



BIG HEARTS
LITTLE HANDS Learning
Center

Parent Handbook



Guiding little hands to success

Our Mission Statement

Our mission is to provide exceptional child care services to the surrounding community through learning programs, physical activities, nutritional meal service and safe, reliable transportation to and from school and field trips. When you enter our facility, we want you to feel welcome and confident that your child will receive the best care possible.

General Policies

Enrollment Procedures

On or before the first day of enrollment we require the following:

- Completed enrollment form
- Special Needs Rate Form (ADM 12-SI) if applicable for DHS
- Completed Medical History/Physical Form
- Copy of current immunization records
- Completed form on your child's social characteristics
- Completed screening consent forms for speech, developmental testing, hearing and vision, physical or occupational therapy
- Signed parent policy agreement

Registration Fee

A one-time registration fee will be charged: \$50 for one child or \$80 per family.

Payment Policy

- Copays are due on or before the 1st of each month.
- If payment is made after the 1st there will be a late fee of \$25.
- If payment is not made by the 5th your child/children will be suspended.
- We will accept cash, check, or money order.
- A \$15 fee will be charged on returned checks.
- Private pay tuition is due on the Friday before the upcoming week. Payments will be accepted the first morning of attendance each week.
- There will be no payment arrangements or postdated checks accepted.

Vacation

You are required to pay the weekly tuition whether your child is absent or not. Each family will receive two weeks of vacation per year. Vacation days must be used by the week. Please notify the office at least one week ahead of time.

Hours of Operation

Big Hearts, Little Hands Learning Center is open Monday through Friday from 6am to 6pm.

A late fee of \$1 per minute will be charged for each minute after 6pm that your child is not picked up. This fee is due at the time of pickup or before your child is dropped of the next day. We will make every attempt to reach you or your emergency contact. At 6:30pm, if we have not been able to reach anyone, we will contact the Tulsa Police Department.

Holiday Closures

We will be closed on:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- We will close at 3pm on Christmas Eve and will be closed Christmas Day

Drop Off and Pick Up Procedures

For your peace of mind and the safety of your child, the following procedures will be strictly adhered to:

- The list of persons authorized to pick up your child must be kept current and accurate.
- Changes in custody agreements/ guardianship must be accompanied by a copy of the court order specifying the change and designating the person or persons who have legal custody of the child.
- You must come into the facility to drop off or pick up your child. This is a DHS state requirement.
- Photo ID is required for anyone picking up a child.
- No child in our care will be released to persons not authorized by the enrolling parent/guardian. In case of emergency please contact the office to make arrangements.
- If a person picking up a child displays any signs of being impaired in any way and unable to provide safe transportation, the Center Director of Assistant Director will make arrangements for alternate transportation with a private provider at the parents' expense.

Discipline

We provide an environment where discipline occurs naturally through a combination of support, encouragement, and the setting of boundaries.

The following are methods to encourage positive behavior in our center:

- Diverting the child and redirecting him or her to a new activity
- Having the child take time out from an activity
- Providing a related consequence appropriate to the situation

Health

In order for your child to get the most out of his/her school day, he/she needs to be in good health. Do not bring your child school if they cannot participate fully in the indoor and outdoor programs. Children may not attend Big Hearts, Little Hands when they are ill with either a contagious condition or fever. If you child has any of the following symptoms they will not be allowed to attend:

- A temperature of 100 degrees or higher
- Vomiting or diarrhea
- Sore or discharging eyes or ears
- Any undiagnosed rash
- Or any other illness

If your child is sent home due to illness, they will not be allowed to return until they are fever free without the aid of medication for 24 hours.

It is important that the person listed on your emergency card be available to come for your child in case of illness or an accident. Please keep these numbers up to date.

Medications

In order for us to give children medication at school, state law requires that we have the following:

- Written permission from a parent/guardian by filling out the medication administration permission form
- Medication labeled by a pharmacist with dosage and time of administration. (You may wish to have a pharmacist use two containers for medication so that one may be left at school)
- We do not give first doses
- If your child has an allergy or an allergic reaction to any food or drug please make certain that we are kept informed.

Parent Involvement and Participation

We always welcome your ideas, concerns, comments, suggestions, and participation.

Your participation in the school is important because it makes us partners in the education of your child. We want to work with you to provide learning opportunities which match your child's own pace and style. It helps us to know about family changes, such as a grandparent's visit or a new baby. We have an open door policy and welcome you to spend time in your child's classroom. We look forward to getting to know each family. Since children are often with us for several years, we see ourselves as a meaningful part of your child's life.

We hope that you will schedule talks with your child's teachers as well as take advantage of the formal conference periods held twice a year in May and November.

