confused or Irritable, or Just Not Feeling Well Enough to Participate in Class
- Sore Throat or Swollen Glands in the Neck

Additionally, if your child exhibits any of the above symptoms while at home, please keep him/her at home until 24 hours after symptoms cease. If your child is to be administered medicine, it must be in the original container with the doctor's prescription intact, with full instructions from the physician clearly marked. A *Medical Form* must be filled out for all prescription, **and, non-prescription** medicines, ointments, creams, and/or lotions (including sunscreen and diaper cream).

Children with mild cold symptoms, who do not have any symptoms described above, do not need to be excluded from daycare. Chronic greenish nose discharge and/or a chronic cough, should be seen by a health care provider.

Please Note: Monthly tuition rates will not be altered when your child is absent from our center due to illness.

**Other diseases can be defined in our health policy. Please see the office for a complete listing.*

VACATION POLICY

After your child has been enrolled for a consecutive six-month period, you will qualify for an annual two-week vacation credit. A two-week notice is required in the form of a written vacation request. These vacation request forms are available at our office window. Please fill out this form and submit it to our office at least two weeks before the vacation is scheduled to begin. Without a two-week notice, the vacation request might be disqualified. The credit will be calculated based on the number of days per week your child attends our center. For example, a child with a five-day contract may request up to ten days per year, a four-day contract would be up to eight days per year, and so on. The number of days, and the tuition rate, will be determined based on your current contract at the time of the vacation request. You may not change contracts to get a higher number of vacation days. Violations of this policy will result in the vacation credit being removed, and you will be responsible for the full tuition rate. These requests require a two-week notice, and, approval from our finance director. The vacation credit must be used in the same year and is not carried over to the next year.

DEVELOPMENTAL SCREENING

Our classrooms are set up based on child development rather than strictly by the age of the child, except for the Infant Room which is six weeks through 11 months specified by state laws and regulations. Transitions and class advancement are based on the following: Waddlers, at one year until walking with stability; Toddlers, when stable on their feet until child is ready for potty training; Early Preschool, during potty training period; Preschool 1, after fully potty trained until socially and academically ready to prepare for kindergarten; Prekindergarten, focused on kindergarten preparedness; School Age, elementary school age from kindergarten through 12 years of age. After a child is enrolled for 90-days we conduct a developmental screening. This is shared with the parents within 30 days wherein the parent dates and signs the screening. After this initial screening, we follow up with parent-initiated conferences and/or center director-initiated parent conferences. Additionally, we conduct weekly teacher observations wherein the child's teacher notes important developmental occurrences.

FMLOA (FAMILY MEDICAL/MATERNITY LEAVE OF ABSENCE)

In extenuating circumstances, Luv-N-Care offers an extended leave of absence for parents/guardians who want to secure their enrollment but whose child(ren) will not be attending for an extended period of time due to a family medical emergency, maternity leave, and/or, personal/family emergency. FMLOA is for those who plan to return to full-time service within a specific timeframe, not to exceed 90 days. For absences over 90 days, you will have to withdraw, then re-enroll based on availability when you are ready to return to childcare. To qualify for FMLOA, the parent/guardian must meet the following criteria: - Have child(ren) enrolled for six consecutive months, or more; - Have a current full-time contract in place; - Child(ren) attending on a regular basis; - Have a specific return date reserved; - Provide at least a two-week notice; - Have a zero statement balance, or, a *Payment Agreement* in place.

Tuition billing will be suspended during the FMLOA, and no charges will be added to the account during the FMLOA. Billing will resume two weeks prior to the return date, as our policy for advanced billing will remain in place. Tuition will be prorated for all children returning in the middle of a billing cycle. If occasional childcare services are needed during the FMLOA, a drop-in service is offered. Drop-in charges will be paid at the time of service, and, will follow our posted drop-in rates schedule.

To request an FMLOA, please fill out our FMLOA form and submit it to the office at least two weeks prior to the start date of the FMLOA. Forms are available at the office window. Please make sure all questions are answered prior to beginning the FMLOA.

ILLNESS POLICY AND MEDICATION FORMS

If your child becomes sick while in our care, he/she may remain at the center as long as there is no concern that the illness is contagious and might be spread to other children and/or staff members. We will make your child as comfortable as is possible, but to remain in care they must be able to participate in all activities planned for the day. This type of illness includes, but is not limited to, a mild upset stomach, mild headache, mild colds (without fever), and runny noses. The children will still be required to play outside with their class (except in severe weather) and participate in classroom activities.

INFANT ROOM SPECIFICS

In accordance with state laws, we are not allowed to place a blanket in the infant room cribs. Infant sleep sacks may be brought from home to wrap your infant in for sleeping. If you do not have a sleep sack, we have extras that can be used to keep your infant warm during nap time. These are not shared by infants and are laundered after each use. Also, diaper cream, diapers, wipes, and at least two changes of clothes, must be supplied from home. Diaper cream requires a medical form to be filled out before we can apply it to a baby's skin. These forms will be provided. If cloth diapers are used, then a state-approved lined water-proof bag must be provided to keep soiled diapers in after changing; and, these must be taken home DAILY, laundered, and sanitized before bringing them back to the center. **We cannot use cloth diapers if this bag is not provided.** Also, in accordance with state laws, we do not wash, rinse or otherwise attempt to clean the infants' personal clothing, including cloth diapers if they are used. Soiled clothes will be wrapped in a plastic bag and placed in each child's cubby to be taken home and laundered by the child's parents. Our center does have clean clothing that can, and will, be put on infants who do not have extras in their cubby. Please return these items the next day, unlaundered and wrapped in a plastic bag. We are required, by law, to launder all center clothing when it is returned. Strained baby food, cereal, and formula is provided. However, you are welcome to bring breast milk, or your own formula and/or food, if you don't want to use the one, we provide. Please supply enough pre-made bottles and food for the duration of their hours of service. We can heat bottles prior to feeding, but we are not able to prepare bottles, so they must be prepared at home. All items must be labeled with the infant's name and the date it is brought in.

SCHOOL AGE CLASSROOM SPECIFICS

Due to limited space, we offer **ONLY 5-DAY contracts** for our *School Age* classroom. There is a full-day and a half-day option for five days per week. And, only during the school year, we offer a 0-2 hour option. It is important to choose carefully and wisely to fit your specific needs, as contract overages add up quickly if more hours are used than are in the contract you choose. Contract overages detail is covered later in this pamphlet.

SUMMER AND SCHOOL BREAK SCHEDULE

During summer and school breaks, there will be **NO** 1-2 hour rate for school children. If you are contracted for the 1-2 hour slot during the school year, you must sign a new contract for the summer months for either half-days or full-days. In the fall, when school resumes, you are required to sign a new contract for each school year. While school is in progress, you will be required to sign up your child for care during school breaks and for days school is closed but we are open. Likewise, when there is an observed holiday and school is closed, but our childcare center is open, you must also sign up for childcare, and you will be charged for the number of hours your child attends over their current contract amount. These charges are based on our drop-in rates and they are posted on the bulletin board at our sign-in window.

10 HOUR POLICY

In extenuating circumstances where your travel time to and from work requires you to leave your children in childcare for more than 10 hours per day, we have a written policy to define how we cover those hours above 10 hours in one day. No child may be left in childcare for more than 10 hours per day for any reason other than for work transportation/travel time. **A copy of our 10-Hour Policy is posted on the bulletin board located at our sign-in/out window.**

DAILY REPORTS, AND, INCIDENT, INJURY, ILLNESS REPORTS

Your child's teacher will give you a *Daily Report* at the time of pick-up. This report gives you detail about your child's day and indicates if your child is running low on supplies. This report is yours to keep. Please re-stock your child's supplies immediately to avoid using LNC supplies, which will result in fees for these supplies being charged to your account. If your child has been involved in an incident with another child during the day, or sustains an injury, or becomes ill, you will be asked to review and sign an *Incident Report, Injury Report, or Illness Report* (whichever applies). To remain in compliance with state regulations, we must keep the signed original in the child's file, but we will make a copy for you to keep upon request. If your child becomes too ill to remain in our care, you will be called to pick up your child. If you are not able to pick them up we will contact others on your pick-up list. **Please make sure all people on your pick-up list are aware of this policy.**