The Parent Resource Center is located in the lobby of Big Hearts, Little Hands and contains important information and resources for parents. Please check the Parent Resource Center regularly for important schedules, forms, and announcements.

Clothing

Children are active in the center. They will use expressive materials including paint (which may not wash out), water, mud, etc. In addition, they will be involved in climbing and running activities. Please dress your child in comfortable, appropriate clothing and sturdy shoes.

If you are concerned about your child's clothing, please send a change of clothes. Please label all clothing including jackets, coats, etc., to prevent lost items.

***Big Hearts, Little Hands is not responsible for items that are lost or stolen.

Toilet Training

When your child is ready to begin toilet training the staff will work with you to establish a sense of consistency for your child, whether at home or at school. When the time comes to begin training you will be given a flyer containing several tips and techniques we have found to be effective.

Cleanliness

Big Hearts, Little Hands maintains a high standard of cleanliness and sanitation. Rooms are cleaned daily and changing stations are disinfected after each use. On a

regular basis preventive pest control is conducted, air filters are changed, and toys and play areas are disinfected.

Children are taught to wash their hands frequently and are taught the benefits of good hygiene.

Rest Time

According to the Oklahoma state guidelines, all children will have a rest period each afternoon. Younger children may rest quietly on cots, while school age children will be given opportunity to have quiet activities or may be given the opportunity to participate in community field trips.

Food and Nutrition

Big Hearts, Little Hands will meet your child's nutritional needs during the time he/she is in our care by providing a balanced diet including breakfast, lunch, and an afternoon snack. No outside food will be allowed unless it is prepackaged and enough to share with the entire classroom. To ensure your child's needs are met Big Hearts, Little Hands participates in the Federal Food Program.

Menus are posted weekly on the parent information bulletin board. Our teachers eat family style with the children and you are encouraged to enjoy lunch with your child anytime. We do ask that you notify a staff member if you plan to eat with your child so that you will be included in our lunch plans.

Outdoor Activities

Big Hearts, Little Hands has several large, secure outdoor play areas. These play areas are carefully monitored by staff members and provide a variety of fun activities for your child to participate in. When weather permits and the temperature is above 40 degrees all children will have an outdoor play period. Please make sure your child has appropriate clothing.

Field Trips and Other Activities

Off-site activities are an integral part of your child's development. These field trips included places such as the zoo, museums, parks, skating rinks, etc.

Other activities that your child may participate in include creative art class, dance class, African drumming class, and theater class which are all sponsored by Tulsa Arts and Humanities.

We will offer school photos at least two times a year.

School age children are allowed to sign up with their teacher to participate in community contribution. This means they can help the center with dusting, sweeping, mopping, cleaning sinks, refilling soap, etc.

We also have an "ECO" group offered for children eight years and older. These students will learn about recycling, endangered species, services to the elderly, homeless aid, and other community services, both local and global.

Reporting Absences

If your child is going to be absent you must notify the office in advance. We also require that you notify us of any planned absences or vacations, as well as any changes to your child's schedule which may affect their time here at Big Hearts, Little Hands. If your child is in the before or after school program we ask that you notify us at least two hours in advance of the scheduled pick up time if your child is not to be picked up.

Children with Special Needs

Big Hearts, Little Hands recognizes that some children have special needs, either throughout their time here or because of temporary situations such as broken bones or changes in home environment. We will make every effort to meet the needs of these children while providing a healthy and safe environment for all of the children. We do not discriminate against any family for any reason including children with disabilities.

Emergency Procedures

Your child's safety is our biggest concern at Big Hearts, Little Hands. Each month and seasonally, the entire center participates in fire and disaster drills. Evacuation plans are posted in each classroom.

Eco-Friendly Environment

We are striving to set a good example to the children in our care by teaching them the importance of caring for the environment through recycling. We offer this service to all families who wish to participate. Please feel free to bring your recyclable materials to our recycle bins. We recycle all paper, plastics, aluminum, glass, and cardboard that we use in our center.

We also use only eco-friendly cleaners and cleaning products. By doing this we hope to inspire others to do their part to help sustain the planet.

Parent Conflict Resolution Policy

When a problem arises with your child, the first step is to discuss any concerns with the Master Teacher in your child's classroom. If there is further concern then you will meet with one of the directors of the center to help resolve the issue.

If you have any questions or concerns regarding any of the Big Hearts, Little Hands Learning Center's policies please meet directly with one of the directors.

**Thank you for choosing
Big Hearts, Little Hands Learning Center
as part of your school family!**



**8119 East 12th Street
Tulsa, Oklahoma 74112**