CHILDREN'S RIGHT TO PRIVACY LAWS

In accordance with state laws and to comply with licensing regulations and LNC policies regarding all children's right to privacy, information regarding the children in our care will not be given out to anyone other than the legal parent/guardian of each individual child. This includes names of other children involved in an *Incident Report*. In a case where older children are involved and can tell the parent the name of another child, please do not call that child into question to our office personnel, nor to their teachers, nor any other staff member at LNC. We have very strict policies in place to ensure that each and every child is treated fairly and equitably. And, our staff members are trained to comply with the children's right to privacy laws. All concerns should be brought to the attention of the center director and each case will be handled appropriately. **You do not have a right to demand that your child be kept away from another specific child. Doing so will violate the children's right to privacy laws and might result in immediate withdrawal.**

EQUAL OPPORTUNITY EMPLOYER

Luv-N-Care is an equal opportunity employer. When hiring employees, we do not discriminate based on race, creed, color, gender, age, nor any other category protected by these laws. A full description of these laws can be found on the internet. Every employee hired to work in our center must have all state regulated requirements, including a complete background check. We enforce this policy to the letter of the law. While your child will be with the same teachers for the most part of the day, we do have other staff members who will care for your children during breaks and in the early morning/late afternoon hours when we combine classrooms. **You do not have a right to demand that your child be kept away from a specific staff member. Doing so will violate the equal opportunity laws and might result in immediate withdrawal.**

TUITION RATES AND CONTRACT AGREEMENT

Tuition rates are billed one month **in advance**, and, are based on the number of hours and days outlined in the contract you sign for your children's attendance. We offer four and five-day contracts, for either part-time (up to five hours per day), or full-time (from five to ten hours per day). **If we have availability**, you may switch days in a four-day contract within the same week but cannot carry a 5th day over to the next week. You may change your contract at any time, with a two-week notice. Without a two-week notice, the old contract will remain in effect for two weeks after you submit a request to change contracts, before the new contract can begin. **Actual tuition rates are listed in the *Contract Tuition Rate Agreement* included in our enrollment packet.**

CONTRACT OVERAGE CHARGES

Any days and/or hours used above and beyond what is covered in your *Contract Tuition Rate Agreement* will result in additional contract overage fees based on our posted drop-in rates. **These rates are posted on the bulletin board located at our sign-in window.**

PRIVATE PAY BILLING AND PAYMENT SCHEDULE

Tuition rates are divided in half, and, billed twice per month. Payments are due on the 1st and on the 15th of each month. Statements are located on your LiffeCubby app. five calendar days before they are due. We allow a five-calendar-day grace period for payments before a late fee is applied. If you do not make your payment by the 5th and the 20th of each month, a \$25 '*Late Payment Fee*' will be charged to your account. The only exception to this is if the 5th or the 20th falls on a weekend, or on a day we are closed. In that case we delay the late fee until the next business day. **PLEASE NOTE: *It is your responsibility to view your statement from LiffeCubby, and, to make payments in a timely manner. Unpaid bills are considered past due, and might result in suspension of services until paid in full. If you are ever financially unable to pay your bill on time, please notify the finance director in advance and we will be happy to assist you with a Payment Agreement to prevent accumulation of late fees. We reserve the right to turn over any unpaid bills to Capital Accounts Collection Agency to collect on our behalf, and withdrawal of enrollment will be an immediate result.***

SUBSIDIZED ACCOUNTS (DSHS, MILITARY, TRIBAL, WARD OF THE STATE, ETC.)

Copay rates are divided in half, and, billed twice per month. Payments are due on the 1st and on the 15th of each month. Statements are on the LifeCubby app. five calendar days before they are due. We allow a five-calendar-day grace period for payments before a late fee of \$25 is applied. You are responsible to promptly pay all charges incurred that are not covered by your subsidizer; i.e., parent co-pays, late fees, diaper charges, childcare services above and beyond your subsidy coverage, contract overages, etc. Payments are due on the 1st and on the 15th of each month. A late fee of \$25 will be charged if your bill is not paid by the end of each month. It is your responsibility to maintain and keep your subsidiary account current. You are responsible for notifying our office if your childcare needs change. Likewise, you are responsible to notify your subsidy organization if your needs change, and/or to update your records with them as needed. If your coverage expires, you will be required to pay for your bill via private pay and in accordance with private pay timeframes and conditions in order to continue our service. Subsidized accounts do not qualify for other discounts, credits, and/or vacation days. Wards of the state must be enrolled completely by their individual case worker, and confirmation of their coverage must be on file in the finance director's office before their start date.